

JVS TORONTO
ANNUAL REPORT
2016-17



70
YEARS

CHANGING LIVES
THROUGH THE POWER
OF EMPLOYMENT



EMPLOYMENT, RECRUITMENT, ASSESSMENTS.

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 VALUES

EXCELLENCE

We uphold the highest professional standards and incorporate continuous improvement in our programs and services. We measure success.

COLLABORATION

We bring together the resources of government, philanthropy, business and community to develop employment solutions.

INTEGRITY

We are committed to ethical conduct in our delivery of service. Our work is based on mutual trust for those we serve and with whom we work.

RESPECT

We provide services that are relevant and tailored to the unique needs of each individual.

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.

Opposite: Tip Top Tailors factory interior, Toronto, [ca. 1933]. Bottom: The Tailor Project, Toronto, 1947. Ontario Jewish Archives, Blankenstein Family Heritage Centre.



70 CHANGING LIVES THROUGH THE POWER OF EMPLOYMENT YEARS

When JVS Toronto opened its doors at 455 Spadina Avenue on June 16, 1947, Canada was not the welcoming haven for immigrants that it's known for today. Holocaust survivors and Jewish immigrants faced prejudice and restrictive hurdles to employment and training. Workplace discrimination was high and society lacked sympathy and understanding for those who desperately needed to rebuild their lives. JVS Toronto worked with other Jewish agencies, partnerships that continue today, to settle and find jobs for JVS Toronto's first clients¹.

GATEWAY TO WORK

In the early years, we placed clients in manufacturing jobs, often in the garment industry. But traumatized Holocaust survivors needed more support before they could hold a job. A work-adjustment program was developed using a packaging and assembly work-based experience to prepare clients for employment. First supporting Jewish clients, the workshop model opened up to all individuals with disabilities, mental health issues or addictions for workplace training. Our disability services were, and still are, a needed gateway so everyone can lead contributing, meaningful lives.

INCLUSIVE SCHOOLS

The 1960s started our youth focus through on-site psychoeducational assessments for students in Jewish day schools. Our staff worked closely with teachers and parents to create education plans, ensuring students could continue their Jewish and academic education. Fifty-three years later, our work continues in Jewish day schools, public education boards and as fee-based options for individuals outside a school setting.

WORKPLACE CHANGE

Our core service has always been employment counselling and placement, and 70 years of change has impacted our work and daily lives.

THEN

Post-war Toronto was a thriving city. We placed shippers, tile layers, mechanics and upholsterers¹ into jobs found within Toronto's borders and close to home. Work ethic and experience mattered more, education less; men made up 75 percent² of the workforce, and one wage-earner could manage the family's expenses.

NOW

Today, Toronto's economy focuses on sectors like technology, financial services, design and tourism. Now we place software development engineers, business analysts, graphic designers and customer service representatives. Post-secondary education³ is often a job requirement, along with computer literacy skills. Women make up almost half² the workforce. Dual-income families are needed to maintain household expenses.

CONCERNING TRENDS

With each passing decade, the need for employment services remains unchanged and only deepens with economic fluctuations, globalization, rapidly changing technology; upping the skills and education job seekers must have to stay competitive.

Throughout 2017-18 we'll be highlighting 70 years of impact and the continued need for our services in the community. We thank **XBASE Technologies Inc.** for their support as our 70th anniversary sponsor.

Full-time permanent jobs with benefits are decreasing, with part-time, temporary, contract and casual positions taking their place. This recent concerning trend creates precarious employment that affects all age groups, particularly youth, people with disabilities, single-parent families, immigrants, and older workers⁴.

This plight has seen the employment-sector offering more generalized employment services. We've modified our service design to help more people over shorter periods of time. Generalized employment services now make up over half our programming; a significant change since 2007 when almost 100 percent of our employment programs were specialized.

THREAT OF POVERTY

For clients who've known nothing but security, employment uncertainty is an unfamiliar, uncomfortable and unwanted adjustment. But for others, exclusion, disparity, and instability are all too familiar, where a slight change in circumstances can start the fall into poverty.

