

WHAT IF EVERYONE
HAD OPPORTUNITIES
FOR EMPLOYMENT?

THE POWER OF INFLUENCING CHANGE





EMPLOYMENT,
RECRUITMENT,
ASSESSMENTS.

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.

WHAT IF EVERYONE
HAD OPPORTUNITIES
FOR EMPLOYMENT?

Who would notice you speaking up for their needs?

A **youth in Jane Finch** living in a shelter after leaving the justice system would.

A **woman re-entering the workforce** after a 16-year absence due to mental health would.

An **adult with developmental disabilities** wanting a part-time job would.

A **university graduate** working a survival job would.

An **internationally trained professional** immigrating to Toronto would.

JVS Toronto would.



SPEAKING UP FOR THOSE WHO AREN'T BEING HEARD

Opportunities for employment give people a chance for a good life – the Canadian dream.

Ten years ago, Canada was rocked by the world financial crisis and the economic slowdown that followed. JVS Toronto saw first-hand the deepening need for employment services due to continued economic fluctuations, globalization and rapidly changing technology. Over time, full-time, permanent jobs with benefits have decreased, with part-time, temporary, contract and casual positions taking their place. This type of precarious employment has become commonplace affecting many in gaining financial stability.

Recent economic growth however, has seen more people find secure employment, increasing 5% between 2011 and 2017¹. Unfortunately, wages only grew by 1% with the economy¹. While 55.9% of employees in 2017 worked in full-time, permanent jobs with benefits, 44.1% continued in some form of precarious employment¹.

BUT ARE THESE OPPORTUNITIES ACCESSIBLE TO EVERYONE?

The shrinking of middle income neighbourhoods is a concerning trend across the Greater Toronto Area. Neighbourhoods are increasingly becoming either low or high income² polarizing the “haves” and “have nots.”

With income inequality more people become marginalized, facing higher barriers to securing work. Sadly, those already in need are being pushed the furthest away from employment opportunities.

Throughout our long history, we have remained unwavering in helping those with complex personal circumstances find work. For decades, we’ve been speaking up for those whose voices aren’t being heard, **one individual and one job at a time.**

THE POWER OF INFLUENCING CHANGE

While individual advocacy has always been the core of our service model, we’ve steadily increased our participation in community capacity building initiatives for client needs across Toronto, York Region, and internationally for the Jewish community. Leadership in the UJA Federation’s network of Jewish community social service agencies, as a United Way Greater Toronto anchor agency, through the City-Wide Agency Network and the Network of Jewish Human Service Agencies (NJHSA), we are demonstrating our broader voice.

On a program-by-program basis, we’ve been building strong partnerships with community organizations, sector councils and institutions to develop client-

focused programing to address the needs of specific populations like immigrants, refugees, individuals with disabilities, youth, and anyone facing unemployment or underemployment.

On an international, regional, municipal and community level, JVS Toronto participated in 46 committees and networks in 2017-18. We are working with our community partners and funders to tackle critical social issues like poverty, employment equity, newcomer settlement, self-harm, drugs, youth justice, and improving access to employment for all the populations we serve.

When people experience exclusion, disparity and instability, a slight change in circumstances can start the fall into poverty. A single voice can’t change this. But our work collaborating with others strengthens our advocacy and leads to lasting change.

Everyone deserves the opportunity for a good life. United, we can give **the power of employment.**



Kim Coulter
KIM COULTER
President & CEO



Jeffrey Goldfarb
JEFFREY GOLDFARB
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We thank **XBASE Technologies Inc.** for being our 71st Annual General Meeting of JVS Toronto sponsor. It is our honour to recognize them and their ongoing support of JVS Toronto in our pursuit to ensure every individual has opportunities for employment.



When people experience exclusion, disparity and instability, a slight change in circumstances can start the fall into poverty.

1 in 7 Canadians live in poverty³.

