

**The World
Has Changed.
Our Vision
Has Not.**



JVS TORONTO

**ANNUAL REPORT
2020-2021**

A Message from Kim & Avi

THE WORLD HAS CHANGED. OUR VISION HAS NOT.

Thousands of individuals walk through JVS Toronto's doors every year in search of support that often goes beyond the need for a job. The complex barriers our clients face can be discouraging and demoralizing. Employment is not just about a paycheck. It is also about the way work contributes to society and our overall well-being by providing meaningful focus for our lives. Work contributes to our physical, emotional, and mental health.

Over the past year, the pandemic has had devastating impacts on all of us. Pronounced awareness of economic and racial disparity added layers of grief for the unemployed and underemployed. This extreme uncertainty has brought the value of equality, mental health and access to work to the forefront. **Finding meaningful employment can serve as a beacon of hope.**

THIS PAST YEAR AT A GLANCE

When JVS Toronto's physical offices closed in March 2020, our quick transition to virtual service delivery ensured that we would continue to **provide support to 15,973 clients** on their journeys to employment. While our doors may have been closed, a dedicated Employment Specialist was always a quick call, email or video chat away.

We adapted to meet the needs of a rapidly changing labour market by creating new workshops – serving almost 10,000 attendees and hosting virtual job fairs that connected close to 2,500 job seekers to employers in a time of mass layoffs and increased isolation. We implemented new services, including our cybersecurity training program, delivered fully online and designed to prepare candidates for emerging jobs in a field experiencing growth due to the pandemic.

The pandemic also led to a mental health crisis with implications that will be long-lasting. To support individuals and families when they needed us most, our psychology services were available in-person. As we reimagined how to support the mental well-being of our clients, emergency relief funding allowed us to expand our virtual psychology services and counselling to address social isolation, job loss, remote learning, financial stress, family breakdown and fear regarding physical health.

Participation in community networks and meetings with elected officials fostered collaborative and innovative solutions to address client service and recovery efforts during the pandemic. Working together with our partners allowed us to respond quickly to support the newly-vulnerable populations that resulted from COVID-19.

Racialized individuals and low-income communities have been disproportionately impacted by COVID-19, as reported by Toronto Public Health. Since our founding in 1947, diversity, accessibility, acceptance, and inclusion have been at the forefront of JVS Toronto's work with populations most in need. That is why we made it a priority to open our doors whenever restrictions allowed to ensure those who needed us most were able to access our services. Our commitment to equity and accessibility for all continues to be unyielding.

LOOKING FORWARD

JVS Toronto is proud of our reputation as a leader in non-profit employment services. As our community and the world recovers, we are reminded of the perseverance and resilience that has been guiding our work for 74 years.

COVID-19 has caused incredible uncertainty, but at JVS Toronto, we know we will come out stronger. Despite the challenges brought on by the pandemic, our vision remains the same - **every individual has opportunities for employment.**

We thank our staff for giving the best of themselves over the past year during the most difficult times. We are proud of our accomplishments and are acutely aware that all we have achieved was only possible thanks to the help of our community and our staff.

On behalf of JVS Toronto, thank you all for your continued support of our mission, vision and the people we serve.



