



# I AM MORE THAN...

THE JOURNEY TO EMPLOYMENT



MEANINGFUL PAID EMPLOYMENT  
IS A BASIC HUMAN RIGHT.<sup>1</sup>



EMPLOYMENT.  
RECRUITMENT.  
ASSESSMENTS.

**OUR VISION**

Every individual has opportunities for employment.

**OUR MISSION**

We enable people to maximize their potential at work and school.  
We help employers connect with the right human resources.

**OUR HERITAGE**

JVS Toronto was founded in 1947 by a group of Jewish business leaders to provide employment and vocational services to Holocaust survivors and veterans of the Second World War. Building on our success in serving the Jewish community and its values of helping others, we expanded our outreach to serve the broader community.

**9,858**

individuals served  
across all programs

**1,798**

employers provided  
opportunities

**192**

funders and donors  
provided support



# I AM MORE THAN... SOMEONE LOOKING FOR WORK.

**Unemployment. Just hearing the word can conjure up feelings of fear and anxiety.**

A concerning trend among our clients is the increase in feelings of stress, anxiety, depression, and the effects of past traumatic experiences. Our employment specialists are observing more clients presenting with behaviours that indicate mental health issues.

## UNEMPLOYMENT'S DEEP IMPACT

Experiencing job loss affects self-esteem, identity, a sense of meaning and purpose in life, and of course, a decrease in financial resources. Unfortunately, unemployment has an even deeper impact.

The World Health Organization recognizes unemployment as a risk factor for mental health problems.<sup>2</sup> The Canadian Mental Health Association cites unemployment and poverty as urgent concerns for all Canadians and that the presence of either may cause anxiety, depression, and other emotional and family problems.<sup>3</sup>

Anyone juggling complex personal circumstances such as unreliable childcare, limited education, lack of English language skills, employment gaps, a disability, at-risk behaviours, and past conflicts with the law, can become seriously disadvantaged and suffer greater loss during stretches of unemployment.<sup>4</sup> Unemployment rates for individuals already living with depression, anxiety or other mental health conditions can be over 30 percent.<sup>5</sup>

## LIVING WITHOUT HOPE

Each client population we serve experiences despair and hopelessness while unemployed which affects their mental health and well-being.

Youth who grow up in high-needs neighbourhoods often experience stressful situations such as difficult family dynamics, low income, unstable housing, and peer pressure that can affect high school completion and lead to increased at-risk behaviours like gang involvement, drug use, and criminal activity. Many are

well-versed in street survival but lack the interpersonal and life skills needed in the workplace. This can result in the challenging of authority, inconsistency in showing up to work, staying focused, and completing tasks. Perceived as lacking credibility with employers, at-risk youth, despite their potential, are moving further away from the labour market.

Recent high school and post-secondary graduates experience anxiety finding their first "real" jobs. They may become stuck in entry-level positions unrelated to their career goals or working from contract to contract. This affects their ability to live independently, impacted by low wages and the lack of affordable housing. Moving forward in their adult life can seem impossible.

## The World Health Organization recognizes unemployment as a risk factor for mental health problems.<sup>2</sup>

Immigrants may start in entry-level jobs or work multiple part-time jobs to survive while settling in Canada. Though many are highly-educated, they may experience difficulties having their foreign credentials recognized by employers, struggle with the English language and workplace terms, and don't have a local personal or professional network to draw on.

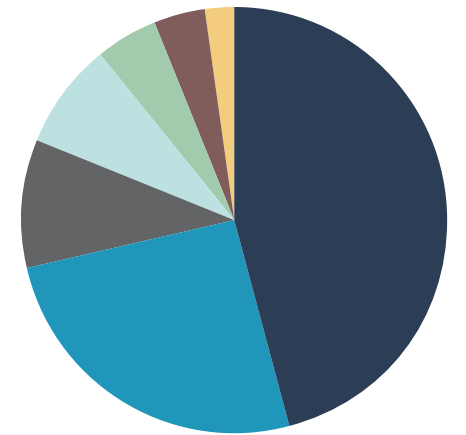
Those living with a visible or invisible disability suffer with the stress of managing the impact of their disability on daily life. To gain any kind of employment, they experience stiff competition from other job seekers, face judgement, a lack of understanding and opportunity to demonstrate their abilities and strengths.