GREATER STABILITY, IMPROVED LIVELIHOOD

At 70, our decades of experience are what guide us in both staying true to our founding values, and responsive to rapidly changing conditions. Our legacy continues, and now, more than ever, we remain committed to our vision that **every individual has opportunities for employment**. One person and job at a time, we are dedicated to **changing lives through the power of employment**.


KIM COULTER
President & CEO


JEFFREY GOLDFARB
Chair, Board of Directors



Looking south on the east side of Spadina Ave. north of Dundas St., Toronto, [1947 or 1948]. Ontario Jewish Archives, Blankenstein Family Heritage Centre.

Precarious employment is a concerning trend affecting youth, people with disabilities, single-parent families, immigrants, and older workers.





THE POWER OF NEWCOMER CAREERS IN CANADA

A CHANCE JOURNEY

After arriving from India, Saleem, an experienced architect, and his wife rode subway and streetcar lines to learn about Toronto's diverse neighbourhoods. On one journey, Saleem saw a JVS Toronto flyer promoting *IPLAN (Immigrant Professionals Leveraging Architectural Knowledge for New Opportunities)*, a program to bridge internationally trained architects to Canadian careers.

FROM NEED

IPLAN exposed Saleem to essential knowledge areas such as Ontario building codes, local materials and construction methods, and modelling software. He immersed himself in this intensive program attending Ryerson University architectural courses, English-language and workplace communication training, employment workshops, and employer networking events. Throughout the demanding course work, Saleem became known for his project management acumen and positive attitude.

TO OPPORTUNITY

Hard work and *IPLAN* led Saleem to an international professional services firm as an Interior Designer, where he contributed to award-winning projects. Now a company Associate, Saleem devotes his spare time to mentoring newcomer architects, and is a frequent *IPLAN* guest speaker.

THE JOURNEY OF NEWCOMER SERVICES

JVS Toronto's early clients were Jewish immigrants; often highly educated with professions, but willing to do any job to start rebuilding their lives. Through vocational counselling and employer connections, JVS Toronto placed clients in a variety of entry-level, trade-oriented and general labour positions.

Often highly educated with professions, but willing to do any job to start rebuilding their lives.

Today, JVS Toronto continues to support refugees and newcomers, also highly educated, trained professionals, hoping to continue their careers in Canada. Through specialized employment programs, our clients find jobs in financial services, architecture, technology and other leading sectors because JVS Toronto helped them address typical newcomer challenges like a lack of:

- English language skills;
- Canadian work experience;
- Sector-specific accreditation or certification; and
- Professional network.

1,900
newcomer clients served before coming to Canada

50
mentors guided newcomer clients in their Canadian professions

684
newcomer clients served after arriving in Canada

22%
of newcomer clients accessed English language training

THE POWER OF INCLUSION

OUTCAST AND ISOLATED

Born in Syria with Cerebral Palsy, Talim endured surgeries and physical therapy to be able to walk with crutches. After moving to Canada at 11, Talim was diagnosed with a developmental disability and benefited from various community resources. As an adult, however, he needed a different kind of support. A referral to JVS Toronto's disability services turned Talim's isolated life into one of inclusion.

HELP TO LEARN

Participating in JVS Toronto's *Developing Work Connections*, a specialized program for individuals with developmental disabilities, Talim began socializing, made friendships, and practiced daily living skills. Employment-based workshops taught him appropriate work behaviour and communication, boundaries and interview skills. After diligently improving his English and reading, Talim was ready to volunteer.

LEARN TO HELP

Volunteering engaged Talim with the broader community. His need for hands-on coaching to perform his volunteer tasks faded. Today, Talim is confident and enthusiastic. He greets everyone with a contagious smile and has lots of friends.

DISABILITY SERVICES BUILD BELONGING AND INCLUSION

Starting in 1956, JVS Toronto began an active role preparing individuals with disabilities for employment using rehabilitation in a controlled setting, and then expanded its services to include sheltered workshops in the 1960s. In 2003, the AI Green Resource Centre opened its doors housing *The Workshop*, a sheltered workshop, and other employment-based programming for individuals with developmental disabilities.