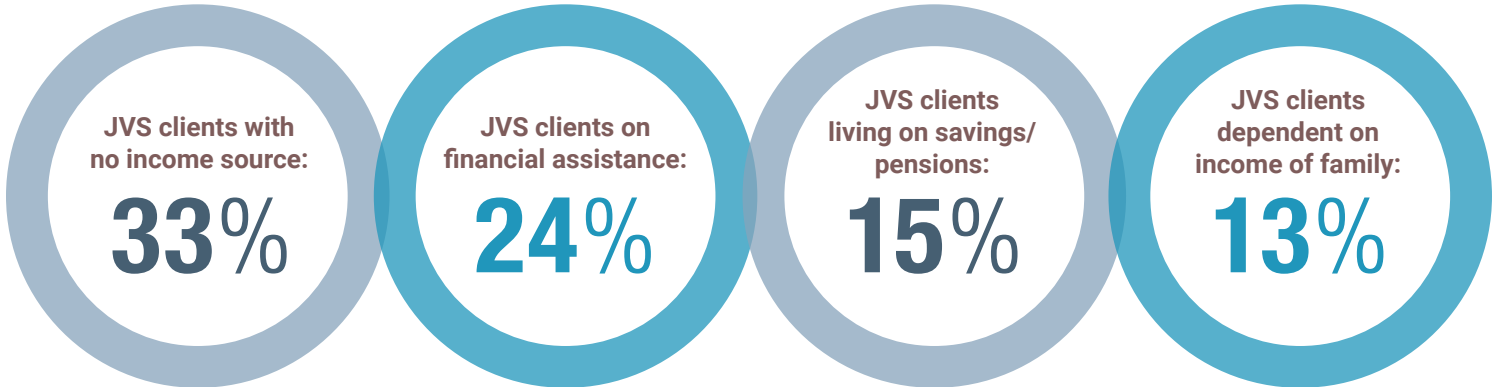
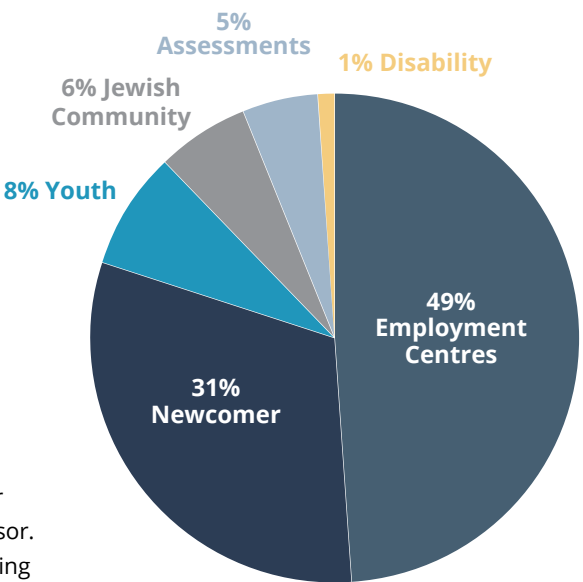
At 17%, Toronto has the highest poverty rate among Canada’s largest cities⁴.

Close to 25,000 Jewish people live in poverty in the Greater Toronto Area⁵.

Immigrants and people with disabilities in Toronto are among those most at risk to living in poverty⁶.

Youth, 16 to 24 years of age, are overrepresented in York Region’s homeless population⁷.

SERVICES CLIENTS USED IN 2017-18:



WHEN I WORK WITH YOUTH, I RECOGNIZE MYSELF IN THEM

With social worker intervention, Michael left his abusive home and found himself living in a youth shelter at 17 adjusting to the culture shock of being isolated and alone. Michael needed money. He'd never worked before. There was no one to guide him on how to find a job. Soon it didn't matter how he got the money and Michael found himself in the youth justice system. He'd been a good student. He knew he was better than this. **But he didn't know how to break free.**

A referral to JVS Toronto's **Toronto Youth Job Corps (TYJC)** program in the Jane and Finch community helped Michael build the skills, behaviours and confidence to get on a better path. Through TYJC's community paint project and workshops, Michael learned critical soft skills like how to interact within a group, communicating with employers, arriving to work on time, staying on task, and gaining hands-on work experience as a painter. He also obtained work references from the program staff that he used to secure his first "real" job as a homework tutor for school-age children with a community organization.

Ten years later, Michael is a youth worker **providing a positive community role model for youth** – something he never had.

He'd been a good student. He knew he was better than this. But he didn't know how to break free.