## UNLOCKING EMPLOYABILITY

The increase in stress and mental health issues among our clients means we are working differently.

## JVS TORONTO SERVICES USED BY CLIENTS IN 2018-19:

- Employment Source Centres – 47%
- Pre-arrival & Newcomer Services – 26%
- Youth Services – 10%
- Jewish Community Services – 8%
- Employer Training Grants – 5%
- Clinical Services – 4%
- Disability Services – 2%



We actively seek advocacy opportunities with funders, donors, government, and employers to demonstrate the changing needs of the clients we serve and the communities in which we are located. This allows us to demonstrate the needs of our client populations including new graduates, youth at risk, refugees and immigrants, and individuals with disabilities. Through this work, we are able to create specialized services to address gaps in our current programming. Recent examples include our **Youth Entrepreneurship Program** which aims to develop entrepreneurial skills and mentoring for youth from high-needs neighbourhoods; and our **Professional Engagement for Access to Careers (PEAC)** program to support post-secondary graduates entering the workforce.

We've expanded our community partnerships to include more mental health services. This allows us to ensure clients have access to mental health resources and supports while they work with us on their job search – something they don't have the luxury to delay. We promote the importance of mental health with resources for stress management, work-life balance, and emotional difficulties when conducting a job search or starting a new job.

In addition to our existing job search services, we are introducing additional resources on managing stress, anxiety, and workplace conflict to enhance client support. With the success of recent programs delivered online, we are developing more virtual services to allow greater client access and convenience.

Our clients have often told us that they know what they need to do to improve their employment situation, but they just don't know where to start, especially

after experiencing unemployment and decreased self-confidence. Understanding and compassion built over 72 years of experience forms the basis of our employment services because we know how life's complex circumstances can affect employment success.

## JOURNEY TO SELF-SUFFICIENCY

When we first meet, our clients are impacted by their circumstances, stigmatized, and unable to move forward. The toll this takes on them is significant. Through our vision that **every individual has opportunities for employment**, we connect people to critical community supports to help them manage the circumstances affecting their ability to find work, while providing them with job search skills and the tools they need to showcase their knowledge and abilities.

Everything we do is a step in a journey creating a client's path forward. Some paths lead straight to employment. Other paths take time to build. No matter how incremental, we help clients see their own possibilities and realize that they are valuable and employable. Each step moves them away from precarious circumstances towards self-sufficiency to unlock **the power of employment**.



*Kim Coulter*  
**KIM COULTER**  
President & CEO



*Jonathan Kopman*  
**JONATHAN KOPMAN**  
Chair, Board of Directors



# I AM MORE THAN... THE NEIGHBOURHOOD I COME FROM.

As a kid, Dion learned to overcome his shyness by being funny. He found that making bullies laugh prevented them from making him a target. Fitting in was important to Dion.

His parents were immigrants and Dion arrived in Toronto as a baby. His family settled in an east-end neighbourhood offering affordable rental housing and a welcoming immigrant community. While his parents remained firmly connected to their culture, Dion grew up Canadian.

## EARLY WORRIES

Dion remembers always being worried about money. His parents worked hard usually at more than one job but still struggled. All Dion wanted was a new pair of cool sneakers to fit in better at school.

As a teenager, Dion moved to alcohol and drugs as his ticket to acceptance. His grades slipped. He argued with his parents. Disengaged at home, Dion drew closer to his street family.

## AT-RISK BEHAVIOUR

Soon he started having conflict with the law. Eventually Dion landed in a detention centre. Released at 27 and on probation, Dion had a choice to make. Return to his previous way of life or redirect himself onto a better path.

Referred to JVS Toronto's **YouthReach** program by his probation officer, Dion found the understanding, support, and direction he needed to start a positive new journey.

## A HEALING APPROACH

Over the span of three months, Dion and his employment specialist worked together to secure him meaningful employment. With past experience in merchandising and warehouse labour, they developed a professional resume tailored to positions in this area. To widen Dion's options for better-paying positions, the employment specialist worked with Dion in applying to various trades programs in construction and certification as a forklift operator.

Then the employment specialist met the facilitator of a unique project called the **Community Healing Project for Crime Prevention and Intervention (Healing Project)**, and knew Dion was destined to help young people heal from trauma.

