

# ANNUAL REPORT

2020-2021

New values. New mindsets. New endeavours.

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### About The Career Foundation

As a charitable organization, The Career Foundation has been designing and delivering innovative skills training and employment projects on behalf of government and the private sector since 1988.

We exist to create fair and equitable labour market access for marginalized and underrepresented groups and do this by connecting employers within growing industries to job seekers in their local communities. We work with industry partners to understand their current and projected workforce goals and design sector-specific recruitment and skills development solutions for job seekers that meet the labour market needs.

Operating primarily in low-income communities, our 7 service sites and 5 Resource & Information Centres are designed to deliver services that are based on the needs of each local community and customized to the unique demographics. With enhanced access to online resources, service hotlines, and digital tools for job seekers, we deliver uninterrupted and flexible job search support to meet all needs.

We work closely with local industry partners as economic drivers of the labour market and create talent pipelines that give residents access to sustainable employment. By leveraging technology, we see a new world of opportunity open up for job seekers. We aim to usher in those opportunities and create even greater access for those who need it most!

#### **Board of Directors**

The Career Foundation is governed by a Board that provides leadership and advice on strategic and business planning, organizational evaluation and development, human resources, finance, legal matters and operations. We would like to thank the following directors for their continued support as we further expand our programs and reach in 2021-2022.

- Lyell Farquharson, Chair
- Peter Thomas, Treasurer
- Bob McAlpine, Director
- Tanya Hunte, Director
- Patricia Smith, Director
- Stephanie Bishop, Director





The Career
Foundation is a certified **Service Excellence**organization

#### **Our Core Values**



Recognizing the importance of core values and how they shape workplace culture, impact business strategy, and create a sense of commitment in the workplace, we updated our core values in 2021 to reflect the six priority outcomes we strive to achieve year over year:



#### **Exceptional Customer Service**

Two words often come up when we are described by our customers: "Warmth" and "Professionalism."
Our team is comprised of genuinely caring people who operate according to some of the highest standards in the industry.



#### **Innovation and Execution**

We are constantly challenging ourselves to think differently and generate new, creative ideas to operate efficiently and effectively in our everchanging world. Success comes from the discipline of selecting only the best ideas, taking initiative, and working hard to make them happen.



#### Accountability & Transparency

We take ownership of our work, and we are accountable to our external stakeholders and each other. All our programs are delivered with a commitment to transparency and fiscal responsibility.



#### **Always Exceed Goals**

When the going gets tough, we get going. No matter what, we aim to exceed expectations and have the greatest impact on the community — transforming lives and supporting businesses and the economy to thrive.



### Increased Impact Through Collaboration

Great things are possible when we work together. Collaboration happens across our sites and we value opportunities to partner with government, education, private sector, and the community on workforce development solutions that make a difference.



#### Empathy and Respect for All

We are a diverse organization, serving diverse communities, that respects and values differences and ensures an accessible service for all. We believe in the daily practice of empathy which brings things into focus and allows us to be our best selves in our interactions with others

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The Career Foundation

#### Statement from the CEO

New values, new mindsets, new endeavours

Emerging from a global health pandemic and the resulting economic upheaval, we find that the world has fundamentally shifted. The future has accelerated beyond anyone's expectation and our lives and work have been disrupted.

To stay ahead of the curve, The Career Foundation has been keeping abreast of industry trends while strengthening its workforce development initiatives and labour market engagements. We have been guiding job seekers to understand and adapt to significant changes in the employment landscape.

This year, following consultations with staff and our board of directors, we updated our core values. While many of our values have stood the test of time, we recognized that some of the most motivating drivers of our work could be showcased more prominently. As a result, we introduced three new values: Innovation and Execution; Increased Impact Through Collaboration, and Empathy and Respect for All.

Innovation and Execution are required for researching, testing, and designing new workforce solutions – especially in a climate of skills and talent shortages, high turnover, and remote or hybrid work.

Increased Impact Through Collaboration
was a heightened priority as we faced
unprecedented challenges brought on
by the pandemic. We have always valued
our many partners, but this past year
we have had to work harder together to
serve the urgent needs of our community.
We collaborated with everyone from
basic needs service providers to industry
leaders, broadening and deepening our
reach and impact.

Empathy and Respect for All has always been our core principle of operation, but we took the time to articulate it formally in our values to ensure that every new team member and each client we serve knows that they can expect us to follow the platinum rule: treat others the way they want and need to be treated and served.

Mindsets that drive and strengthen these values include a commitment to embracing change, agile and design thinking, and people-first principles. We have invested in training our people for the landscape of today and for the future. We continue to engage in productive dialogue that will keep us challenging ourselves to reach our full potential.

Grounded in these values and mindsets, The Career Foundation launched several new initiatives to help people transition back to work. With significant
job loss in the service
sector, for example, we
focused on helping hospitality
workers get retrained for jobs
that were in demand or emerging.
We were proud to launch the Personal
Support Worker Training Program
to help unemployed service workers
become trained and certified as PSWs.
This program was designed to help
meet the urgent need for PSWs in the
community and long-term care homes.

Women were also heavily impacted, both by job losses as well as the unequal domestic care responsibilities. To ensure that women were better positioned to face the long-term impacts of the pandemic and automation, we designed a program with industry partners to train women in tech jobs that focused primarily on customer success and data analytics. This created new remote job opportunities in the IT and technology sectors.

These new endeavours and other accomplishments achieved over the past year could not have been possible without the hard work and commitment of our people. They are the heart of this organization, and I am grateful to work side by side with each of them. We celebrate their incredible talent, diversity, and immense contributions to the community, along with their dedication to ensuring this organization achieves greater impact year over year.



