



2010 Annual Report

A review of activities from the 2009-2010 fiscal year

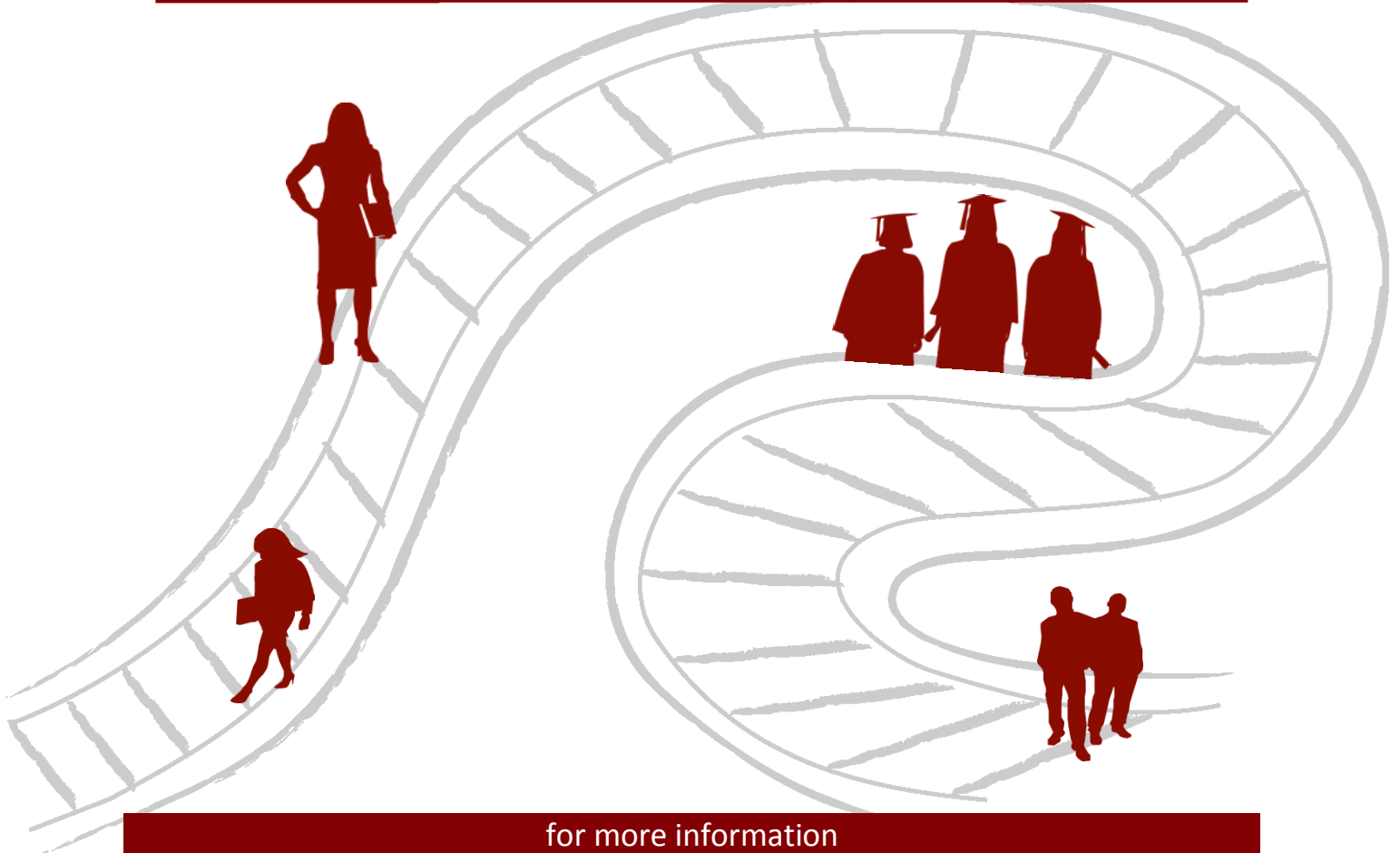
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President's Report

This was another very eventful and productive year for WSC. I am also very pleased that since I've been President, this is the first time I can say with confidence that our funding base is more secure. There are four key reasons for this:

- First, our move from Queens Quay to our Eglinton base has not only saved us about \$30,000/year but, more importantly, the move has made WSC services more accessible because of its location right on a key subway stop;
- The second reason was our success in being chosen as a provider of training services for the City, having been awarded a 5-year contract with Toronto Employment & Social Services (TESS). This is now the key part of our skills training program.
- Thirdly, I believe that all the hard work that both staff and the Board have undertaken to notch up the accounting, accountability, and reporting systems is really paying off. As a result, the board and senior management now have optimum tools to assess our results and plan in a more proactive manner.
- The final indicator of our financial security is that we are proving successful at attracting key grants to meet our strategic directions. The \$149K capital grant we just received from the Trillium Foundation not only will allow us to serve more clients, but, because this is our 2nd grant in the last 3 years, it indicates that this important granting body has substantial confidence in WSC. Receiving the TESS contract and a 3-year contract with Ministry of Citizenship and Immigrant further reiterate that WSC's reputation as a skills training and settlement agency is sound.