Kim Coulter
Kim Coulter
President & CEO

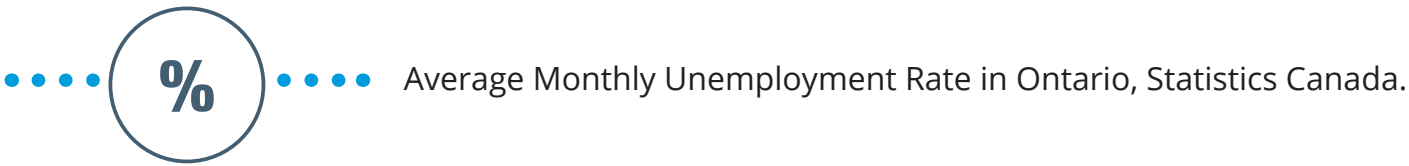


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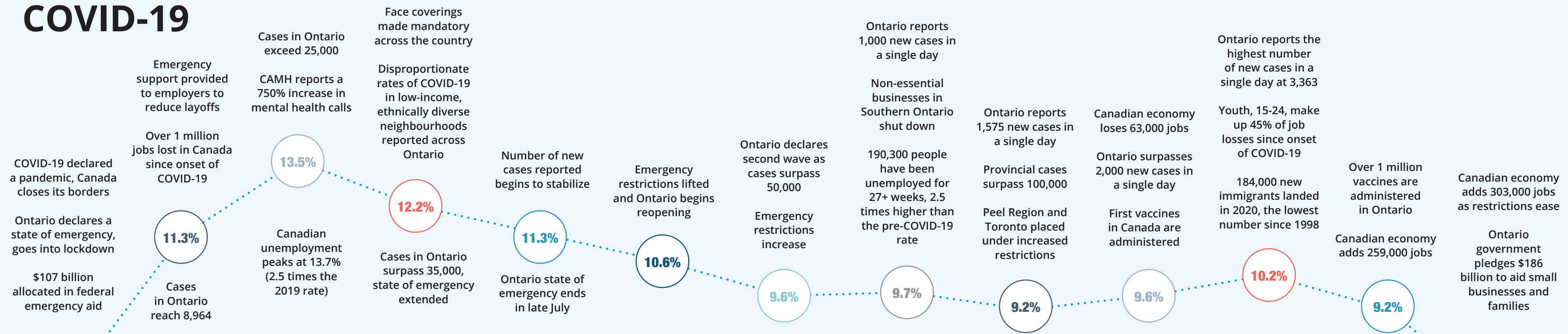


Our Year in Review: 2020-2021 Timeline

Over the year, COVID-19 had a profound impact on our health, economy, and labour market. We look back at how the pandemic progressed and how JVS Toronto adapted to meet the challenges.



COVID-19



JVS TORONTO

Meet Oxana

Oxana had a vision of what she wanted her career to be; a stable job she found fulfilling. However, she faced barriers as a result of her Autism Spectrum Disorder (ASD) and struggled to find meaningful employment and a sense of belonging.

Prior to coming to JVS Toronto, she worked temporary contract positions and struggled to find a career path she really loved. The **ASD Job Readiness program** supported her throughout her job search by helping her understand her strengths and manage her challenges through a mix of pre-employment workshops and one-on-one coaching. Oxana created a new resume and cover letter, and learned how to disclose her disability to potential employers in a positive way. She's even been inspired to become an advocate for others with ASD.

With her new job search skills, Oxana fulfilled her **vision** and found a permanent position as an Office Clerk at a residential construction company. She's happy with her new job and "loving every minute of it!"

"Thanks to JVS Toronto, I have a knockout resume and cover letter. I found a job I enjoy and I am happy at. It really feels great."

165

clients realized their **vision** of inclusion through our disability programs



This is Yvonne

Yvonne had a vision of a new life in a new country. Despite having 10 years of experience as a Senior Architect in Hong Kong, she faced language barriers and a lack of Canadian experience which made it difficult to resume her career after arriving in Canada. She searched for employment in her field, but was unsuccessful.

After learning about our newcomer employment services, Yvonne enrolled in **IPLAN (Immigrant Professionals Leveraging Architectural Knowledge for New Opportunities)**; a bridge training program for internationally trained architectural professionals. She completed the required technical courses with our partner, Ryerson University, and participated in workplace communication sessions, employment coaching, and several sector-specific job search workshops.

It wasn't long before her hard work and willingness to learn paid off. Yvonne's perseverance helped her realize her **vision**. Today, she is happily employed as an Architectural Designer at one of Toronto's premier design firms.

"As an internationally trained professional, landing a job is not easy without an understanding of the local workplace culture."

5,571

new clients originating from 137 countries pursued their **vision** of a career in Canada with our support

Meet Kristina

Kristina had a vision of a better life for herself and her child. As a young, single mother with past criminal involvement and no post-secondary education, her opportunities to find meaningful employment were limited. She was afraid of becoming just another “stereotype living paycheck to paycheck.”