The employment specialist coordinated an interview for Dion to train as a facilitator for the **Healing Project**. Having been prepped for the interview by his employment specialist, Dion began the certification program to offer workshops and peer support to youth 12 to 24 years old who are vulnerable to violence and crime in a neighbourhood similar to where he grew up.

Youth earn only 62.7 cents for every dollar a mid-aged person earns working the same permanent, full-time job.<sup>6</sup>

## DETERMINATION FOR CHANGE

Dion faced multiple challenges during the early part of his training including being a victim of a violent crime. Despite that, Dion's determination and drive to overcome and change his life is ultimately leading him to ongoing success mentoring youth in his community.

Our **Youth Services** team is seeing a deepening of client needs and at-risk behaviours. Examples of those increases are:

- Underdeveloped communication skills, challenges with information retention, short attention spans, and challenging authority figures;
- Disclosure of more serious criminal behaviour, violence, and fear for their own safety;
- Talk among clients about access to and use of guns and gun violence; and
- Increased mental health issues.



**JVS Toronto** provided specialized employment programs to **921** youth at risk, youth in conflict with the law, recent high school and post-secondary graduates, and young entrepreneurs.

Through generous funding from the **United Way Greater Toronto** and the **Regional Municipality of York, YouthReach** served **362** youth in conflict with the law in Toronto and York Region providing individualized employment counselling leading to education, training or employment.

## MEETING YOUTH CHALLENGES:

- At Risk
- In Conflict with the Law
- New Grads
- Entrepreneurs





# I AM MORE THAN... SOMEONE WHO DIDN'T FINISH HIGH SCHOOL.

Lisa grew up in foster care. She remembers always wanting a stable home and family. School was tough for her. Even though she put in effort, her grades were poor. By the time she reached grade 11, she dropped out.

## ALONE AND UNPREPARED

At 17 and no longer in school, Lisa left foster care. Her freedom came with a price. Lisa had no family network, no adult support, and no one who had her back. She was completely alone and unprepared for independent life.

Instead of typical teenage worries like dating and curfew, Lisa was faced with adulthood realities. Rent was due. Food and a basic cell phone package were expensive. Lisa needed to survive. She didn't have the luxury to feel sorry for herself.

Lisa was practical, hard working, and open to long hours. She soon found a job as a dishwasher. Lisa's cooperative nature led to other restaurant positions like lead line cook and brunch manager. No matter how many hours she worked, however, money was tight and making ends meet was challenging.

**56% of youth in care drop out of high school.<sup>7</sup>**

## A FOREVER FAMILY

Then something wonderful happened. Lisa, now in her twenties and living with her partner, was happily expecting her first child. Her forever family was on the horizon. Even though Lisa had always worked regularly, her jobs were low paying and entry level with limited opportunities for advancement since she didn't have a secondary school diploma. The impact of leaving high school with only 13 credits hit Lisa hard and darkened her future.

## SECOND CHANCES

A specialized high school completion program and **JVS Toronto's** assessment and career services shed light for Lisa on more than a pathway to higher paying jobs.

Lisa enrolled in Grade 11 College English through a unique re-entry secondary school program designed to support youth and former youth in care. But even with teacher support, Lisa still struggled to complete her schoolwork. Lisa's teacher arranged for assessment services to determine other supports she could access for her upcoming exam.

A psychoeducational assessment at **JVS Toronto** diagnosed Lisa with a learning disability – the reason for her long-time struggles in school. This diagnosis allowed Lisa to receive accommodations so she could write her exam in a quiet room with additional written instructions.

**Unemployment and underemployment are higher among youth who age out of care, versus peers the same age from other disadvantaged backgrounds.<sup>8</sup>**

In addition, **JVS Toronto** provided Lisa with a vocational assessment and career exploration to identify a realistic and attainable education and career path based on her strengths, skills, interests, personality, values, and goals.

## PATHWAY TO A BRIGHT FUTURE

Now 27 with a toddler, Lisa has a career in health care and community services after graduating from a college Developmental Support Worker program. She has combined her restaurant experience and education to support adults with developmental disabilities who work in a food preparation and catering company. Lisa loves what she does. Most importantly, she has achieved a path to a bright future for herself and her family after taking the chance to return to high school.

