

BUILDING RESILIENCE

#TogetherWeCan

JVS TORONTO
ANNUAL REPORT
2019-20



#TogetherWeCan... BUILD RESILIENCE

A MESSAGE FROM KIM & JONATHAN

Job searching is often much more than just finding the right position, it's about overcoming a variety of barriers that stand in our way. Stress, adversity, fear, and trauma can interrupt our ability to focus and take control of our day-to-day lives.

At JVS Toronto, the individuals who walk through our doors often report feeling demoralized, making the difficult task of finding a job even harder. Those who are seriously disadvantaged suffer even greater stressors during stretches of unemployment. Last year, over 50% of the individuals we served were either in receipt of government assistance or had no source of income. Many also juggled complex personal circumstances such as limited education, lack of English language skills, employment gaps, disabilities, and mental health challenges that impacted their well-being.

A study on resilience and employment states that not only is unemployment associated with increased risk of depression, but job-search persistence has also been found to depend on the emotional stability of the unemployed person. Our skilled Employment Specialists understand that while the complexity of our clients' challenges may vary, resilience is critical to long-term success and ability to maintain meaningful employment.

A WORLDWIDE CRISIS

The end of the 2019-2020 fiscal year marked the beginning of the worldwide COVID-19 pandemic – a crisis that will impact our clients, employees, and community for years to come. In the first three months of national lockdowns across Canada, **over three million jobs were lost and a 16% drop in the state of mental health was reported.** The people we serve are more vulnerable to stress, trauma, and fear than ever before. Our commitment to strengthening our services, adapting to unprecedented needs, and meeting people wherever they are in their journey to employment continues to be critical.

JVS Toronto responded quickly at the onset of the pandemic. We developed a strategy to ensure uninterrupted delivery of services while protecting the health and well-being

of employees, key stakeholders, and the individuals we serve. Quickly adopting new technology, committing ourselves to transparency, and welcoming new ideas to meet client needs have been critical in building our own resilience as an organization.

THE CHANGING FACE OF THE WORKFORCE

As a leader in employment services, JVS Toronto is paying close attention to the rapidly changing labour market that resulted from the pandemic and the long-term impacts this will have on the future of workplaces.

While job loss is one unfortunate reality of COVID-19, many individuals in the workforce are not just doing their regular jobs, but have transformed their roles and taken on different responsibilities. People have become crisis managers, workplace safety monitors, and work-from-home coordinators. These tasks weren't even a thought before the pandemic. Now the need for additional skills has become apparent, particularly around technology and remote work, and we know this change is here to stay.

Workers are coping with the unpredictability of the new workplace. Some are also juggling family responsibilities like child and elder care, battling feelings of depression and social isolation, or living with anxiety due to fear of becoming infected with the virus. These circumstances are manifesting themselves in our workplaces.

As we look to the future, we are confident that with our funders, donors, and community partners, **#TogetherWeCan** help our clients overcome the challenges that lie ahead on their journey to employment.



Kim Coulter

KIM COULTER
President & CEO



Jonathan Kopman

JONATHAN KOPMAN
Chair, Board of Directors

The Seven Cs... OF RESILIENCE

Resilience is more than just the process of adapting to the stressors that can affect an individual's ability to gain meaningful employment – it's about growing stronger because of them and advancing despite adversity.

THE PILLARS OF RESILIENCE

The Seven Cs of Resilience, also known as the Essential Building Blocks, stem from the positive youth development movement and are key to helping individuals cope and bounce back after challenges, changes, setbacks, disappointments, and failures.

For each Essential Building Block below, this year's annual report highlights **an incredible story**, each of which demonstrate a unique path to resilience.

COMPETENCE is the ability to handle situations effectively by developing and enhancing skills that allow individuals to trust their judgment and make informed choices. Read **Getachew's story** on page 5.

CONFIDENCE is the solid belief in one's own abilities gained through demonstrated competence in navigating difficult situations. Read **Hope's story** on page 6.

CONNECTIONS provide a sense of security and empower individuals to stand on their own. Read **Lisa's story** on page 7.

CHARACTER ensures individuals have a fundamental sense of right and wrong, are comfortable sticking to their own values, demonstrating a caring attitude toward others, and making decisions with integrity. Read **Nathan's story** on page 8.

CONTRIBUTIONS feel good and are driven by a sense of commitment and responsibility. They provide a sense of purpose which can motivate an individual to take action to improve the world. Read **Nadine's story** on page 9.

COPING refers to effective strategies that better prepare individuals to overcome life's challenges. Those who can distinguish between a crisis and a relatively minor setback can avoid unnecessary anxiety and steer clear of harmful quick fixes. Read **Robert's story** on page 10.