INFLUENCING CHANGE FOR YOUTH

JVS Toronto advocates for youth needs through these community committees to improve processes for inter-agency referrals, identify service gaps, collaborate on programs, and address critical issues.

- Black Creek Community Collaborative Network
- Community Drug Strategy for York Region
- Employment Connections
- First Works
- Harm Reduction Coalition for York Region
- Intelligarde Jane Finch Task Group
- Jane Finch Support Network
- Jane Finch Toronto Strong Neighbourhood Task Force Economic Opportunities Group
- Linking Georgina Community Table
- Neighbourhood Action Youth Employment Committee
- One Love Committee
- Steeles L'Amoreaux Youth Empowerment Network
- Toronto Schools Youth Employment Partnership Committee
- Youth Employment Partners
- Youth Employment Partnership Networks
- Youth Justice Network



JOB SEARCH KNOWLEDGE HAS BROUGHT ME TO WHERE I AM TODAY

In his mid-twenties, Akiva worked a part-time job while he completed his accounting degree and juggled parenthood. When he graduated, he found a part-time position with a small business as a bookkeeper that required a long transit commute. Akiva’s career dream was to work in accounting. He knew he’d never gain the experience he’d need in a small business. He didn’t want to settle for anything less than his education and abilities deserved, **but wasn’t sure what to do.**

A **JVS Toronto** newspaper advertisement caught his attention and led him to a career path in accounting.

Akiva participated in **EMETemployment**, a program supporting job seekers and employers in the Jewish community, with the goal of obtaining a full-time position with more responsibility and closer to home, that would build his experience for more senior roles. Learning how to create an effective resume, master a job interview, understand how corporate recruiters work and utilize tips on how to stand out among other candidates, Akiva moved through three progressive full-time bookkeeping positions.

By diligently building his knowledge and skills in full-cycle bookkeeping and reporting, Akiva recently started a new position as an accountant in a large, multi-location business. Feeling like he will fully meet his career goals, **Akiva is moving confidentially into the future.**

THE POWER OF INFLUENCING CHANGE

For 71 years, JVS Toronto has been an integral part of the network of Jewish social services organizations

collaborating to ensure the vulnerable in our community are supported. We are active in addressing major issues such as poverty reduction by participating in committees such as the:

- Canadian Friends of Israel Elwyn

- Collective Impact for Poverty Reduction in the Jewish Community Steering Committee
- Miriam & Larry Robbins 1 Open Door
- Network of Jewish Human Services Agencies
- UJA Federation Social Services Planning Forum

He knew he’d never gain the experience he would need in a small business.



Volunteers walked away with a greater appreciation of the capabilities of those with disabilities.

I'M MORE CONFIDENT NOW; I WANT TO BE A TICKET TAKER AT A BIG ARENA

Neither Mike nor Neil ever thought they'd have a chance to work at Canada's largest, end-of-summer fair held annually in Toronto for 18 days each August. It all began with a shared vision between the **Ontario Disability Employment Network (ODEN)**, employment agencies including JVS Toronto, and the **Canadian National Exhibition Association (CNE)** to help people with disabilities increase their access to employment opportunities.

Mike, 29, and Neil, 39, are participants at JVS Toronto's **AI Green Resource Centre** which provides employment-based programs for individuals with developmental disabilities. Both with a goal to paid employment and encouragement from program staff, were among **10 JVS Toronto clients who applied to the CNE.**

JVS Toronto's Disability Services team and ODEN, with support from United Way Greater Toronto, held mock interviews for the clients conducted by 15 volunteers from a leading professional services company. Clients received a better understanding of their strengths and areas to improve, and volunteers walked away with a greater appreciation of the capabilities of those with disabilities.

Mike and Neil, each with the support of their job coach, attended their CNE interviews with success. Through the CNE's commitment to diversity hiring, Mike and Neil participated in orientation activities, received mentoring from returning employees, and arranged

accommodations, such as providing Mike with a stool to sit and rest during his shifts. This enabled him to build his stamina and work without resting. Being in public and greeting people helped Neil improve his communication skills and confidence.