The physical and programming transformation of WSC to meet the requirements of providing training for the City have been exciting as well as challenging. The new Supply Chain Diploma program being provided as one of 5 options for Ontario Works clients, has broadened the scope of career options for graduates from WSC training.

Last year we reported to you that the Board had enlisted the support of a pro bono consultancy group called Endeavour to help us analyze transformative issues. This group's recommendations informed our November strategic planning process and assisted us as we worked through the important process of identifying our priorities, key performance indicators and a viable system of reporting on progress. This year we have decided to align the timing of the strategic planning, with our fiscal year for greater effectiveness.

Our enduring challenge is the issue of human capacity. We simply don't have enough people to fairly achieve what we set out to do. Our success has been shouldered by one of the most dedicated and enduring staffs in the city! Their dedication, perseverance and determination are the reason we're still here after 32 years assisting primarily immigrant women to become employed. But we need to be more creative to bolster our capacity so we can continue to make a difference.

Amanda L. Thomson, President
September 2010

Treasurer's Report

(Financial information has been extracted from the audited financial statement as @ March 31, 2010 (David Burkes, C.A.)

ASSETS & LIABILITIES	<u>2010</u>	<u>2009</u>	STATEMENT OF OPERATIONS	<u>2010</u>	<u>2009</u>
<u>CURRENT ASSETS</u>			<u>REVENUE</u>		
Cash and Short Term Investment	\$ 44,525	\$ 90,956	Government/Foundation Contributions	\$ 751,162	\$ 783,414
Accounts Receivable	12,222	43,337	WSC Direct Marketing	90,347	165,772
Grant Contributions Receivable	31,729	--	Skills Training Programs	293,463	207,540
GST Receivable	6,203	10,767	Donations & Other Income	<u>30,386</u>	<u>70,309</u>
Prepaid Expenses and Deposits	<u>12,110</u>	<u>21,342</u>		<u>1,165,358</u>	<u>1,227,035</u>
	106,789	166,402	<u>EXPENSES</u>		
Equipment/Capital Assets	<u>194,374</u>	<u>152,773</u>	Capital Expenditures	24,286	72,071
	<u>\$ 301,163</u>	<u>\$ 319,175</u>	Salaries	687,808	641,511
<u>CURRENT LIABILITIES</u>			Employee Benefits	67,163	63,343
Bank Indebtedness	\$ 5,000	\$ --	Occupancy Costs	139,992	230,097
A/P & Accrued Liabilities	75,847	75,428	Outreach/ Marketing	30,597	20,721
Deferred Revenue & Contributions	7,446	25,302	Bad Debts	3,008	2,230
Deferred Operating Grant	6,277	15,621	Bank Charges & Interest	4,552	7,721
Deferred Contribution for Computers	<u>101,720</u>	<u>90,112</u>	DM Materials & Delivery	17,305	18,773
	<u>\$196,290</u>	<u>\$ 206,463</u>	Equipment Donation	--	18,100
			Equipment Leasing/Maintenance	28,157	28,359
Unrestricted Net Assets	<u>104,873</u>	<u>112,712</u>	Insurance	11,589	13,797
			Office Supplies	33,496	20,972
FINANCIAL POSITION	<u>\$301,163</u>	<u>\$319,175</u>	Professional Fees	28,383	19,109
			Fundraising Expenses	2,194	21,405
			Program Resource Materials	35,126	29,848
			Telephone	13,214	9,331
			Travel & Participant TTC	<u>9,152</u>	<u>9,004</u>
				<u>\$1,136,022</u>	<u>\$1,226,392</u>
			<u>Surplus (Deficit)</u>		
			Revenue over Expenses (Operations)	29,336	643
			<u>Amortization and write-offs</u>	(37,175)	(7,132)
			<u>NET EXPENSES OVER REVENUE</u>	<u>\$(7,839)</u>	<u>\$(6,489)</u>

A copy of the complete 2009-2010 Audited Financial Statement is available by contacting:

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Executive Director's Report

The Annual Report is a time to reflect on how we have been doing over the past year, look at some of the exciting projects we have completed, and celebrate our accomplishments. We have a chance to see if we are staying true to our mission, achieving our mandate, and still staying on the leading edge, willing to work on difficult issues while accepting uncertainty and risk as necessary elements as we empower clients. We continue to strive to be that unique agency which combines services under one roof that are often only available to clients in silos.