Determined to build a better future, Kristina enrolled in our **YouthReach** program. Despite the obstacles she faced, she remained motivated. She attended every job fair, every interview, every one-on-one appointment with her Employment Specialist and completed every training program made available to her. She was proactive in her job search and had big aspirations for her career development. Kristina embodied hard work, sacrifice, and hope.

Today, Kristina is an Account Coordinator at a marketing firm – her first professional role – and is exceeding all expectations. She is building a career, raising a daughter, and achieving her **vision** of a better life.

“It was really hard for me to find a job because of my past. Everyone looked at me as just a case number. JVS Toronto actually helped me.”

2,520
youth worked towards
their **vision** of a
brighter future



Say Hello to Levy

Levy’s vision of the future did not include unemployment. Levy was happily working at a job he enjoyed when COVID-19 hit. His was one of the 355,000 jobs lost in Ontario as a result of the pandemic.

At first, he thought it would “blow over quickly” and he would be back to work soon, but as the months passed, depression and inertia crept in. He had worked with JVS Toronto in the past, so he knew where to turn for help. At **Employment Source Toronto Centre**, he updated his resume and had regular check-ins and coaching sessions to build up his motivation. Levy wanted a job that would make a difference in the lives of others. So, when his Employment Specialist discovered a position at a company that provides therapy tools for children with disabilities, it was clear that Levy would make an ideal candidate.

Although the labour market hasn’t fully recovered, Levy has. He is working at a job that is a perfect fit for both his values and **vision** of the future.

“I am comforted knowing you’re there if I need your services in the future. I would recommend JVS Toronto to anyone!”

87%
of clients realized
their **vision** and gained
employment or returned
to school/training

This is Nick

Nick wanted a clear vision for his career. He is creative, articulate, and hard working. However, lifelong learning challenges impacted his ability to complete his post-secondary education. Nick started his own business as a game designer, but found running it too stressful to continue. He struggled to find another line of work and was in receipt of social assistance when he was referred to our **Career, Education and Psychology** division hoping to find a new path forward.

During his vocational assessment, it became clear that Nick had excellent spatial abilities and an eye for detail. He was naturally curious and enjoyed being outdoors. He also discovered an interest in “nurturing things and watching them grow.” With encouragement from his Career Counsellor, Nick enrolled in a horticultural training program that combines in-class, online, and hands-on learning. While his challenges sometimes made it difficult, he was determined to stick with it.

Nick found a job working at a nursery whose owners allow him to use a greenhouse on-site to grow his own roses. Nick’s **vision** now includes a career in floral design where his artistic abilities will surely shine.

“Identifying Nick’s passions and strengths was the first step in his journey to meaningful employment.”

JVS Toronto Career Counsellor

2,124
assessments and
counselling sessions
promoted the **vision** of
improved mental health
and well-being



Meet Mariana

Mariana had a vision of building a law firm employing skilled professionals. She practiced law in Israel for five years before immigrating to Canada. Like many newcomers, Mariana had to obtain additional accreditation in order to find employment in a new country. Today, she is the founder of Slomyanski Law, an exclusive plaintiff personal injury law firm.

As a newcomer herself, she is a strong supporter of our mission to help people overcome barriers to employment. Since 2015, our **Employer Services** division have provided Mariana with the skilled candidates needed to build her company. Over the years, she has hired 27 JVS Toronto clients for positions ranging from Administrative Professionals, Paralegals, Law Clerks and recently, a very excited Junior Lawyer. She offers valuable job opportunities to new graduates needing work experience, mature workers experiencing unemployment, and newcomers eager to build a career in Canada.

Mariana has achieved her **vision** of building a successful law firm while the clients she hired realized their **vision** of gaining meaningful employment.

“JVS Toronto helped me find many talented employees for my firm, most of whom have stayed with me for years.”