After their positive summer work experience with a great employer, Mike and Neil want to **pursue working at the CNE next summer** or other similar venues.

INFLUENCING CHANGE FOR WORKPLACE INCLUSION

Since 1956, JVS Toronto has been actively preparing individuals with disabilities for employment and promoting inclusive hiring. We are improving inclusion through these committees:

- COMPASS - Person-Directed Planning Collaborative
- Development Services Ontario (DSO) Toronto Region Service Providers
- Disability Services Urgent Response Committee
- French Language Services Work Group - DSO Toronto Region
- Lawrence Heights Inter-Organizational Network (LHION)
- Ontario Disability Employment Network (ODEN)
- Program Advisory Committee - Centennial College Community Service Department
- Social Health & Advisory Committee - Toronto Employment & Social Services

New clients with disabilities served:

129

Adults with learning disabilities/conditions now employed:

47

Youth with disabilities who gained work skills:

38

Clients with ASD who completed work placements:

26



Soon she was facing newcomer challenges; weather, unfamiliar places, different communication styles, and looking for work.

search knowledge to work, Meeta introduced herself to recruiters, hiring managers, and started to get responses from her resume.

Meeta is now working as a Quality Assurance Tester with a leading entertainment company, and freelancing as a Testing Software Coach. Her husband Ankur arrived in Canada four months later and attended the Job Search Workshop for Newcomers. He is now employed as a Quality Inspector and is pursuing his Professional Engineering licence in Ontario.

Both Meeta and Ankur are settling into their new life and **building their personal and professional network** through people they met at JVS Toronto.

INFLUENCING CHANGE FOR NEWCOMERS

Since 1947, we have been helping immigrants find work. Our strong community partner network puts JVS Toronto at these committee tables as a collective voice for immigrants' and newcomers' needs:

- Bathurst Finch Hub
- Bridging Programs Coalition
- Consortium of Agencies Serving Internationally-trained Persons (CASIP)
- Duke Heights Business Improvement Area
- Local Immigration Partnerships
- Newcomer Leadership Table
- Pre-Arrival Service Provider Network
- Toronto Region Immigrant Employment Council (TRIEC) Mentoring Partnership

PERSISTENCE PAID OFF, I'M SLOWLY SETTLING IN & IT'S GREAT

It was a cold, grey November day when Meeta arrived in Toronto from Mumbai. Meeta, 29, left her home, family and 35 degree Celsius weather behind to pursue employment in Canada ahead of her husband's arrival. Soon she was facing newcomer challenges of the weather, long commutes, unfamiliar places, different communication styles and looking for work in her field. Although highly skilled in the technology sector, Meeta **wasn't getting any responses to her job applications.**

A referral to JVS Toronto's **Job Search Workshop for Newcomers** helped Meeta sharpen her job search skills for the Canadian market.

Attending the four-day program, Meeta learned better ways to penetrate the Canadian job market, how to tailor her application to stand out during the hiring process, created a 30-second elevator speech, and most importantly, built her confidence. Putting her job

Newcomer clients
served across all
programs:
3,447

Clients served
prior to arrival in
Canada:
78%

Clients served
after arrival in
Canada:
22%

She had no clear plan about what positions to seek and no idea where to find employment advice.

ADVOCACY FOR MY MENTAL HEALTH MADE ME BELIEVE I COULD GET A JOB I LOVED

It had been 16 years since Faith had worked full-time. Formerly a nurse, Faith held senior-level positions in insurance and banking until 2002 when her depression put her in an “invisible prison.” With her long-term disability coming to an end, Faith, 64, needed to re-enter the workforce. **She had no clear plan about what positions to seek and no idea where to find employment advice.**

A referral from her hospital social worker lead Faith to JVS Toronto’s downtown **Employment Source** and a job using her lived experience to help others.

Using her growing public speaking experience, and her employment specialist’s expertise, Faith revised her resume and job search goal to target positions where she could provide peer-based support.

Today, Faith is happily working as a Peer Support Specialist at an urban hospital helping people transition from homelessness to secure housing. Faith has been released from her “invisible prison” **with a stronger belief in herself and in community organizations like JVS Toronto.**

INFLUENCING CHANGE FOR THE UNEMPLOYED

The need for general employment services has deepened with more people experiencing precarious employment. We reach individuals who are unemployed or underemployed by embedding our locations across Toronto and York Region. Participating in a variety of employment service committees, like those listed below, ensures we speak up for employment opportunities and equity for those affected by a changing labour market.