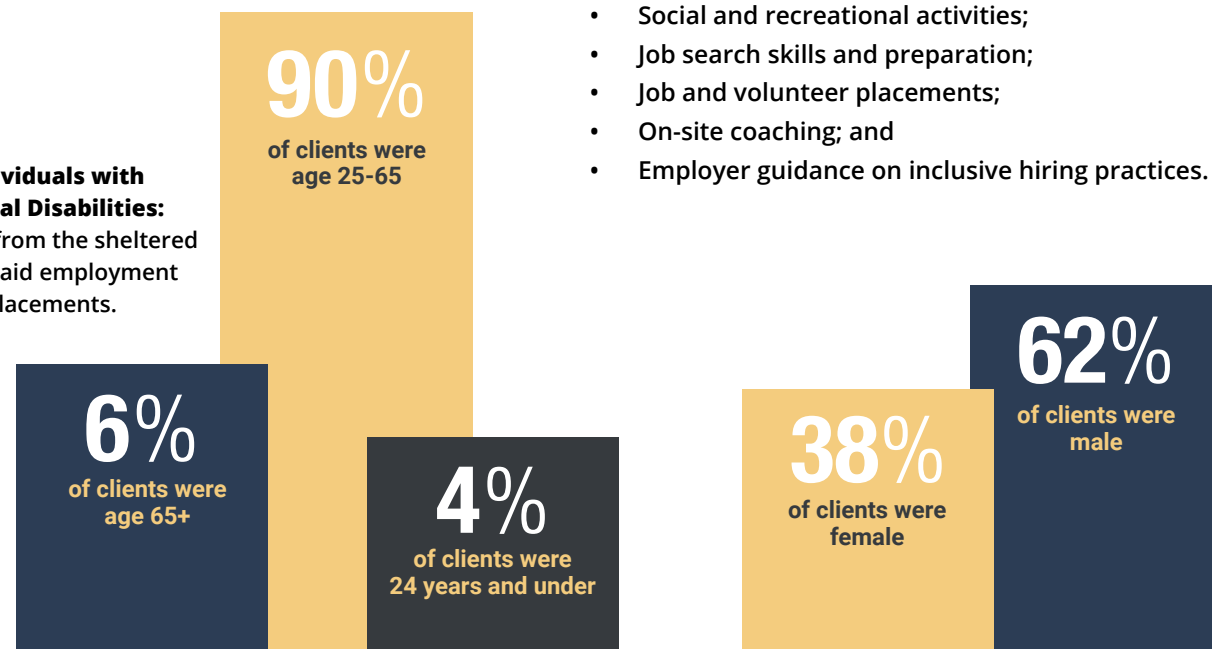
Today, connecting individuals with disabilities to work is critical. The employment rate in Canada is significantly lower for people with disabilities⁵ increasing their risk of falling into poverty⁶.

The employment rate in Canada is significantly lower for people with disabilities.

In March 2017, JVS Toronto closed its sheltered workshop, an Ontario-wide mandate, and relocated the AI Green Resource Centre and its programming to 74 Tycos Drive. With all of disability services in one place, JVS Toronto provides programs promoting inclusion through:

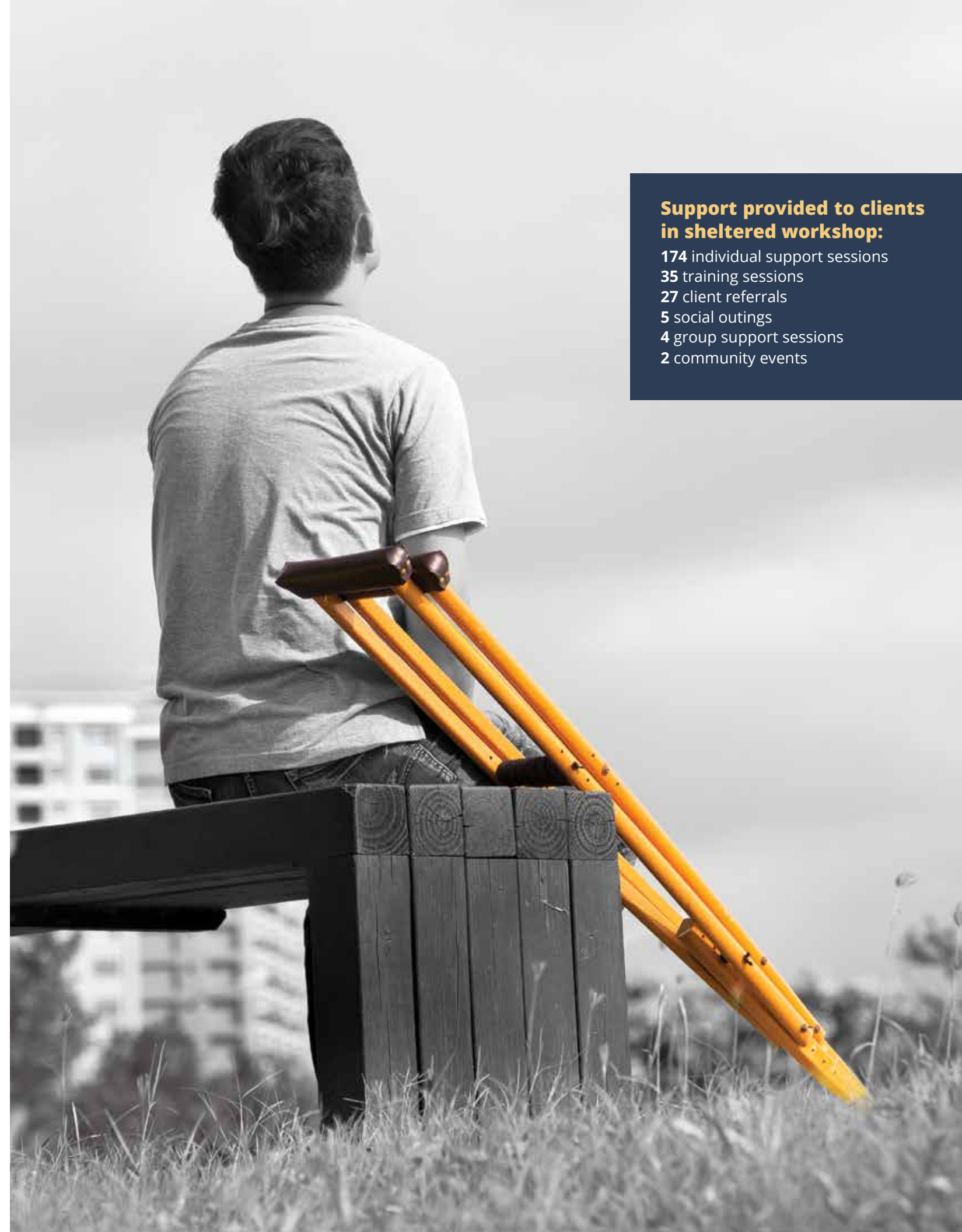
- Life and workplace skill development;
- Social and recreational activities;
- Job search skills and preparation;
- Job and volunteer placements;
- On-site coaching; and
- Employer guidance on inclusive hiring practices.

Profile of Individuals with Developmental Disabilities: Transitioning from the sheltered workshop to paid employment or volunteer placements.



Support provided to clients in sheltered workshop:

- 174 individual support sessions
- 35 training sessions
- 27 client referrals
- 5 social outings
- 4 group support sessions
- 2 community events





THE POWER OF UNCOVERING ABILITY

DISENGAGED AND DISCOURAGED

High school and bullying went hand-in-hand for Gerard. Combined with difficulties in math, he dropped out. Gerard held several jobs but realized, at 29, he wouldn't achieve the more senior positions required to build a career and desperately needed direction. Accessing JVS Toronto's assessment services uncovered his hidden abilities.

FACING OLD FEARS WITH NEW CONFIDENCE

Through a psychovocational assessment, Gerard was diagnosed with a learning disability explaining his math challenges. But he also discovered he had strong academic, problem-solving and critical thinking skills. Referred to *Project GOLD*, our employment program supporting people with learning disabilities, Gerard received the career direction he needed. He completed his General Education Diploma, accepted a job with accommodations he arranged with coaching from his employment counsellor, and, feeling more confident in his academic abilities, is looking into post-secondary education.