**Kristin Morrison, CEO** 

We are appreciative of the members of our board who have thoughtfully guided us through one of the most difficult periods in recent memory. It is through the dedication of our staff and board that we emerge a stronger and more resilient organization, equipped with the people and organizational capacity to thrive in this ever-evolving economy and labour market.

Kristin Morrison, Chief Executive Officer, The Career Foundation



### 2020-2021 Innovations



#### Newcomer Advantage

Newcomers bring a wealth of experience, knowledge, and skills to Ontario and are critical to the future of Canada's workforce. Unfortunately, newcomers continue to experience multiple barriers that prevent entry into their field of training. These challenges have been further exacerbated by the COVID-19 pandemic.

The Newcomer Advantage is The Career Foundation's response to the ongoing employment challenges that newcomers face today. In early 2021, we launched this initiative to help newcomers hear directly from industry leaders, network with professionals, and access sector-specific mentoring opportunities that will equip them to enter their fields and advance in their careers.

The first segment ran from May to July and supported over 60 newcomers interested in the IT sector. Participants attended virtual discussions focused on job search strategies, building resilience and preparing for work in the Canadian labour market. Newcomers benefited from one-on-one mentoring with experienced industry leaders in the tech sector, including representatives from Accenture, Lighthouse Labs, Elevate, Tata Consultancy Services, and more.

We are looking forward to launching new newcomer initiatives in 2022-23, including training in IT, Network Cabling, and HVAC.



# Digital Job Centre & Online Services

The Career Foundation's Digital Job Centre officially launched in May 2021. We knew that responding to the recent surge in remote work and virtual events meant creating a new platform that make applying for jobs and attending virtual interviews easier for our clients.

We built an interactive platform that allows clients to search and apply for specific job opportunities, register for online hiring events and interviews with employers, and engage directly with our job developers to learn more about the various career opportunities available to them.

Between May 1 and August 31, 2021, we were able to support 9,550 unique visitors with accessing carefully curated opportunities with employers in our network.

#### Website Refresh The Career Foundation's website was given an overhaul in May 2021 to meet new AODA requirements for Ontario websites and to improve overall user experience. As of June 2021, our website was deemed fully compliant with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA, and we continue to make improvements to accessibility daily. Meeting these guidelines means that all individuals - including those with disabilities - can access our services and resources with ease. In 2020, we launched our Workforce Development Centre. It has since undergone a makeover as well, making it easier for job seekers and employers to catch up on the latest industry news affecting Ontario's top employment sectors. We have refreshed our selection of industry reports impacting workers in IT, health care, sales and services, the skilled trades, and more. We also continue to encourage new workforce development initiatives with employers, community partners and sector-based working groups - all to support the continually evolving needs of job seekers and businesses.

# Year in Review: Highlights





**85%**Percentage of total newcomer clients that secured employment or returned to school



**85%**Percentage of all registered clients that achieved employment or returned to school



**81%**Percentage of total youth clients (15-30) that secured employment or returned to school



**74%**Percentage of total ODSP<sup>1</sup>
recipients that secured employment or returned to school



73%

Percentage of total OW<sup>2</sup> recipients that secured employment or returned to school



72%

Percentage of total Indigenous clients that secured employment or returned to school



**56%**Percentage of assisted clients that identified as female



**44%**Percentage of total clients classified as youth (aged 15-30)



6,000+

Number of employer partners in our database



**57,987**Total number of clients accessing our virtual resource & information (R&I) services <sup>3</sup>



439,242

Number of unique visitors to our website



15,875
Followers on social media (including Facebook, Twitter, Instagram and LinkedIn)



92
Number of Facebook
Live sessions delivered



50,987

Number of people that viewed our Facebook Live sessions



Number of job postings added to our online job board in 2020-2021

1,248



Number of virtual workshops delivered

278



Number of virtual workshop attendees



Average Google Review score (out of 346 total Google Reviews)

<sup>&</sup>lt;sup>1</sup>Ontario Disability Support Program (ODSP)

<sup>&</sup>lt;sup>2</sup>Ontario Works (OW)

<sup>&</sup>lt;sup>3</sup> R&I services include workshops, e-learning library materials, podcasts, other training materials & videos, information sessions, hiring events and Facebook Live sessions

# Statement of Financial Position

Years	2021	2020
Current Asset	\$4,115,676	\$3,224,509
Investment	\$335,090	\$285,961
Long Term Asset	\$52,662	\$89,467
Total	\$4,503,428	\$3,599,937
Current Liabilities	\$426,329	\$464,869
Deferred Contribution	\$1,942,153	\$1,232,279
Net Asset	\$2,134,946	\$1,902,788
Total	\$4,503,428	\$3,599,936
Revenue		
Government Grants	\$15,987,375	\$12,963,015
Interest Income	\$49,130	\$11,027
Miscellaneous Income	\$45,332	\$104,797
Total Revenue + Government Grants	\$16,081,837	\$13,079,219
Expenses		
Salary	\$6,441,365	\$6,097,594
Occupancy	\$1,163,170	\$1,169,650
Office Expenses & Supplies	\$1,347,572	\$696,745
Independent Contractors & Professional Services	\$814,626	\$628,234
Amortization	\$37,884	\$56,239
Client Support and Subsidies	\$6,045,063	\$4,410,488
Total Expenses	\$15,849,680	\$13,058,950
Total Expenses  Excess	<b>\$15,849,680</b> \$232,157	<b>\$13,058,950</b> \$20,269





### Specialized Program Reports



#### SkillsAdvance Ontario: Arborist Ground Worker Training Program

The SkillsAdvance Ontario (SAO) Arborist Ground Worker Training Program celebrated another successful year in 2020-2021! Based on local demand for skilled workers and our previous success with the program, we expanded to London, Ontario and doubled the number of participants served.