- ACT 4 Youth Collaborative Initiative
- Central Service Delivery Network
- Downtown Toronto Employment Partners
- Employment Services Advisory Committee
- Employment Services Advisory Network
- Employment Team Meetings
- George Brown Advisory Committee
- Toronto Central Service Delivery Network
- York Region Employment Network

Uncertain that it was even possible to get a job at her age, Faith worked with her JVS Toronto employment specialist to pursue positions in the insurance industry. But what Faith really wanted to do was to help others facing mental health issues. With encouragement from her employment specialist, Faith began volunteering as a lived experience speaker on mental health for hospitals and other organizations.

With her self-esteem revived, Faith realized she was no longer suitable to any of her previous occupations.



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Every individual has opportunities for employment.

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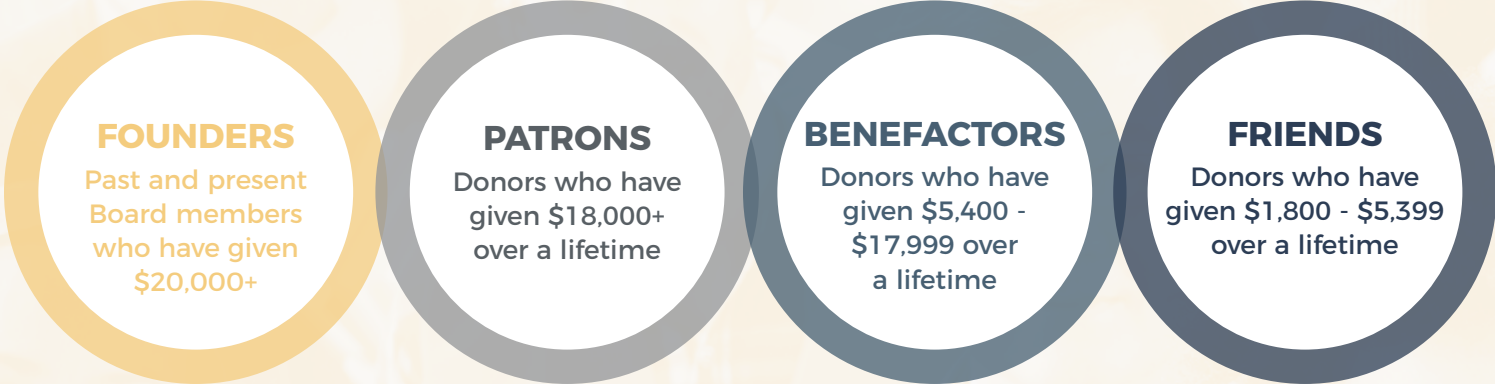
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The Leonard & Felicie Blatt Foundation
The Sam Sorbara Charitable Foundation
Thomas Schwartz
Toronto Blue Jays Baseball Club
UCAN Fastening Products
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Wayne Tanenbaum Charitable Foundation
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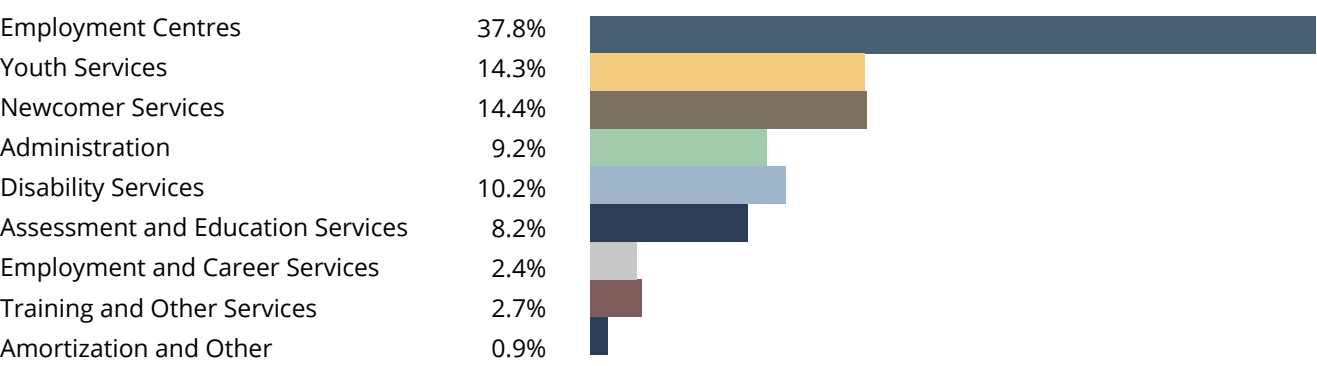
This list is updated on an ongoing basis. We have made every effort to ensure that all donors have been accurately acknowledged. Please report any errors or omissions to (416) 649-1631 or donations@jvstoronto.org