CONTROL is learned when individuals see that decisions they make can affect their lives and that they can bounce back after challenges. Read **Zianne's story** on page 11.

JVS Toronto believes these Essential Building Blocks of Resilience are integral in creating a path forward, opening doors to new opportunities in our workplace and the lives of our clients. Despite the significant challenges we will face as a community in the year ahead, as the famous Albert Einstein quote says, "In the midst of every crisis, lies great opportunity."

#TogetherWeCan build resilience and ensure everyone has opportunities for employment.



#TogetherWeCan



13,044

individuals served across
all programs

30,963

unique services accessed
by individuals

6,022

employers in our database

621

individuals received items including
transit tickets, equipment, and
clothing to aid their job search

71%

of individuals served gained
employment or returned to
school/training

197

funders and donors who
generously provided support

311

partnerships with
organizations across Canada
and internationally

7,545

volunteer hours contributed
by over 368 volunteers

163

dedicated employees
at JVS Toronto



DEMONSTRATING COMPETENCE

GETACHEW'S STORY

"JVS Toronto made starting my life in Canada much easier. The Agency equipped me with the skills and knowledge to overcome any obstacles or challenges I faced."

As a Social Worker in Ethiopia, Getachew worked to improve the lives of those most vulnerable in his community. When political unrest escalated in his country, the situation grew increasingly unsafe for Getachew, his wife and two children, so the family decided to immigrate to Canada.

When Getachew arrived in Canada, he immediately put his skills to work volunteering with a non-profit, organizing events and participating in community outreach. Getachew had his MSW degree from Ethiopia evaluated by World Education Services (WES); however he was told that he needed to complete academic equivalency courses to gain employment in Social Work. That's when he found JVS Toronto.

Getachew enrolled in the **International Skills Applied for Geriatrics (ISAGE)** bridge training program for internationally-trained professionals with a background in Education and Healthcare. Getachew excelled in ISAGE. The academic courses delivered by George Brown

College, coupled with JVS Toronto's pre-employment support, helped him create a Canadian-style resume and complete a 4-month placement aiding seniors in a long-term care facility. At his placement, he was commended for his commitment to learning and his willingness to go above and beyond expectations.

Today, Getachew is a Support Worker in a homeless shelter. His demonstrated **competence** in his chosen field, along with the support he received through ISAGE, gave him the opportunity to continue doing what he does best – helping others who are vulnerable in our community.

7,350

of new individuals
served originated from
over 100 countries
around the world

189

internationally-trained
professionals participated
in JVS Toronto's bridge
training programs



INSPIRING CONFIDENCE

HOPE'S STORY

"I was in a tough situation... nowhere to go and beginning my recovery to sobriety. I wanted to provide a better life for myself and my kids. With JVS Toronto, I was able to identify my strengths and goals. They have been a huge support."

Hope dreamt of a better life for herself and her two young children, but at 24 years old having never completed high school, she didn't believe she could achieve those dreams.

Hope had struggled with substance abuse issues, but was in a recovery program and had achieved over a year of sobriety. She realized her part-time job as a server in a bar was not the ideal workplace for her. However, without a high school diploma, her employment options were limited. She had some experience in construction and wanted the stability, hours, and pay the field would provide her, but her lack of training made it impossible to pursue as a career.

Through JVS Toronto's **YouthReach II York Region** program, Hope learned about a pre-apprenticeship program offered by the Labourers' International Union of North America, where she could build her skills and experience in the construction industry. JVS Toronto was

able to subsidize Hope's tuition and the cost of travelling to Barrie every day for classes. Hope committed herself wholeheartedly to the program. Since she completed the program, her **confidence** has only grown. She applied for a number of jobs in the field and had several interviews. She also began studying for her General Education Development (GED) diploma.

Today, she works for a construction company and is part of a union. Her determination, gratitude, and positive outlook have given her, and her children, a brighter road ahead.

3,573

youth served across
all programs

88%

of youth served gained
employment or returned
to school/training



FOSTERING CONNECTIONS

LISA'S STORY

"After 20 years working with the same employer I was unsure of how to find a job that matched my skills and valued my experience. JVS Toronto provided excellent counselling and opened the door to an exciting new career."

Six years ago, Lisa walked away from her longtime job. The company was deteriorating, her salary had been cut drastically, and she knew she would soon find herself unemployed. Unsure where to begin, Lisa came to **EMETemployment**, a decision that would lead her to the successful career she has today as Associate Director at **United Jewish Appeal (UJA) of Greater Toronto** and provide her with the opportunity to help others that have been in her situation.

She needed a well-paying, meaningful job but hadn't conducted a job search in years. Through EMETemployment, Lisa received one-on-one employment counselling, help with her resume, and coaching for job interviews. She was building her professional network and made a connection that would change her entire career.