The program trains students for ground work in the arboriculture trade, which includes duties such as prepping job sites, assisting tree climbers, running ropes, cutting trees, and operating chainsaws and chippers.

Between November 2020 and June 2021, 88% of participants completed training.

From that, 90% of students completed their four-week paid work placement and 79% secured employment after their work placement. At the time of this report, 100% of participants that were placed into employment remained employed in the arboriculture industry.

We are grateful for the overwhelming support we have received from our community partners and industry professionals over the past year. We were privileged to have over 20 arborists appear as guest speakers over the training period, including several previous graduates of the program. Additionally, the program now partners with a network of over 50 employers from Toronto to London.

We continue to strengthen our relationships with industry partners, including the International Society of Arboriculture (Ontario Chapter) and the Ontario

Commercial Arborists Association. With support from our advisory committee, we were able to make all necessary adjustments to deliver safe and effective training throughout the COVID-19 pandemic. Their commitment to supporting us and program participants helped nearly 40 job seekers connect with employment during a difficult time for many.

This year, in-person training was delivered in COVID-friendly "bubbles" of five or six students. We hired an additional technical instructor so that each bubble could have its own designated teacher. Participants enjoyed more one-on-one instruction and a stronger sense of camaraderie among their peers. We also transitioned our soft skills training online, making it more accessible to those who may not have been able to attend the entire 12 weeks of training in-person.

Program staff were proud of the adjustments they strategized and implemented so the program could continue operating seamlessly. Again, we are super grateful for our tenacious participants and the industry support that we continue to receive. We look forward to expanding the program to Ottawa in 2021-2022.

#### SkillsAdvance Ontario: Cannabis Production Worker Training & Recruitment Program

The SkillsAdvance Ontario (SAO) Cannabis Production Worker Training & Recruitment program is proud to report another successful year in 2020-2021! Between September 2020 and August 2021, the program supported 72 job seekers.

The entry-level program provides job seekers with industry training that enhances skill sets, productivity, safety, and workplace communication while increasing job prospects and job mobility for workers in the Cannabis industry – all in a practical learning environment.

The SAO Cannabis team surpassed all targets, ultimately helping 85% of participants to complete their training. At the time of this report, 70% of participants from 2020-2021 cohort have retained employment in their field post-program.

This year, we saw a significant increase in industry support from employers. After expanding our program to London, Ontario, we expanded our employer network to 20+ businesses and placed participants in various roles.





70%

Percentage of 2020-2021 SAO Cannabis program participants that have retained employment post-program



Furthermore, we grew our SAO Cannabis Program advisory committee to include several employers, industry professionals and training providers, including: The Green Organic Dutchman (TGOD), Thrive/Venn Cannabis, Wayne Patrick, Ministry of Labour, Training and Skills Development (MLTSD), Loyalist College, WeedMD, and Noya Cannabis.

#### SkillsAdvance Ontario: Personal Support Worker Training Program

The SkillsAdvance Ontario (SAO) Personal Support Worker Training officially opened its doors to job seekers in May 2021. We are currently on track to coordinate paid work placements for two cohorts of aspiring personal support workers (PSWs) by March 2022.

The training program allows students to earn three micro-credentials, giving

participants the ability to work as home support workers and residential aides before becoming registered PSWs.

This condensed program has required ongoing support from staff, alongside the SAO Advisory Committee and triOS College, to address various issues that the PSW field continues to face during COVID-19. Health and safety regulations are constantly evolving, which has been a challenge to overcome when securing clinical and placement opportunities for our students.

All that to say, this program has seen some early successes and the team is excited to continue supporting our future heroes of healthcare. It has been fulfilling to watch individuals transition into careers that they are passionate about. The program has provided participants with a sense of purpose and pride, and we are excited for them to make positive contributions to society in 2022 and beyond!

#### General Carpenter Pre-Apprenticeship Program for Youth

The Career Foundation's General Carpenter Pre-Apprenticeship program is delivered in partnership with Mohawk College and the Carpenter's Union Local 18. It is geared towards individuals between the ages of 18 and 29 who have an interest in pursuing a career in carpentry/construction.

Now entering its sixth year, The Career Foundation's General Carpenter Pre-Apprenticeship Program for Youth continues to connect job seekers with valuable jobs in the skilled trades. Although the 2020-2021 cohort was temporarily paused due to the pandemic, we were able to launch again in early 2021 and were awarded with a project extension into 2022.

While receiving training from our partner, Mohawk College, 100% of students exceeded expectations and passed their courses without issue. Mohawk staff were truly impressed with this batch of students and have high hopes for all graduates as they proceed in the carpentry trade! At the time of this report, almost 30% of the 2020-2021 cohort are on route to sign on as apprentices after completing their first work placement.

#### Path to Customer Success (Path2CS)

After launching in early Spring 2021, the Path to Customer Success Program (Path2CS) has many successes to boast about already.



Path2CS aims to assist diverse women from across Ontario who have lost their jobs in the service sector due to COVID-19. The program, funded by Future Skills Centre, will prepare women for remote work in customer success roles as a bridge into the tech sector.

Participants come from a range of different backgrounds. Some are single mothers caring for children, while others are providing care to their elderly parents at home. The program is represented by women of all ages, seeking opportunities to develop new skills in sales, customer service and support, and even data analytics.

The virtual learning component of the program has been beneficial to all participants, and the team continues to work diligently to ensure their clients stay motivated and connected from afar.