In 2018-19, **JVS Toronto** provided **432** individuals in Toronto and York Region with career counselling, consultations, and psychoeducational, psychovocational, vocational, and Autism Spectrum Disorder assessments.



## EMPLOYABLE ME

JVS Toronto's **Career, Education and Psychology Services** proudly participated in three seasons of **Employable Me**; a TV documentary series featuring job seekers with challenges and disabilities who are determined to find steady employment. Vocational assessments at **JVS Toronto** helped three participants identify their strengths and abilities. Each successfully found employment in jobs that use the skills identified in their assessments. All three have gained fuller inclusion in society and long sought-after independence.

"If I have a job, I'm able to have dreams," said Riley, a **JVS Toronto** client and participant on **Employable Me** airing on **Accessible Media Inc. (AMI)** and **TVO**.

Through generous funding by the **Children's Aid Foundation**, the **Pape Adolescent Resource Centre (PARC)** can access **JVS Toronto's** career and assessment services to help youth leaving care find their pathway to further education, training, and meaningful employment.

## TOP STUDENT ASSESSMENT DIAGNOSES:

- Learning Disability
- Attention Deficit Hyperactivity Disorder
- Anxiety Disorder





**I AM MORE THAN...**  
**MY DISABILITY.**

Kathryn is a bubbly person who laughs easily. A diligent employee, Kathryn enjoyed the comradery of her work team, the rhythm of her tasks, and the steady pace of the workday. That was 14 years ago when she was 20 and last employed. Behind Kathryn's engaging personality lies severe anxiety, issues with anger, past traumatic experiences, a mild intellectual disability and learning challenges that affect all areas of her life.

**PARALYZED BY FEAR**

Throughout her 20s, while coping with the impact of her disabilities, Kathryn lived in group homes, mental health support facilities, and subsidized housing. She never had the mental energy, confidence or courage to consider a job. A referral from her mental health support worker to JVS Toronto's **Path2Work**, was Kathryn's first step to overcoming uncertainty and fear.

**BUILDING ON STRENGTHS**

With the support of her employment specialist, Kathryn began to understand her strengths and challenges in the workplace. She attended workshops to learn positive life skills, created an employment action plan based on her previous work experience as a cleaner in the hospitality and manufacturing industries, and updated her resume. Kathryn even started volunteering as a cooking assistant preparing meals for youth experiencing poverty, a big step for someone who experiences debilitating anxiety.

People with disabilities have an increased risk of falling into poverty.<sup>9</sup>

With a goal to find work as a cleaner, Kathryn began working with her **Path2Work** employment specialist to identify employment opportunities. Soon she had an interview for a hotel cleaning job. The thought of an interview paralyzed Kathryn with anxiety and she reconsidered her participation in the program. With patience and support, her employment specialist prepared Kathryn for the interview. She aced it and received a job offer.

**COPING DAY-TO-DAY**

On her first day, Kathryn became overwhelmed during job training. Overcome by anxiety, she blurted out, "I quit. I'm not interested in cleaning anymore," confusing her team trainer who thought she was a good employee. Working with the support team made up of her **JVS Toronto** employment specialist and her external mental health caseworker, Kathryn realized that changes in housekeeping jobs and the fast-paced work environment meant that this field no longer suited her.

Kathryn and her support team refocused her employment goal to pursue assembly line production jobs. While continuing with program activities, Kathryn still struggled emotionally and had difficulty managing her limited income to purchase food.

Responding to these immediate needs, the **JVS Toronto** team, along with her external mental health counsellors, connected Kathryn to a variety of mental health crisis

services, a referral to a food bank, and helped her establish a grocery budget and list to supplement her food bank provisions.

**PERSEVERANCE AND BRAVERY**

This wrap-around support allowed Kathryn to move forward. She interviewed for and accepted a job as an assembly line worker at a snack factory; and was also accepted into the diversity-hiring program as a gate attendant at Canada's largest summer exhibition.

Despite her significant challenges, Kathryn's perseverance, motivation, and bravery helped her achieve employment within four months of her time at **JVS Toronto**, after a 14-year period away from the work world. Kathryn's positive demeanor is a testament that she indeed is more than someone with disability.