Lisa's Employment Specialist introduced her to UJA, JVS Toronto's funder and community partner, who were looking to hire an Administrative Assistant. Although it was a junior position, Lisa accepted the job in order to

be part of what she recognized as a great organization. She exceeded UJA's expectations. Her hard work and commitment earned her promotion after promotion.

Never forgetting that she herself was once an EMETemployment client, Lisa hired eight job seekers from JVS Toronto's Jewish community programs last year; many of whom faced barriers to employment such as poverty or mental health issues. All eight individuals have excelled in their positions. As a valued funder and community partner, UJA shares JVS Toronto's **commitment** to the Jewish value of helping others. We work together to foster connections that strengthen our community.

992

individuals served across
our Jewish community
funded programs

998

active employers in
our EMETemployment
database



BUILDING CHARACTER

NATHAN'S STORY

"JVS Toronto not only showed me 'what,' but 'how' and 'why'. I now know what my cognitive abilities are... I used this crucial information to build realistic, long-term career goals. I couldn't have done it alone."

Nathan* is an accomplished 36 year old with a post-secondary education. He also has a long history of alcoholism, mental health challenges, behavioural issues, and a learning disability.

With no career aspirations and a tendency towards impulsivity and inattentiveness, Nathan was referred to JVS Toronto for a **Psychovocational Assessment** to examine his aptitudes, interests, skills and abilities, and provide an in-depth psychological profile. The assessment confirmed what Nathan had long suspected – he met the criteria for Attention Deficit Hyperactivity Disorder (ADHD) and had been living undiagnosed with the condition for the majority of his life.

Nathan finally understood why he struggled with securing employment and did not have clear vocational goals, but the assessment also showed he had the aptitudes to succeed in a variety of careers. JVS Toronto referred him to our longtime partner agency, Ve'ahavta, where he enrolled in their **Ve'ahavta Skills Academy (VSA)**; a career exploration program designed to support

individuals experiencing instability due to socio-economic, mental health, and other circumstantial factors. Trudi Rutherford, Manager of Training Programs at Ve'ahavta says, "Our participants benefit from JVS Toronto's comprehensive employment, vocational assessment, and career services, allowing them to reach their vocational goals and realize their potential."

With the diagnosis Nathan received through his assessment and the guidance of JVS Toronto and Ve'ahavta, he enrolled in a security guard training. The training matched his strength and **character**, and now Nathan is happily employed in the field.

*Name has been changed.

459

assessments and counselling
sessions delivered in our Career,
Education and Psychology division



MAKING A CONTRIBUTION

NADINE'S STORY

"My favourite part about being a mentor is helping others. I like to provide an accurate view of life in Canada for new immigrants and help them succeed so that they too are able to give back."

Compassionate. Encouraging. Committed. These are just some of the many glowing attributes used to describe Nadine. Nadine is a volunteer mentor with **Canada InfoNet**, JVS Toronto's pre-arrival employment acceleration and mentoring program for international professionals immigrating to Canada.

A Project Manager by profession, Nadine's outcome-oriented nature shines through with every new mentoring partnership. She begins by taking the time to understand her mentees' challenges and goals, tailoring her guidance accordingly. Nadine follows a carefully measured approach to ensure that, each week, her mentees are making strides according to plan.

As a volunteer with Canada InfoNet, her exceptional contribution has helped 10 immigrating professionals and their families transition smoothly into new lives in Canada. The best way to summarize Nadine's **contribution** is through the words of one of her mentees,

"Nadine has been absolutely amazing. She gave me important tips on job hunting, networking, Canadian work culture, employee and manager relationships, and even daycare advice. I couldn't have asked for a better mentor."

237

mentors dedicated their time
to helping new Canadians

1,774

individuals received job search support
and/or occupation-specific mentoring
prior to their arrival in Canada



LEARNING TO COPE

ROBERT'S STORY

"Security is having a job. However, systemic barriers continue to keep many people with disabilities unemployed." - The Council of Canadians with Disabilities

Robert is empathetic, caring and always ready to encourage those around him, but behind his kindness is a history of difficulty and loss. Robert struggles with the communication issues characteristic of Autism Spectrum Disorder (ASD) and the stigma attached that makes it difficult for people with this neurological disorder to find meaningful work.

When he was just 21 years old, Robert's mother tragically lost her battle with cancer and he lost the unconditional love of a parent. He had no work experience, no guidance, and no idea what he wanted to do with his life.

Through JVS Toronto's **ASD Job Readiness Program**, Robert learned about communication skills, workplace behaviour, and how to self-advocate. Even while dealing with his own grief, Robert always made time to encourage and support his fellow participants. In his one-on-one counselling sessions, he explored his interests and strengths, and discovered he had a natural

passion for helping others. He decided to turn that passion into a career as an American Sign Language (ASL) Interpreter to help other people with disabilities.