According to Path2CS staff, it was important to learn about how participants' lives were changed due to COVID-19 and to witness the commitment to upskilling for a new industry. The team is looking forward to supporting 120+ women re-enter the workforce between now and 2023!

#### Youth Job Connection/ Youth Job Connection Summer (YJC/YJCS)

The Youth Job Connection program assists youth aged 15 to 29 who experience multiple and/or complex barriers to employment. Meanwhile, the YJC Summer program provides youth between 15 and 18 with summer employment.

In 2020-2021, the pandemic presented the YJC/YJC Summer programs with unique challenges. However, it also provided exciting opportunities to transform and strengthen the way the team worked with program participants.

After moving to a fully remote service delivery model in 2020, the team had to find new ways to engage and support youth participants aged 15 to 29. They optimized their training using interactive tools including Zoom, MS Teams and

Google Suite, and found interesting ways to deliver instructional programming to youth, such as video storytelling, virtual breakout rooms, online polls and quizzes, and brainstorming boards.

The transition to virtual services has resulted in outstanding satisfaction rates among our youth clients – ultimately exceeding satisfaction targets.

This year, program content focused on helping youth develop vital social and emotional skills as well as digital literacy skills – all of which have become incredibly important in the current labour market. The team partnered with organization such as: Accenture to assist clients in building their digital literacy skills; NPower to explore in-demand tech jobs and training; MaRS Discovery District to provide information on the forecasted risks of automation in specific industries; and Costi's Networx Program to support youth in securing valuable mentorship opportunities.





The team also invited expert guest facilitators to deliver specialized training in customer service, communication skills, proactive wellness, and other topics to prepare youth with the essential skills and mindset required to thrive in the workplace.

Finally, one of the core missions of the YJC Program this past year was to support Toronto's most vulnerable youth populations. While the pandemic has had a significant impact on society at large, its impact on youth (especially marginalized youth) has been profound. The team cultivated strong relationships with important community partners, including homeless shelters like Eva's Initiatives for Homeless Youth and Fred Victor. They also forged new partnerships with community service providers like Rexdale's Community Health Centre.

### In 2020-2021, the YJC program notably achieved:

- 105% of the customer service target
- 190% of the service coordination target (referrals)
- 104% of the service impact target
- 110% of the service quality target

### In 2020-2021, the YJC Summer program notably achieved:

- 105% of the customer service target
- 97% of the service coordination target
- 111% of the service impact target
- 105% of the service quality target

# Completing the Circle Program (CTC)

The Completing the Circle (CTC) program is funded by Canada's Youth Employment and Skills Strategy (YESS). It provides individualized support to youth between the ages of 15 and 30 with multiple barriers to employment.

In 2020-2021, our three Completing the Circle programs in Hamilton, Mississauga and West Toronto progressed in their efforts to serve more diverse NEET youth (not in employment, education or training). This included serving more Indigenous youth and persons with disabilities.

Between September 1, 2020, and August 31, 2021, the three locations collectively served 236 youth clients!

This year, the three locations worked collaboratively to introduce new training courses and supports for youth, including:

- Free LinkedIn Learning licences for all youth
- Additional technology supports, including laptops for youth in need

- Support with rent, food, workplace accommodations
- Digital literacy and financial literacy training
- Diversity and inclusion training

The financial literacy course has been received particularly well by participants. The course teaches youth about basic financial skills and gives them the tools and confidence needed to become more financially stable. Students learn how to create a budget, manage personal income and expenses, reduce debt, and develop a higher credit score. The instructor also goes over basic savings strategies to help clients reach their financial goals (for example, buying a car, renting an apartment, or going back to school).

Finally, the team established a new partnership with The Learning Place, a literacy and basic skills provider funded by Employment Ontario that helps clients who have difficulty with reading, writing, math and computers. They provide free workshops to our CTC clients to improve their knowledge of cybersecurity, Office Suite, Google Suite, and more.





# Empowering Abilities Program (EAP)

The Empowering Abilities Program (EAP) continued supporting the economic recovery of clients with disabilities during the 2020-2021 fiscal year. It was a challenging year that required transitioning the program's service delivery model and working around lockdowns to assist individuals that were already distant from the labour market.

To secure work placements for their clients, the team partnered with businesses that openly embrace inclusion and diversity. Our employer partners sought skilled talent in various industries, including information and technology, health care, construction, sales and services, and more.

With many other employers looking to improve their inclusion and diversity practices, the EAP team began educating local businesses on how to diversify their workforce. Our Future at Work podcast, for example, features a segment titled, "Empowering Abilities," that focuses on topics like workplace accommodations, the benefits of hiring persons with disabilities, and how-to guides around

disability inclusion. We also launched an online guide for employers, including a tool kit to improve accessibility and inclusion in the workplace.

Despite the challenges we faced initially, the EAP team successfully employed 82% of program participants. Impressively, 97% have retained employment following their placement.

In 2020-2021, the Empowering Abilities
Program provided approximately \$17,650
in accommodation supports to both
clients and employers. Clients benefited
from equipment that helped them work
at an optimal level, while employers
benefited from top-performing, motivated
employees. Some examples of equipment
purchased for clients include:

- Ergonomic keyboards, desks, chairs and workstations
- Zoom Text software
- Back braces to help with lifting heavy objects
- Prescription glasses
- Anti-fatigue floor mats
- Portable tablets with communication software for clients who are deaf or hard-of-hearing

#### Employer Partner Testimonials (EAP)

"As a nonprofit community agency, we are facing unprecedented financial challenges at a time when our services are needed most. We've been working with the Empowering Abilities Program and hired a qualified candidate who has added immensely to our services. The level of support has made it easy for us to integrate new employees into our workforce. The work they do is important for us, the employees, and the community."