FINANCIAL SUMMARY

REVENUE	2018	2017
Federal, Provincial and Municipal Grants	14,399,555	14,270,366
Fees For Service and Other	1,578,590	1,663,969
UJA Federation	229,872	225,444
United Way Greater Toronto	569,516	549,467
Donations Recognized per the deferred contribution method	110,749	109,933
Total	\$16,888,282	\$16,819,179
Total Donations Received in Fiscal Year	\$163,559	\$80,955

EXPENSES	2018	2017
Employment and Career Services	398,638	431,435
Disability Services	1,655,074	1,540,572
Newcomer Services	2,340,074	1,677,354
Employment Centres	6,155,044	6,836,451
Youth Services	2,330,814	2,387,288
Assessment and Education Services	1,342,233	1,448,001
Training and Other Services	433,398	352,818
Administration	1,491,364	1,568,515
Amortization and Other	138,703	117,821
Total	\$16,285,341	\$16,360,255
Net Surplus/(Deficit)	\$602,941	\$458,924

WHERE WE SPENT OUR REVENUE IN 2017-18:



OUR LEADERSHIP

KIM COULTER *President & CEO*

BOARD OF DIRECTORS EXECUTIVE COMMITTEE

JEFFREY GOLDFARB *Chair, Board of Directors*

SUSAN FREMES *Immediate Past Chair*

JACKIE IRVINE *Vice Chair*

DESMOND LEVIN *Treasurer*

AVI POLLOCK *Secretary*

WAYNE BURNS *Member at Large*

DIRECTORS

NICOLE DIAMOND

WENDY GLASER

SAUL GOODMAN

JULIA HUANG*

PRABHAS JHA

SARA LEFTON*

* Resigned mid-year.

FIONA ORR

ERIN PAYNE

BEATRICE TRAUB-WERNER

ANDREW WEISBERG

DANIEL WILSON

MARVIN ZWEIG



We thank **XBASE Technologies Inc.** for being our 71st Annual General Meeting of JVS Toronto sponsor. It is our honour to recognize them and their ongoing support of JVS Toronto in our pursuit to ensure every individual has opportunities for employment.

Sources:

1. **PEPSO, McMaster University Social Sciences, United Way Greater Toronto.** 2018. *Getting Left Behind*, Toronto.
2. **United Way Toronto & York Region, Neighbourhood Change Research Partnership.** 2017. *The Opportunity Equation in the Greater Toronto Area: An update on neighbourhood income inequality and polarization*, Toronto.
3. **Canada without Poverty.** 2018. *Just the Facts*. Retrieved from: <http://www.cwp-csp.ca/poverty/just-the-facts/>
4. **Citizens for Public Justice.** 2017. *Poverty Trends 2017*, Ottawa.
5. **UJA Federation of Greater Toronto.** 2015. *The Face of Poverty: A Jewish community study*, Toronto.
6. **City of Toronto.** 2018. *Poverty in Toronto*. Retrieved from: <https://www.toronto.ca/city-government/accountability-operations-customer-service/long-term-vision-plans-and-strategies/poverty-reduction-strategy/poverty-in-toronto/>
7. **United Way Toronto & York Region,** York Region. 2016. *Understanding the Numbers*, Toronto.

**Every individual has
opportunities for employment.**



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