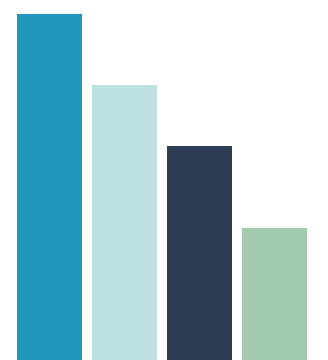
Daily challenges clients with developmental disabilities face include:

- Limited circle of friends and personal support network;
- Stress and anxiety constantly managing their disability;
- Limited entry into the labour market;
- Limited diversity hiring practices; and
- Lack of job retention success.

**JVS Toronto** served **157** clients with developmental disabilities, Autism Spectrum Disorder, and mental health challenges last year through specialized employment and inclusion programs. With generous funding from the **Ministry of Training, Colleges and Universities**, **Path2Work** supported **39** individuals with developmental and mental health disabilities find meaningful employment or volunteer placements.

**EMPLOYMENT RATE FOR INDIVIDUALS WITH DISABILITIES AGED 25 TO 64<sup>10</sup>:**

- Mild Disability – 68%
- Moderate Disability – 54%
- Severe Disability – 42%
- Very Severe Disability – 26%







# I AM MORE THAN... A NEWCOMER TO CANADA.

Alper immigrated to Canada from Turkey in the summer of 2018 with his wife and two young children. They no longer felt safe being openly Jewish in Turkey and wanted a better life in a peaceful country.

Alper's wife has a masters degree in chemistry and worked in the fragrance industry in Turkey. Alper had 15 years of experience in textiles, supply chain and procurement. He had also worked in several management-level positions and ran his own business.

Alper and his wife were eager to start their job searches before they arrived in Canada, so they contacted **JVS Toronto's** pre-arrival program, **Canada InfoNet**.

## JOURNEY TO ACCEPTANCE

Their **Canada InfoNet** employment specialist provided valuable information on the Canadian labour market but told them that finding a job in Canada could take six months to a year. They became worried about finding work and covering their expenses once they moved.

### Precarious work can limit the ability of skilled immigrants to move into higher paid work.<sup>11</sup>

Through Skype and email, their employment specialist helped Alper and his wife create resumes for the Toronto job market. They connected with mentors and learned about workplace culture to prepare them for working in Canada.

Soon Alper's wife started to get calls and emails from potential employers in Toronto and participated in telephone interviews. One company extended an invitation for her to call once she arrived in Canada. During their first few days settling in their new city, she had an in-person interview.

## LESSONS LEARNED

A week after their arrival, Alper's wife got the job! Her background and professional experience helped her secure employment as a food flavourist at a company that produces flavour compounds for the food industry. While she was at work, Alper looked after their two children and set out to build his own professional network.

He went to **Miriam and Larry Robbins 1 Open Door** in York Region to participate in workshops on interview and job search skills through **EMETemployment**, and continue to learn more about the Canadian labour market. He also accessed the services of **Jewish Immigrant Aid Service (JIAS) Toronto**, our on-site partner Jewish social service agency. Working together the staff of both agencies helped address settlement and employment needs.

Soon Alper received a call from the **EMETemployment** employment specialist about an opening at a great company where his skills fit the position perfectly. He was so glad to hear the company wanted to arrange an interview but his kids hadn't started school yet and he was their primary caregiver. He asked if he could postpone the interview. The employment specialist explained that in Canada, the employer wouldn't wait for a candidate's schedule to clear and he needed to attend the interview or pass on the opportunity. Once he received a job offer, he could negotiate a start time that better suited his family's needs.

Alper attended the interview and was offered a position that was even better suited to his skills. He's been working at the company for close to a year now. His duties have expanded and he has a lot of opportunity for growth. At 44, Alper is delighted that his 15 years of work experience are being put to good use in his new home country.