- Abdikardire Diriye, Executive Director, Canadian Muslim Heritage Association

"I just wanted to send a note thanking you and your team for all the help you have afforded TagScout this past year. I don't believe we could have moved forward confidently without your help, specifically in light of the pandemic. You have been easy to work with, provided solid insights, and by also providing candidates, you have saved us lots of time. I would certainly recommend this program to my peers and associates going forward."

David Benoliel, TagScout

"I just wanted to take the time to thank you for the incredible program we were fortunate enough to take advantage of recently. The incentive helped diversify our workforce and greatly aided in our recovery from pandemic-related downturn. I would happily recommend EAP to any other employers and look forward to using your programs again in the future."

- Chris Musehl, President, NorthStone Granite

#### A Word from a Client (EAP)

"I know you must hear this a lot, but I am extremely grateful for the services offered through the Empowering Abilities Program. From day one, I immediately felt comfortable with the team. The staff were very professional and understanding of my needs. I received employment supports, clothing support, and the opportunity to work directly with staff to further my learning. They also set me up with a workstation (including a table and chair), a new laptop, and other accessories ... They were able to help me secure a job and I am very pleased with what I am doing so far! This is such a necessary program for people like me, who felt discouraged being a newcomer in Canada and seeking employment with a disability.

- Job Seeker Participant, Empowering Abilities Program



The Career Foundation is fully integrated in the service delivery network in the Greater Toronto and Hamilton Area. Accordingly, we have developed numerous referral relationships over the years.

The Career Foundation is also very active in several community/partner planning tables. These committees allow Toronto Employment and Social Services, the City of Toronto, Local Immigration Partners, EO Service providers, and other community agencies to come together to discuss service offerings, referrals, gaps in community support and ways to collaborate or partner.

The following are just a few examples of the community partnerships The Career Foundation developed or continued to work with during 2020-2021:

#### Two Sixteen

The Empowering Abilities Program (EAP) partnered once again with Two Sixteen to offer the Entrepreneurship course for

persons with a self-disclosed disability. The first cohort ran quite well despite complications with COVID-19. Many EAP clients were referred to the course and found it helpful in launching their own business. In most cases, funding supports were provided to clients to cover the cost of the Entrepreneurship course.

### Hamilton Disability Employment Network (HDEN)

The Hamilton Disability Employment Network (HDEN) was launched in November 2020. It continues to run monthly meetings, with The Career Foundation serving as co-Chair.

The purpose of the network is to inform members of program updates, share best practices in the industry and help support our clients through resource sharing.

EAP maintains and moderates an HDEN Microsoft Teams member site, in which members can post relevant articles, job postings and referral requests.

During monthly meetings, we feature guest speakers from various organizations - a few of which have officially joined the HDEN network, such as Adults in Motion, ODEN and The Ontario Chamber of Commerce.

HDEN is comprised of 20 members from 12 local service providers/organizations, including:

- The Career Foundation
- Agilec
- March of Dimes
- PATH Employment Services
- Adults in Motion
- St. Joes-Cleghorn
- College Boreal
- Goodwill
- YWCA-TOP
- Lawson Ministries
- ODEN
- Mohawk College-Pathways Program

#### **Feathers of Hope & The Indigenous** Network

Feathers of Hope is an Indigenous-led organization committed to mobilizing the energies and passion of Indigenous young people to create collaborative partnerships that ensure young people are part of building healthier and safer communities. We have fostered a new partnership with Feathers of Hope to provide our services and supports to more Indigenous youth across the Greater Toronto and Hamilton Area.

Our outreach to Indigenous communities has also led to a strong partnership with The Indigenous Network. After attending the network's various community programs and getting to know their team closely, they agreed to deliver educational workshops to participants of our Completing the Circle program. Through these workshops, our clients gain a better understanding of the perspectives, culture and history of Indigenous peoples in Canada.





#### These are some of the other community partners we collaborated with in 2020-21:

- Ability Learning Network
- Academy of learning
- Accenture
- Access Capital Fund
- **ACCES Employment**
- Achēv
- ACSA Scarborough South Drop In
- Adecco
- Adults in Motion
- Albion Neighbourhood Services
- Amazon Web Services (AWS)
- Anderson College
- **Aptus Treatment Centre**
- B.O.L.T
- Barbar Frum Library
- Baycrest
- Bernard Betel Centre
- Better Living Health and **Community Services**
- Big Brothers Big Sisters of Peel
- Black Creek Community Centre
- Black Framers Collective
- Brands for Canada
- **Building Up**
- Burnhamthorpe Adult Learning Centre
- CAMH
- CAFCAN Caribbean African Canadian
- Social Services
- CARE Centre for Internationally Educated Nurses

- Canadian College
- Canadian Council on Rehabilitation and Work
- Canadian Hearing Society
- **Canadian Training Institute**
- Career Dynamics Network
- Career Edge
- Career Pathways at Mohawk College
- CDI
- Centennial College
- Centre Francophone du Grand Toronto
- Children Services
- City of Toronto
- CMHA-Bounce Back Program
- Collège Boréal
- Community Healing Project
- **Community Living**
- Community Youth Programs Inc
- Conestoga College
- **Construction Connections**
- Contact North
- Corbrook
- Correctional Service Canada
- COSTI
- CultureLink Settlement & Community Services
- Delta Family Resource Centre
- Disability Access
- **Dixon Community Services**
- Dixon Hall Employment Services
- Downsview Community Legal Services
- Dress for Success