We are, simultaneously, a settlement agency, a career college, a practice firm, a placement service, a social enterprise, and an employment resource centre.

We could not complete the work we do without the support and guidance of a knowledgeable and diversified Board of Directors and the dedication and hard work of the amazing Working Skills Centre staff. The program reviews that follow provide a picture of our accomplishments over the past year. I look forward to what comes next!

Honey Crossley, Executive Director
September 2010

Settlement Services and the 2009 Diversity Forum

Working Skills Centre (WSC) is first and foremost a settlement agency; all services are designed to help immigrants travel along the Track to Employment depicted on our web page. WSC receives



on-going funding from the Ontario Ministry of Citizenship and Immigration to provide information sessions, needs assessments, solution-focused counseling and employment related

settlement services to ensure immigrants make firm labour market attachments in positions related to their careers.

Information and Referral Sessions are held every Thursday morning, providing an overview of resources available to immigrants in the community. During the session we take time to explain about language training, skills training, and respond to questions about housing, transportation, child care, legal issues, citizenship applications, and banking concerns.

Other workshops are held regularly, some in partnership with other agencies, for example:

- Personality Dimensions, in partnership with COSTI
- Assertiveness and Self Esteem
- Understanding Cultural Difference in the Workplace
- Workplace Communication
- Job Search Preparation (Resumes, Cover Letters, Cold Calling, Networking, Hidden Job Market, Interview Skills)
- Employees' Rights, in partnership with the Toronto Worker's Health and Safety Legal Clinic
- Health and Wellness, in partnership with St. Joseph's Hospital

Since 2009 we are seeing a higher proportion of clients living with their families on very limited incomes. We are now encountering far fewer clients with part-time or full-time survival jobs. Financial distress is a barrier to participation in a program and arrests progress towards full participation in Canadian society. In the fiscal year, WSC Settlement Counsellors worked directly with 1,540 immigrants, held 1,875 different workshops, and responded to over 4,400 inquires related to settlement issues.



The Diversity Forum, October 2009

Together with Toronto Training Board and Working Women Community Centre, WSC hosted a forum called "Diversity: Strategies for the Changing Workforce" on October 16th at Metro Hall in Toronto. Over 125 representatives of agencies serving immigrants, job seekers, businesses, and government met to hear from experts on the implementation of inclusive strategies and then participate in round table discussions. The Honourable David C. Onley, Lieutenant Governor of Ontario, inspired the audience with personal and professional anecdotes (his speech and other documents from the day can be found at <http://diversitystrategies.pbworks.com>, a wiki set up for follow-up discussions).

The event explored four major themes relevant to Canada's dynamic work environment: Expectations in the Labour Market, Strategies for an Inclusive Workplace, New Technologies & Leveraging the Strengths of Multi-generations, and Benefits of Workplace Diversity. The day began with opening remarks from the Honourable Michael Chan, Ontario Minister of Citizenship and Immigration. A number of "golden nuggets" were developed based on the discussions and are listed on the wiki, perhaps three most important being:

- It's not about accommodating newcomers, gen Y or peoples with special needs. **It's about creating a better workplace for everyone.** We all want more flexibility, appreciation, better pay and greater opportunity to "move up".
- Employee retention is highly effective **if workers can connect effectively.** When these connections happen, either through mentoring, partnerships, team-work, staff events, or special projects, then both employers and employees become more accepting of differences.
- Provide opportunities to **optimize on skills and talents** of diverse staff; create a **database of people's diverse skills**, and use this database to draw upon skills of employees to work on diverse projects.

WSC has always valued diversity, with staff representing all cultural and religious groups, as well as speaking 16 different languages. Inclusiveness in program planning and delivery as well as employees relationships is a basic tenet of how the WSC Board governs the organization.

The forum was funded in part by the Ministry of Citizenship and Immigration, Ontario Community Builders Program.

World Service Cargo - Practice Firm

World Service Cargo, Practice Firm was established as a simulated supply chain business in 2006. There are 36 countries in the world that have practice firms. Each country has a central organizing body. In Canada we have the Canadian Practice Firm Network (CPFN). WSC Practice Firm staff joined the meetings organized by CPFN in 2009 so that we regularly share information about best practices.