## PEACE AND COMMUNITY CONNECTION

Being able to access **JVS Toronto** employment services before coming to Canada and after arriving helped Alper and his wife start a new life both personally and professionally. Most importantly, their children can grow up in a peaceful country where they can be open about

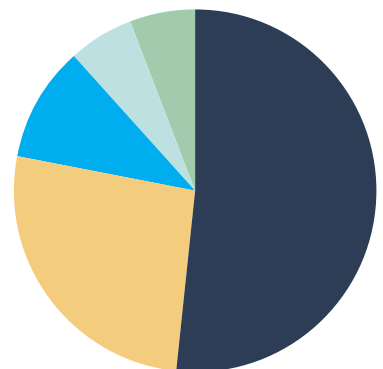
their identity and part of a thriving Jewish community; something Alper couldn't do when he was growing up.

JVS Toronto's **Newcomer Services** served **2,456** immigrant clients last year through specialized employment programming. **Canada InfoNet** provided **1,414** clients with pre-arrival employment and mentoring services through generous funding by **Immigration, Refugees and Citizenship Canada**.

**EMETemployment** provided employment support to **550** clients and fostered **976** relationships with employers in the Jewish community thanks to generous funding from **UJA Federation of Greater Toronto**.

## THE NEEDS OF NEWCOMERS:

- Pre-arrival Preparation
- Job Search Support
- Bridge Training
- Workplace Communication
- Mentoring



## UNTOLD STORIES OF THE TAILOR PROJECT

Max Enkin was part of a group of Jewish business leaders who founded **JVS Toronto** in 1947 to provide employment to Holocaust survivors and veterans of the Second World War. Originally known as the **Garment Workers Scheme**, **The Tailor Project** brought 2,500 tailors and their families from Displaced Persons Camps to Canada; 50 percent of whom were Jewish.

Larry Enkin, Max's son, and **Impakt** CEO, Paul Klein have recently come together to reflect on **The Tailor Project** and establish **The Tailor Project Social Enterprise** to provide employment for refugee tailors. A book about **The Tailor Project** will be published in 2020, and **A Common Thread: Celebrating the Untold Stories of the Tailor Project** was held at Holy Blossom Temple to commemorate Holocaust Remembrance Day. **JVS Toronto** has been working closely with **The Tailor Project** to honour our agency's roots. On an episode of TVO's **The Agenda with Steve Paikin**, Kim Coulter, **JVS Toronto** President & CEO, joined Enkin and Klein to speak about connecting immigrants to jobs in Canada, both then and now, and our role in helping them lead self-sufficient, meaningful lives.



# I AM MORE THAN... AN OLDER WORKER.

Tom was the Vice President of Sales in the financial services industry when the global financial crisis hit in 2008. By 2009, he found himself downsized. At first, Tom experienced what many laid off workers do – while they rationally understand why it happened, there is often an emotional loss of confidence. A generous severance package allowed Tom to consider a completely new career direction. At 46, he toyed with the idea of making his hobby of home renovations into a full-time business.

## REBUILDING AFTER JOB LOSS

With his background in sales and self-taught renovation skills, Tom built a loyal customer base for his renovation business. Having worked on commission in the past, he managed the fluctuation of the boom and bust cycle of home renovations in stride. During his ninth year, however, Tom began to find the income uncertainty, seasonality, and the sheer physicality of being a self-employed renovator daunting. Now in his mid-fifties and still needing to work to support his family, Tom decided to find a “regular” job.

Tom launched his job search confident that his 20 years’ experience in senior financial services sales roles and nine years running his own business would speak for itself. He soon experienced the realities of a job search today. He applied to dozens of jobs without response. He participated in screening interviews only to hear he was over-qualified, too senior or lacked current sector knowledge. When he was moved onto short lists, he faced starting salaries at 25 percent less than expected.

## UNCERTAIN AND DISHEARTENED

With this feedback about industry changes since 2009 and no job offers, Tom felt uncertain about his earning potential and disheartened with his self-driven job search. For the first time in his career, he didn’t know what his next step should be.

A referral from a friend to JVS Toronto’s downtown **Employment Source** location gave Tom the support he needed to uncover his future career direction.

When Tom met with his employment specialist, he was skeptical how this approach would be more beneficial than the internet information he had been relying on. Fifteen minutes into his first appointment, Tom realized what the internet couldn’t give him – personalized guidance and feedback. Immediately, the employment specialist helped Tom focus on identifying his core strengths and experiences that demonstrated his abilities.