- Dress Your Best
- **Ecuhome Corporation Enterprise Toronto**
- Ernestine's Women Shelter
- **Epilepsy Toronto**
- Eva's
- Extend a Family Toronto
- Family Social Services
- First Response
- First Work
- FoodShare
- Fred Victor Bethlehem United Shelter
- Frontier College
- George Brown College
- Global Experience Ontario
- Goodwill Industries **Employment Services**
- Griffin Centre
- **Grow With Google**
- Hamilton ID Network
- Hammer Heads
- **Hospitality Workers Training** Program
- **Humber College**
- Independent Learning Centre
- Jane Alliance Neighbourhood Services
- Jane Street Hub
- Jewish Russian Community Centre of Ontario
- lob Skills
- **Job Start**
- John Howard Society
- IVS
- Kennedy House
- Kitchen24 Gives Back

- LAMP Community Health Centre
- Learning Disabilities Association of Toronto District
- Learning Enrichment Foundation
- Legal Aid Ontario
- Local Union 75
- Macaulay Centre
- Madison Community Services
- Malton Neighbourhood Services
- Manpower
- March of Dimes
- Medex College
- Mennonite New Life Centre
- Meta Centre
- Metro Toronto Movement for Literacy
- Midaynta Community Services
- Military Family Resource Centre
- Mohawk College
- Native Women's Resource Centre LBS
- New Circles
- Newcomer Centre of Peel
- Next Steps Employment Centre
- North York Community House
- North York Harvest
- Nova Staffing
- NPower
- Ontario Association of Certified Engineering Technicians and Technologists (OACETT)
- One by One
- Ontario Non-profit Network
- OTEC
- PACT Urban Peace Program
- Partners for Planning
- Pathways to Education
- PCPI
- Polycultural
- Professional Engineers of Ontario
- Project Work
- PTP
- Randstad
- Red Academy
- Region of Peel Family Shelter
- Regent Park Community Health Centre
- Rexdale Community Health Centre
- Rexdale Women's Centre
- Richview Library
- Salvation Army
- San Lorenzo Latin
  - American Community Centre
- Scarborough Centre for Alternative Studies
- Scarborough Community Legal Services
- Scarborough Good Neighbours Drop-in
- Scarborough Housing Help Centre
- Scarborough Women's Centre
- Seneca College
- Service Canada
- Sheridan College
- Skills for Change
- Smart Serve Ontario
- Somali Canadian Association of Canada
- Spinal Cord Injury Ontario
- SpringBoard

- The Canadian Training Institute
- The Coalition for Persons with Disabilities in Mississauga
- The Centre for Spanish Speaking Seople
- The Learning Place (TLP)
- The Neighbourhood Organization
- The Stop Community Center
- Times Change
- TMBUK2 Education Inc
- TopNotch Employment Services
- Toronto Business Development Centre
- Toronto Catholic District School Board
- Toronto Community Benefits Network
- Toronto Community Employment Services
- Toronto Community Housing
- Toronto Council Fire Native Cultural Centre Employment
- Toronto District School Board
- Toronto Employment and Social Services
- Toronto North Support Services
- Toronto Parks, Forestry & Recreation
- Toronto Public Health
- Toronto Public Library
- Toronto Youth Partnerships & Employment
- triOS College
- Unison Community Heath Centre
- VPI Inc
- Warden Woods Community Centre
- Woodgreen
- Workforce Planning Hamilton
- Working Women Community Centre
- YMCA
- Yonge Street Mission
- York Community Housing
- York Youth Coalition
- Youth Employment Services (YES)
- YWCA



#### Memberships on Committees & Special Groups:

- Arboriculture SAO Advisory Committee (led by The Career Foundation)
- Cannabis SAO Advisory Committee (led by The Career Foundation)
- Personal Support Worker SAO Advisory Committee (led by The Career Foundation)
- The Path2CS Advisory Partnership Council (led by The Career Foundation)
- ELMA Community Steering Committee, Woodbine Community Benefit Agreement
- ELMA Working Group: Partners Implementation Sub-Group for Woodbine Casino Project
- Employment Resource Connections Action Group (ERCA)
- Etobicoke Service Delivery Network (ESDN)
- George Brown College Program Advisory
   Committee, Career & Work Counselling Program
- Hamilton Disability Employment Network (HDEN)
- Hamilton Skills Development Flagship (Adult Basic Education Association)
- Lawrence Heights Inter-Organizational Network (LHION)
  - O Lawrence Heights SDP Grant Trustee and Advisory Chair
  - O LHION General Members Meetings
  - O LHION Steering Committee
  - O LHION Economic Opportunities and Employment Action Group

- Mississauga Board of Trade
- North York Community Cluster
- Scarborough E-Team
- Service Provider Network: Construction (City of Toronto)
- Regional Diversity Roundtable (RDR)
- Ontario Council of Agencies Serving Immigrants (OCASI)
- Ontario Disability Employment Network (ODEN)
- Scarborough Economic Opportunities Team (SEOPT)
- Toronto Centre Service Delivery Network
- Toronto Community Benefits Network
- Toronto East Quadrant Local Immigration Partnership (TEQLIP)
- Toronto North Local Immigration Partnership (TN-LIP)
- Toronto West Local Immigration Partnership (TW-LIP)
- Toronto West Partners (TWP)
- Youth Employment Opportunity Federal Pilot Project (YEO)
- Youth Employment Partnership (YEP)
- York Weston Pelham (YWP) Cluster



#### **Success Stories**

#### SAO – Arborist Ground Worker Training Program

When J.D. joined the Arborist Groundworker Training program, she was struggling to find permanent, fulltime employment in her line of work. She identified as a queer, racialized woman in her 30s, who felt that her inability to secure a full-time job was becoming "very taxing, emotionally, so some days were difficult to get through."