Through the guidance of the ASD Job Readiness Program, Robert built his interpersonal skills and learned to **cope** with difficult situations. He was recently accepted to George Brown College's ASL and Deaf Studies program and looks forward to starting school with newfound confidence and the ability to advocate for himself.

145

individuals with developmental and intellectual disabilities participated in specialized employment and inclusion programs



TAKING CONTROL

ZIANNE'S STORY

"JVS Toronto had an immense impact on the growth of my business. I appreciate the donors and staff behind the entrepreneurship program. Thank you for caring about my future."

Zianne was born to be an entrepreneur. When she first launched her cleaning business, Elite Housekeeping, she had drive, a strong work ethic, and a positive, can-do attitude. What she didn't have though was steady work, capital to grow her business, or the management skills needed to break into the lucrative commercial cleaning market.

Determined to make her business successful, Zianne applied for JVS Toronto's **Youth Entrepreneurship Program (YEP)** - a six-month program, generously funded by the Freedman family, for marginalized youth who need professional, personal, and financial support to launch a business. She was one of a select few who were accepted into the program.

Zianne received expert coaching on how to develop a business plan and gained management, finance, and marketing skills. Then, with a grant from YEP, Zianne

was able to purchase essential cleaning equipment and hire staff.

Today, Elite Housekeeping is a thriving business specializing in cleaning houses, condos, apartments, and offices across the city and Zianne is in **control** of her business and her future.

\$50K

invested annually in helping marginalized youth successfully launch businesses and follow their passions thanks to the generosity of the Freedman family

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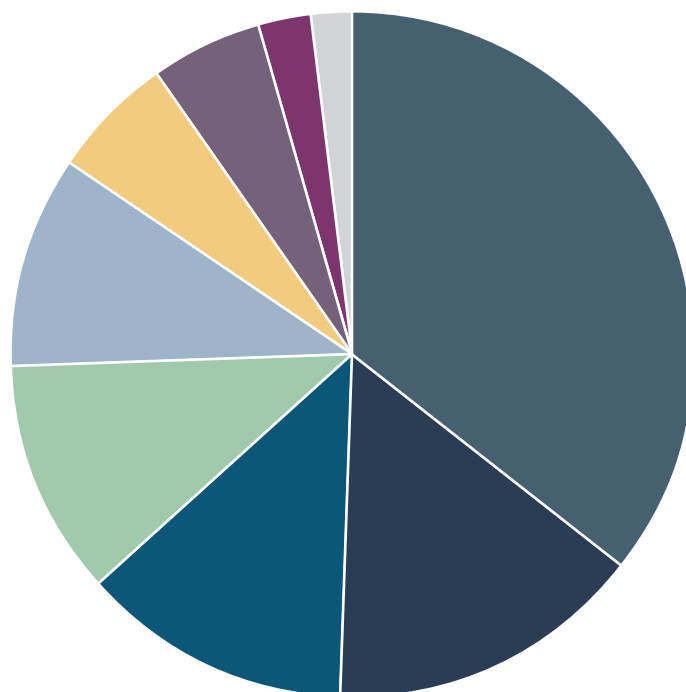
FINANCIAL SUMMARY

REVENUE	2020	2019
Federal, Provincial and Municipal Grants	14,272,767	14,900,163
Fees For Service and Other	1,185,818	1,262,685
UJA Federation	345,952	242,594
United Way Greater Toronto	619,891	571,116
Donations Recognized	161,353	154,043
Per the deferred contribution method		
Total	\$16,585,781	\$17,130,601
Total Donations Received in Fiscal Year	143,680	127,136

EXPENSES	2020	2019
Employment and Career Services	386,033	346,847
Disability Services	1,637,778	1,535,315
Newcomer Services	2,445,214	2,368,936
Employment Centres	5,856,374	6,033,776
Youth Services	2,080,828	2,155,109
Assessment and Education Services	968,164	1,128,827
Training and Other Services	877,735	1,267,976
Administration	1,834,917	1,735,270
Amortization and Other	301,976	229,389
Total	\$16,389,019	\$16,801,445
Net Surplus/(Deficit)	196,762	329,156

WHERE WE SPENT OUR REVENUE IN 2019-20:

■ Employment Centres	35.73%
■ Newcomer Services	14.92%
■ Youth Services	12.70%
■ Administration	11.20%
■ Disability Services	9.99%
■ Assessment and Education Services	5.91%
■ Training and Other Services	5.36%
■ Employment and Career Services	2.36%
■ Amortization and Other	1.83%



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We enable people to maximize their potential at work and school.
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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.

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