6,465
employers in our database
to help job seekers realize
their **vision** of gaining
employment

By The Numbers

EVERY INDIVIDUAL HAS OPPORTUNITIES FOR EMPLOYMENT

15,973

individuals
served

48,310

unique services
accessed

9,377

workshop
attendees

2,494

job seekers
attended job fairs &
hiring events

250

mentors dedicated
their time to helping
new Canadians

169

internationally trained
professionals
participated in bridge
training programs

86%

of youth served
returned to school/
training or gained
employment

1,661

individuals received
job search support &/
or mentoring prior to
arriving in Canada

900

individuals served
across all Jewish
community funded
programs

228

fundors and
donors generously
provided support

4,630

volunteer hours
contributed by 361
volunteers

1.6 Million

minutes spent on video
calls with colleagues
and clients

*“When we empower
people to maximize their
personal and professional
potential, we all win.”*

JVS Toronto Employment Specialist



Thank you for supporting our vision.

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*“For the first time in 20 years,
I was struggling to find a job.
EMETemployment helped me
build a resume based on my
transferable skills. Today, I’m
the Manager of Operations
at a new start-up.”*

JVS Toronto
EMETemployment Client

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"My professional and personal life fell apart. JVS Toronto has the ability to hear a person's challenges and take the steps necessary to create a new foundation."

JVS Toronto
Employment Source Client



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“JVS Toronto believed in me when I didn’t believe in myself. Now I’m proud to say I have a job and am building a future.”

JVS Toronto
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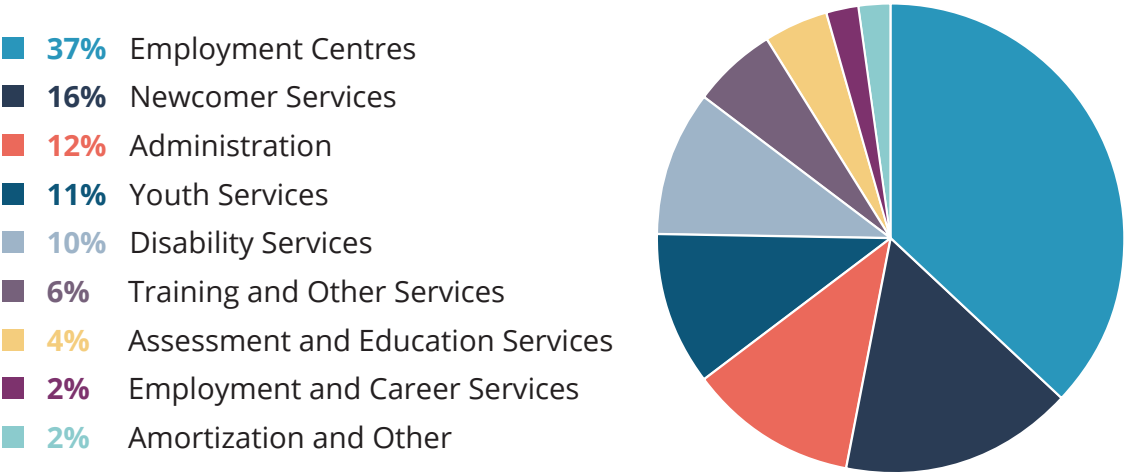
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Donations Recognized	115,087	161,353
Per the deferred contribution method		
Total	\$16,051,186	\$16,585,781
Total Donations Received in Fiscal Year	152,731	143,680

EXPENSES	2021	2020
Employment and Career Services	359,015	386,033
Disability Services	1,586,992	1,637,778
Newcomer Services	2,557,811	2,445,214
Employment Centres	5,854,186	5,856,374
Youth Services	1,657,482	2,080,828
Assessment and Education Services	701,519	968,164
Training and Other Services	915,293	877,735
Administration	1,830,487	1,834,917
Amortization and Other	316,139	301,976
Total	\$15,778,922	\$16,389,019
Net Surplus/(Deficit)	272,264	196,762

How we spent our revenue.



The world has changed. Our vision has not.

JVS Toronto plays a vital role in Toronto and York Region ensuring that job seekers 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.

www.jvstoronto.org

OUR LEADERSHIP

Kim Coulter, *President & CEO*

BOARD OF DIRECTORS Executive Committee

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