ASSESSMENT SERVICES: IMPROVED LEARNING AND WORKPLACE SUCCESS

JVS Toronto began on-site psychological services in 1964 for students in Jewish day schools. In the early 1990s, fee-based services for psychological assessments, vocational evaluations and career counselling were added.

This legacy continues today through our *Career, Education and Psychology Services*. With unemployment rates highest for those without post-secondary education³, identifying issues early gives students the support, accommodations and time needed to improve school performance, and most importantly, builds their self-confidence.

He wouldn't achieve the more senior positions required to build a career and desperately needed direction.

Adults come to us about their struggles at work and often discover that a learning disability, Attention Deficit Hyperactivity Disorder (ADHD) or mental health concerns are what have impacted their jobs. Career and vocational assessments can then identify suitable occupations or a need for further education. With internal referrals to our employment services, adults can walk away with long-term, sustainable employment.

58%

of clients were adults age 25-65

Psychoeducational & Psychovocational Assessments:

Identify reasons behind challenges at school for students, and prolonged unemployment or inability to hold a job for adults.

23%

of clients were youth age 12-24

19%

of clients were children age 5-11

792

counselling sessions

Top psychoeducational assessment diagnoses for students:

1. Learning Disability
2. Mental Health Concerns
3. ADHD & a Learning Disability

Vocational Assessments:

Identify employment aptitudes, academic levels and vocational interests in adults.

264

clients served

THE POWER OF MAKING POSSIBLE HAPPEN

At 25, Roy, a father of two, needed a stable career to support his family. But with a probation order, he felt his job options were limited. Without help to make a future plan, falling back into trouble seemed more likely for Roy than providing for his children. A friend referred Roy to JVS Toronto's *YouthReach* program and his future seemed possible.

FROM IMPOSSIBLE TO POSSIBLE

Roy was energized by the support offered through *YouthReach*, a specialized program for youth in conflict with the law. Wanting to learn a trade, Roy expressed interest in returning to school. His employment counsellor recommended a tailored, tuition-free preparation course at Centennial College supporting marginalized youth re-entering school. Completing the course gave Roy the confidence to apply to Centennial's HVAC Technician program. Accepted with a scholarship, Roy is on track with a career plan and future stability for his family.

Without help to make a future plan, falling back into trouble seemed more likely.

SERVING YOUTH POWERS OUR FUTURE

JVS Toronto has been serving youth since the 1960s starting with assessments for students, then career counselling in the 1980s and 1990s, followed by an influx of youth employment-based services in 1999 serving at-risk youth.

Today, we continue to serve at-risk youth with specialized programs in underserved communities. In addition, youth are now served across all programming areas to help them with employment issues like:

- No work experience;
- No access to transportation;
- Lack of career and job search support;
- Competition with older youth with work experience; and
- Dealing with bigger issues like homelessness, mental health, unreliable child care, criminal involvement, or pregnancy.

Our mix of youth employment programming addresses these issues by providing work-based life, literacy and numeracy skills, access to General Education Diploma completion, career exploration, educational direction, resume and interview preparation, self-employment support, job placements, mentoring and longer-term access to ensure youth success.



THE POWER OF EMPLOYMENT WHEN THE NEED IS GREAT

HIGH HURDLES

An injury as a baker in Montreal forced Toby to leave his job. Moving to Toronto, Toby applied for numerous financial sector office jobs but didn't stand out among the other applicants. He had limited office work and financial services experience. English was not his first language. He is also deaf and converses using American Sign Language. Not getting any interviews, at 29, he felt discouraged, isolated and hopeless. Accessing Jewish Family & Child (JF&CS) / JVS Toronto joint employment programming connected him to work in a new field.

TEAM SUPPORT

His multi-disciplinary JF&CS / JVS Toronto team worked in collaboration with various JVS Toronto employment specialists, and external support agencies who arranged interpreters and travel to finance college courses. The team prepared him for his job search, interviews and accessing employer incentives. Toby happily accepted a job placement as a Junior Accounting Clerk at an accounting firm where he's thrived on regular, positive feedback. Toby's intelligence, charm, tenacity and drive have endeared him to his colleagues.

CONNECTING EVERYONE TO EMPLOYMENT

Employment counselling, job placement and client advocacy have been the backbone of JVS Toronto throughout its 70 year history. First serving the needs of the Jewish community, within the first decade, employment services were available to everyone. Partnerships with a variety of social service, health and education organizations have diversified our reach to provide employment opportunities to all.