## REDIRECTING CORE STRENGTHS

With a referral to a career exploration workshop from his **JVS Toronto** employment specialist, Tom decided to pursue positions in construction management. With direction from his employment specialist, Tom prepared a resume that highlighted his strong business acumen, excellent relationship building, negotiation and sales skills, relevant consulting and self-employment experience. He then knew what his future path looked like.

**51% of Canadians say that ageism is the most tolerated social prejudice.<sup>12</sup>**

Through diligent networking, Tom developed a growing interest in property management. Continuing a solution-focused approach, Tom’s employment specialist helped him establish goals and focused his experience to align with a property management role. She also shared a few of her contacts in condominium management that eventually lead to launching Tom’s new career direction.

## REVITALIZING EARNING POTENTIAL

Tom took courses towards his condominium management license. Spotting a training position for a condominium property manager, Tom realized it was with a company he had visited during an information interview. All of Tom’s hard work redefining his career paid off. He is now training as a condominium manager.

At 57, Tom has revitalized his career in a new industry. With his dignity and confidence restored, Tom

proved that he didn’t need to compromise decades of professional experience because others saw him as just an older worker.

Our **Employment Source** employment specialists are seeing a shift in the challenges mature clients face such as:

- Increased depression and anxiety related to a job search;
- Need for support to build resilience and overcome discouragement and low self-confidence;

- A greater trend towards precarious employment; and
- Increased worry about finding a stable job with a comparable starting salary.

JVS Toronto’s five **Employment Source** locations in Toronto and York Region provided employment counselling and job development services to **4,640** clients thanks to generous funding from **Employment Ontario**.





# THANK YOU FOR SUPPORTING OUR VISION

Every individual has opportunities for employment.

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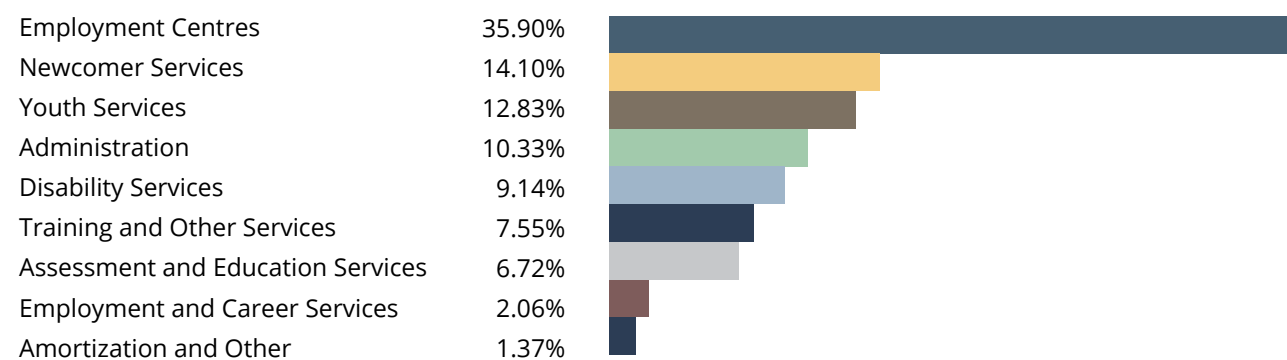


# FINANCIAL SUMMARY

REVENUE	2019	2018
Federal, Provincial and Municipal Grants	14,900,163	14,399,555
Fees For Service and Other	1,262,685	1,578,590
UJA Federation	242,594	229,872
United Way Greater Toronto	571,116	569,516
Donations Recognized Per the deferred contribution method	154,043	110,749
<b>Total</b>	<b>\$17,130,601</b>	<b>\$16,888,282</b>
Total Donations Received in Fiscal Year	127,136	163,559

EXPENSES	2019	2018
Employment and Career Services	346,847	398,638
Disability Services	1,535,315	1,655,074
Newcomer Services	2,368,936	2,340,074
Employment Centres	6,033,776	6,155,044
Youth Services	2,155,109	2,330,814
Assessment and Education Services	1,128,827	1,342,233
Training and Other Services	1,267,976	433,398
Administration	1,735,270	1,491,364
Amortization and Other	229,389	138,703
<b>Total</b>	<b>\$16,801,445</b>	<b>\$16,285,341</b>
Net Surplus/(Deficit)	329,156	602,941

## WHERE WE SPENT OUR REVENUE IN 2018-19:



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