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.

#TogetherWeCan…

BUILD RESILIENCE

A MESSAGE FROM KIM & JONATHAN

Kim Coulter
President & CEO

Jonathan Kopman
Chair, Board of Directors
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
BY THE NUMBERS

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

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.

“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.”

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
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.

“\textit{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.}”

- 3,573 youth served across all programs
- 88% of youth served gained employment or returned to school/training
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.

“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.”
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.

“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.”

459 assessments and counselling sessions delivered in our Career, Education and Psychology division.
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, “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.”

“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
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.

“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.”

$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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Service Canada

PROVINCIAL
Ministry of Labour, Training and Skills Development
Ministry of Children, Community and Social Services
Ministry of Economic Development, Job Creation and Trade

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Albert Gelman Inc.
Brian Rowe and Katharyn Webb
CI Investments Inc.
Crowe Soberman LLP
David and Patty Rubin
Dr Daniel and Beatrice Traub-Werner
Dr Melvin and Sandy Brown
Dr Reena Kronitz
Dubwear Clothing Co.
Elderwood Foundation
Empire Life
Four Seasons Hotels Limited
FRIENDS’ CIRCLE
$3,600 - $5,399
Gary and Tamara Fine
George Brown College
George Fine and Lois Friedman
Harvey Kalles Real Estate Ltd.
Ivari
Joanne Smith Cutler
KIK Corporation
Lynda Brest
Martin Bloomberg
Mary Tripi
Melvyn and Marcia Eisen
Miller Thomson LLP
Minto Foundation Inc.
Nicole and Sean Diamond
Paul Deegan and Rebecca Goldfarb
Paul Orlander and Helayna Shekter
Peter and Bonnie Levy
Real Property Management
Reconnect Mental Health Services
Rhonda Richer
Richter LLP
Robert and Judith Habert
RONA Foundation
Ruby Wong
Sharon Cohen
Stan and Ann Leibel
Stuart Mitchell and Fran Rasminsky
Suhana Meharchand
The Anne Butler Slaght Foundation
The McLean Foundation
Tim Hortons
Title Textile Company

FRIENDS’ CIRCLE
$1,800 - $3,599
4 Office Automation Ltd.
Alan Keith
Alexander E. Grossman Foundation
Alex Mayer
Allen and Sharon Karp
Andrew Rotenberg
Andrew and Fay Weisberg
Anonymous
Anonymous
Anonymous
Avi Berger
Avi Pollock and Nicole Shuckett
Bernard and Frances Goldman
Bernard and Nancy Kraft
Best Buy Canada
Bill Woodley
Billy Bee Honey Products Limited
BMO Life Assurance Company
Brenda Proulx
Brian Korson
Bridlepath Properties Management Inc.
Brown & Cohen Communications & Public Affairs
Brown Group of Companies
Buddy and Leigh Eisenberg
Circle of Care, Sinai Health System
Channel 1 Media Solutions Inc.
Chartered Professional Accountants of Ontario
Corbin Visual
CTV
Cummings, Cooper, Schusheim & Berliner LLP
D+H Limited Partnership
David and Mary Saunders
David Smyth
David Walsh
Deanna Peranson
Dr Hadley Koltun
Dufferin Business Centre Inc.
Elaine Lester
Engelite Charitable Foundation
EY
Frum Foundation
Firefly Advisory Services Inc.
Fogler, Rubinoff LLP
Fred and Joyce Zemans
Gerald Epstein
Gerold and Roslyn Goldlist
Gerry z”l and May Cohen
Gertex Hosiery Inc.
Gilad Epstein
Global Upholstery Co. Inc.
Greenhouse Graphics
Greg and Linda Wolfond
Harriet Bain
Harvey and Carol Hacker
Harweg Foundation
Hatch Ltd.
Holy Trinity Anglican Church
Hugh and Katherine Saunders
Humber College
Hy and Joan Eiley
Hydro One Inc.
Igor and Bonnie Korenzvit
INKAS®
Irving Borchiver z”l
Irving Matlow
Jackman Foundation
Janice and Sheldon Baryshnik
Jim Mackay
Joel and Adrienne Slan
Jon Ennis and Janice Karinsky
Junior League of Toronto
Kathleen Barret
Kenneth D. Campbell Consulting
Kroll Computer Systems Inc.
Larry W. Rich
Leo & Sala Goldhar Foundation
Leon and Jocelyn Kadish
Lisa Woznica
Mackenzie Investments
Maple Leaf Sports and Entertainment Ltd.
Thank you for supporting our vision that every individual has opportunities for employment.

We thank XBASE Technologies Corporation for sponsoring the 73rd Annual General Meeting of JVS Toronto. It is our honour to recognize them and their ongoing support.
### REVENUE

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

### EXPENSES

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

### 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%
**OUR LEADERSHIP**

KIM COULTER, President & CEO

**BOARD OF DIRECTORS**

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JONATHAN KOPMAN, Board Chair
JEFFREY GOLDFARB, Immediate Past Chair
AVI POLLOCK, Vice Chair
MARVIN ZWEIG, Treasurer
FIONA ORR, Secretary
WAYNE BURNS, Member at Large

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NOAH SHACK
YELENA STEPANYAN
BEATRICE TRAUB-WERNER
DANIEL WILSON

**EMPLOYMENT, RECRUITMENT, AND 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.

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[www.jvstoronto.org](http://www.jvstoronto.org)