Toby applied for numerous financial sector office jobs but didn't stand out among the other applicants.

Today, in addition to the JF&CS / JVS Toronto joint program, we provide general employment services through our *Employment Source* programs across five locations. *EMETemployment* provides general employment services to Jewish job seekers. Regardless of a client's entry point into JVS Toronto, they are often connected to an *Employment Source* location. This maximizes the support we provide to ensure everyone has opportunities for employment through community referrals, job search direction and support, interview preparation and job placements. These services address issues that affect access to competitive employment such as:

- Age;
- Level of education;
- Gaps in employment;
- Outdated skills; and
- Complex life circumstances that interrupt work.

70%
were placed in
employment
through our work

51%
of JVS Toronto
clients accessed
general employment
services

1,960
employers

**General employment
services clients:**

30%
pursued education
or were referred to
another program

20%
accessed Jewish
community
employment
programs

THANK YOU FOR SUPPORTING OUR VISION

Every individual has opportunities for employment.

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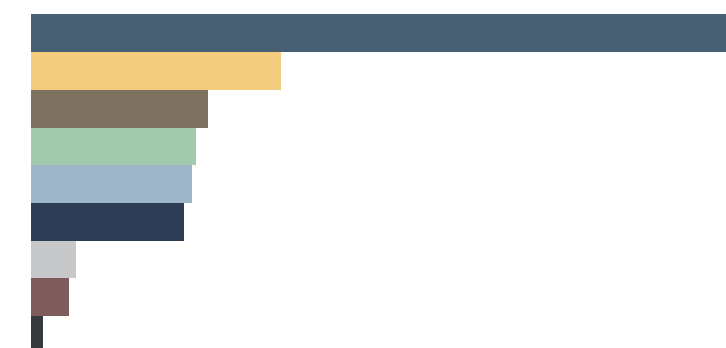
FINANCIAL SUMMARY

REVENUE	2017	2016
Federal, Provincial and Municipal Grants	14,270,366	12,251,440
Fees For Service and Other	1,663,969	1,652,328
UJA Federation	225,444	331,692
United Way Toronto & York Region	549,467	560,467
Donations Recognized per the deferred contribution method	109,933	256,856
Total	\$16,819,179	\$15,052,783
Total Donations Received in Fiscal Year	\$80,955	\$413,857

EXPENSES	2017	2016
Employment and Career Services	431,435	404,352
Disability Services	1,540,572	1,840,203
Newcomer Services	1,677,354	1,355,945
Employment Centres	6,836,451	6,304,336
Youth Services	2,387,288	1,261,390
Assessment and Education Services	1,448,001	1,262,587
Training and Other Services	352,818	359,709
Administration	1,568,515	1,512,276
Amortization and Other	117,821	169,209
Total	\$16,360,255	\$14,470,006
Net Surplus/(Deficit)	\$458,924	\$582,777

WHERE WE SPENT OUR REVENUE IN 2016-17:

Employment Centres	41.8%
Youth Services	14.6%
Newcomer Services	10.3%
Administration	9.6%
Disability Services	9.4%
Assessment and Education Services	8.9%
Employment and Career Services	2.6%
Training and Other Services	2.2%
Amortization and Other	0.7%



THE POWER OF EMPLOYMENT OVER 70 YEARS

Sewing a button hole was a lifeline to renewal and hope in Canada for Holocaust survivors after World War II, and the spark that ignited the creation of JVS Toronto.

SEVEN DECADES

In post-war Europe, Holocaust survivors living in Displaced Persons Camps waited for admittance into any country that would take them. Canada wanted specific-skilled labourers for in-demand trades, including garment workers⁸. Known as The Tailor Project, tailors were identified in the Displaced Persons Camps if they could sew a button hole. As a result, 2,000 Jewish garment workers came to Canada in 1947¹.

Max Enkin was one of the businessmen instrumental in The Tailor Project. He saw the need for a Jewish-based vocational service to support Jewish immigrants, Holocaust survivors, and members of the Jewish community facing anti-Semitic hiring practices. With Max Enkin as the first Chair of the Board of Directors, Jewish Vocational Service of Metropolitan Toronto became part of the social services network for Toronto's Jewish community.