During the program, J.D. learned how to safely operate and maintain equipment that she had no previous experience using. Operating chainsaws, chippers, and rigging ropes soon became second nature to J.D. She found herself proficient in a range of new skills that would help her hit the ground running with a new career in arboriculture. She enjoyed learning new skills from the instructors, who she described as "patient, kind and committed to teaching students what they needed to know."

An obstacle frequently faced by women working in male-dominated industries is finding work clothes and personal protective equipment (PPE) that are safe and comfortable. J.D. was also finding it difficult to work in the chainsaw pants that were provided to program participants. We heard her concerns and used client support funds to purchase more suitable attire so she could focus on learning new skills rather than feeling uncomfortable in her PPE.

After successfully completing the program, The Career Foundation worked with J.D. to secure a placement with a tree care company in her area. She is now making amazing progress in her career. She is working for a prestigious tree care company in Aurora and completed her "Level 1-Apprenticeship Training" in the Spring of 2021. J.D. is committed to her own success in an exciting new career and The Career Foundation is committed to supporting her throughout her journey.

When asked what she would say to someone who was thinking about taking the Arborist Ground Worker training program, she responded with great enthusiasm:

"Do it! If you're interested in learning a new skill in a quickly growing industry, this is the time! If you like being outdoors and never having the same day, and you enjoy being able to use your critical thinking skills, then do this. I can't stress enough how much I enjoyed this program and how much it has taught me."

- J.D.





#### SAO – Cannabis Production Worker Training & Recruitment Program

D.F.'s career trajectory and attitude towards the future have been greatly impacted by The SAO Cannabis Production Worker Training & Recruitment Program. When he first came to The Career Foundation, he shared that he felt lost and confused. He was going through a difficult time and coping with complex emotions that accompanied unemployment and career instability.

D.F. was passionate about the cannabis sector but felt as though his job search was leading him to a dead-end. He had been applying to licensed producers (LPs) for months but was not getting any responses or offers. D.F. was excited when he came across The Career Foundation's Cannabis Production Worker training program. As a mature worker in his late 50s, he craved stability and was tired of working seasonal or temporary jobs. He applied and was soon accepted into the program.

D.F. was not as strong in technology as he wanted to be. When Ontario entered its third COVID-19 lockdown, he was challenged by the online learning component of the program. He was resilient and pushed through his tech issues, ensuring that he was in class and participating daily.

At graduation, D.F. was given the title, "Most likely to learn the ins and outs of every department." He completed all program components and received a paid work placement at a nearby LP. Today, D.F. is where he

wants to be career-wise. He is working full-time, enjoys going to work every day, and sees a future for himself in the industry. Initially, he struggled with adjusting to the hot environment and physical labour aspect of the job. However, he received financial supports through the program for items that would help him stay safe and comfortable at work (for example, LED glasses, a knee brace and safety shoes).

Recently, D.F. reached out to inform staff that he is in fact learning the ins and outs of every department. He is respected and feels appreciated by his supervisors. After gaining experience in three departments, he has taken on additional responsibilities and has transitioned to a new position that is a good fit for both him and the company.

D.F. credits the program for saving him from a dark chapter in his life and highly recommends it to others. In a short period of time, he went from feeling as though he would have to "settle" career-wise to knowing there is a world of opportunities for him in the growing cannabis industry.



#### Youth Job Connection

H.P. was a young mother who accessed employment services through The Career Foundation's Youth Job Connection (YJC) Program. At the time of registration, H.P. had experienced long-term unemployment and was facing difficult personal challenges, including being separated from her child, facing precarious housing, struggling with emotional trauma and PTSD from childhood abuse, and experiencing challenges in relation to a personal disability.

When H.P. registered for the YJC program, she was unsure about the path ahead and indicated that she felt frustrated, confused, and overwhelmed. However, it was clear that she was committed to both her professional and personal development. From the initial point of contact, staff offered unwavering patience, understanding and empathy to promote her success.

During the program, H.P. received training on a wide range of job search and career

development strategies as well as coaching on resilience, problem solving, teamwork, and other essential life skills.

Additionally, she participated in focused career counselling sessions to better understand her personality dimensions and received assistance in identifying jobs where she would shine.

H.P.'s personal transformation was obvious to all program staff. After completing the program workshops, H.P. decided to pursue opportunities in customer service. She was supported by a job developer who introduced her to a customer service position with a busy restaurant near her home. H.P. has expressed that she loves the role and noted that her work has brought her one step closer to achieving important long-term life goals.

H.P. has acknowledged that the YJC program has helped her to build confidence, achieve meaningful goals, and discover the personal empowerment that she will need to build a brighter future for herself and her child.

# Completing the Circle (Mississauga)

S.V. was an 18-year-old female who finished grade 12 and homeschooling in 2020. Towards the end of 2020, S.V. experienced several mental health-related episodes. She was admitted to the hospital twice for more than 15 days over two months. She was diagnosed as bipolar but has since been prescribed medications and therapy to help treat her condition.

Until coming to the Completing the Circle (CTC) program, S.V. had never held a job. She joined the program because she did not know how to market herself to employers, how to write a résumé, or what to even expect in the workplace. She particularly enjoyed the wellness and self-care workshop. She also gained valuable insight from the new financial literacy workshop that was introduced in 2020-2021. Additionally, she acquired certificates in customer service and food handling.