1940s: Max Enkin (centre) testing at Bergen Belsen Displaced Persons Camp, 1947. Ontario Jewish Archives, Blankenstein Family Heritage Centre. 1950s: Clients participating in a sheltered workshop. 1960s: A senior citizen working in the ATLAZ program. 1970s: A counsellor working with a young client. 1980s: A few of JVS Toronto's ever-growing staff. 1990s: Working hard on new programs. 2000s: A client working in the Al Green Resource Centre's workshop program.



► 1940s

THE BEGINNING OF JVS TORONTO

- Jewish Vocational Service of Metropolitan Toronto opens its doors at 455 Spadina Avenue, Room 215, fittingly in the Tip Top Tailors building
- \$7,314 from the Jewish Welfare Fund of Toronto funds the agency
- Three employees staff the agency
- Vocational counselling and job placement services provided to newcomer clients
- Agency becomes a member of what is now United Way Toronto & York Region



► 1950s

OPENING OUR DOORS TO OTHERS

- Agency staff, now seven, move to 152 Beverly Street
- Rehabilitation workshop opens supported by the J.P. Bickell Foundation with businesses supplying the work
- 50 percent of clients are now Canadian-born
- Jewish Family & Child, Mt. Sinai's psychiatric department and City of Toronto Welfare Department refer clients
- Provincial government funding for disability services begins



► 1960s

REBUILDING STRENGTH

- ATLAZ, an assembly workshop, opens at Baycrest Home for the Aged, serves senior clients
- Sheltered workshop opens at the Jewish Home for the Aged
- 74 Tycos Drive becomes JVS Toronto's head office
- Psychological services begin at Eitz Chaim School through a grant from Barrie D. Rose of Acme Paper, growing to six schools during the decade



► 1970s

RECOGNIZING THE NEED FOR CARE

- Funders include Government of Canada, Ministry of Community and Social Services, United Jewish Welfare Fund, United Community Fund and Workman's Compensation Board
- Agency budget reaches \$485,000
- Vocational rehabilitation is 52 percent of programming
- Vocational counselling is 31 percent of programming



► 1980s

PARTNERSHIPS WITH EMPLOYERS

- Pre-employment training starts for people with mental health issues requiring specialized support before starting work
- Program for individuals with disabilities starts an employer incentive to train clients on-the-job
- Partnership with JIAS helps Russian immigrants find jobs
- Short-term program offers career and employment counselling to Jewish youth
- Special project links young Jewish professionals and newcomers to mentors volunteering through three synagogue partnerships



► 1990s

NEW OPPORTUNITIES FOR EMPLOYMENT

- Provincial funding for individuals with disabilities changes from providing grants to agencies being paid based on fee-for-performance
- General training and employment program starts targeting individuals who are unemployed
- Employment assessment opens agency's second location at Keele Street and Finch Avenue
- Influx of specialized programs start for women, visible minorities and youth
- Jewish employment programs support Russian and Yugoslavian newcomers, long-term unemployed clients in partnership with Jewish Family & Child, and in-home daycare providers



► 2000s

LOOKING TOWARDS THE FUTURE

- Agency budget hits \$18 million, settles back to \$16 million
- Locations expand to 14 then reduce to nine as funding and service models expand and contract
- Growth of specialized employment programs focus on youth, individuals with developmental disabilities, women, newcomers and Jewish community services
- Agency provides several pre-employment, occupation-specific training programs
- Online services begin starting with online mentoring and pre-arrival employment preparation programs for newcomers
- General employment services exceed specialized programming aligning economic fluctuations and reduction of traditional full-time employment

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We thank **XBASE Technologies Inc.** for being our 70th anniversary sponsor.

It is our honour to recognize them for their ongoing support of JVS Toronto as we celebrate **70 years Changing lives through the Power of Employment.**

Opposite: Tip Top Tailors factory interior, Toronto, [ca. 1933]. Ontario Jewish Archives, Blankenstein Family Heritage Centre.

We believe every individual has opportunities for employment.

Sources

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