S.V. revealed that her true passion was singing and writing music; however, she knew she could not depend on that as her only career option. Her goal was to find a role in customer service, so she could develop her social skills and improve her self-confidence. CTC program staff helped her secure employment as a customer service representative at a local café and planned with the employer to train her as she worked. The employer decided to give S.V. a better salary and promoted her immediately after seeing her work and commitment. They said she was "an amazing employee with a great future in front of her."

Today, S.V. is working as supervisor of the local café. She has helped with developing and customizing the restaurant menu and played a key role in reopening the restaurant after it closed temporarily for renovations. According to S.V., "the environment is friendly and we support each other like family."

The CTC team also provided S.V. with referrals for rent support so she could afford to rent a new apartment close to work.

"I've enjoyed learning and furthering my skills for work and my personal life ... All the staff have been amazing and I would highly recommend the CTC progam!"

– S.V.



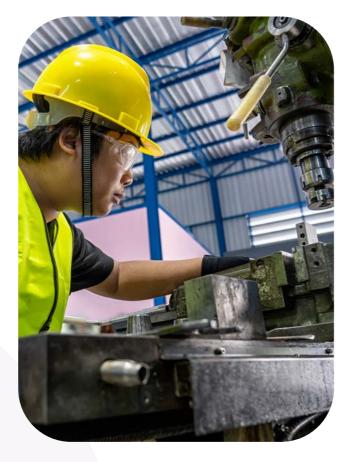
# Completing the Circle (Weston)

M.B. was a 27-year-old man from Toronto. In his past work experiences, M.B. steadily held active and exciting jobs that allowed him to use his extensive skillset and gain a sense of purpose in his work. Unfortunately, in early 2021, he incurred a serious injury on the job that left him with a permanent physical disability. He had been on track to finish his advanced diploma in electrical engineering, but the trauma from his work-related accident shattered his dreams and left him with a sense of hopelessness.

M.B. supported himself through Employment Insurance (E.I.) after his injury and began to job hunt at the beginning of the summer. Like many other people during this time, M.B. struggled to find work and was further restricted in his job search because of his new disability. Thankfully, he came across The Career Foundation's Completing the Circle (CTC) program online and applied.

M.B. did his best during the workshops, but it became evident that there were other underlying issues that were stifling his progress in the program and in life.

He struggled to complete simple tasks and shared that he was losing hope in his future. Phone calls with M.B. further revealed that his accident had affected his mental health and he was experiencing both depression and anxiety. After some encouragement from program staff and people in his personal life, M.B. concluded that it would be a



good idea to seek professional help to improve his mental health.

We continued to provide him with emotional support and created action plans to help improve his self-motivation and accountability. He began to have a more positive outlook on his future and felt more confident in his ability to experience success in his career.

Eventually, M.B. interviewed for a job that allowed him to leverage his bilingualism — a skill he had only mentioned in passing. He was offered a position on the spot and began work the very next day. He has since begun therapy and continues to receive praise from his employer. His outlook on life is more optimistic and he is well on the road to establishing and accomplishing new dreams!



# Completing the Circle (Hamilton)

T.K. identified as a queer Indigenous person who joined the Completing the Circle (CTC) program in late 2020. At the time, she was experiencing severe social anxiety and relied on her partner to speak on her behalf. T.K.'s anxiety was worsened by COVID-19 restrictions that moved our programming to virtual platforms. It was during this transition that CTC program staff learned about T.K.'s unstable home environment.

Between January and July 2021, T.K. became inactive in the program. While communication with T.K. was limited during this time, the team made efforts to provide her with mental health supports and continued to encourage her. They reminded her that they would always be close by if she needed anything, and that they would be happy to have her back as a full-time client when ready.

Through ongoing support and encouragement, T.K. agreed to return to her original program placement with a local bakery that was well known for LGBTQ+ advocacy and support. Today, she has completely transformed as a person.

The once timid and reserved T.K. returned to the CTC Hamilton office full of confidence and motivation to start her life on her own terms. She began speaking for herself and continues to impress the team with her progress. She is beloved by her employer and is working towards finding a safe, stable home for herself.

The team learned about the importance of taking time to understand their clients and their needs. They were also reminded of the importance of community partners, many of whom made referrals to the program and/or provided holistic, wraparound support systems to CTC participants.

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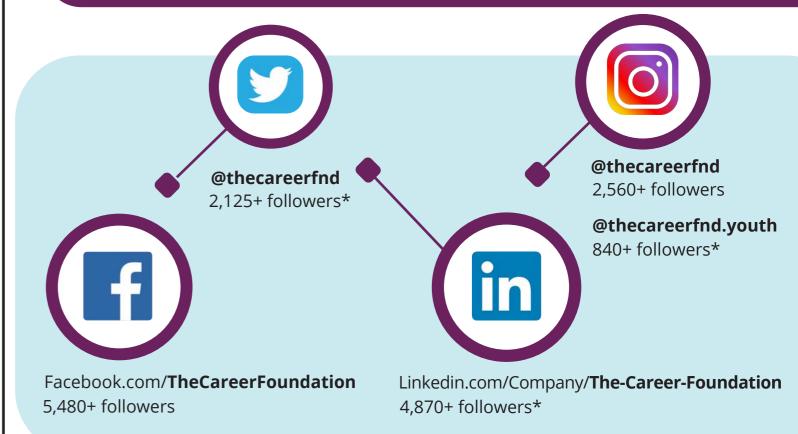


"The Career Foundation is wonderful organization with staff absolutely dedicated to your success. If it's a new job, or new career path you're seeking; they have the tools, resources and connections for you to succeed."

— Google Review

"The Career Foundation has assisted us with hiring employees for our small business for almost two years. They have been an invaluable resource and more than half of our team members now come through The Career Foundation." — **Google Review** 

## Social Media Following







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