In addition WSC Practice Firm staff and participants attended the annual Trade Fair, held this year in Montreal and increased our virtual revenue by more than 50%. Participants showcased their skills in sales and marketing and event organization.



More and more Canadian companies are using integrated software (Enterprise Resource Planning) to improve efficiency. WSC's Practice Firm was determined to offer its participants related practice to enhance their skills profiles by starting an SAP implementation project in 2009. SAP (Systems Applications and Products) provides customers with the ability to interact with a common corporate database for a comprehensive range of applications. Today, the applications have been assembled and many corporations, including IBM, Microsoft, Loblaw's, and Bell Canada, are using SAP products to run their own businesses. At the Practice Firm, three teams of professionals implemented SAP for several business functions in accounting, purchasing and sales, resulting in participants getting higher pay jobs.

In this fiscal year, we saw the increase in demand for the WSC-Practice Firm program:

- 932 immigrants applied to our program versus 542 in the same period last year, a 72% increase
- 548 came to our information sessions, a 153% increase
- 336 were assessed, a 75% increase

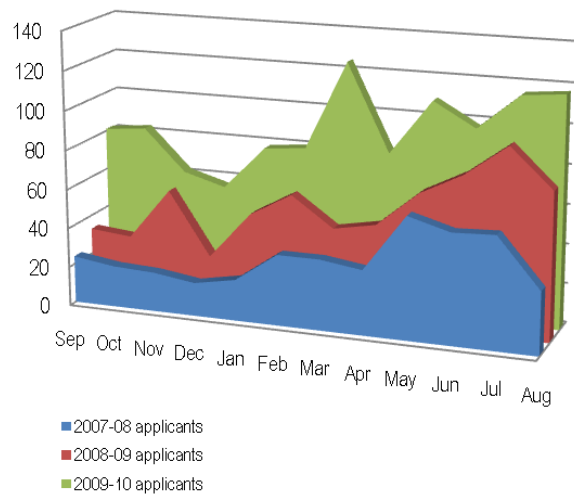
One of the main reasons for the increase was our focus in creating experiences in supply chain and SAP, which was unique in Toronto. The move in Sept 2009 to a centrally located address was also a contributing factor.

World Service Cargo is very proud that we achieved 95% of our target of 57 graduates becoming employed either during or within 3 months of completing the program, as 54 individuals obtained full time employment. The jobs were in different professions:

- 33% in Supply Chain,
- 20% in Marketing,
- 15% in IT,
- 13% in Accounting,
- 11% in SAP,
- 7% in Administration.

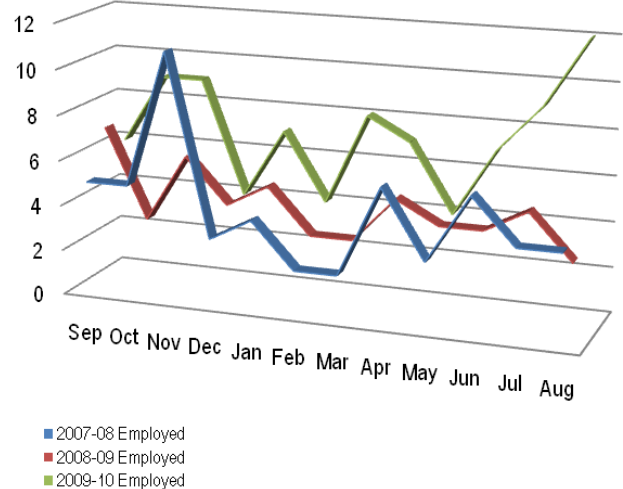
As well, another 14 obtained part-time jobs or took longer than 3 months to find full-time employment.

Number of Practice Firm applicants, year to year comparison



Acceptance of the PF concept and its value by potential clients and our success in marketing the concept is reflected in the increasing number of individual applying to attend this program. We recognize that increased applicant numbers also reflect changes in the economy, increased in numbers of immigrants in Toronto, extending our opportunity to individuals who have been in the country for 10 years or less (instead of only 3-5 years or less), extending the opportunity to both men and women, and our move to a more accessible location.

Number of graduates employed, year to year comparison



Improved Employment Outcome Results

Although our results are partly attributable to the slight improvement in the Canadian economy, the number of graduates obtaining employment is significantly improved. In 2009-10, 94 participants attended the PF intervention and 68 (72%) individuals obtained employment in their sector; this is a significant improvement over the previous year when only 54 (68%) of 80 participants were employed.

Skills Training at the Academy of Computer & Employment Skills

New Diploma Programs

Approved

In January 2010, four new Diplomas were approved as vocational programs under the Private Career Colleges Act, 2005. There are now six programs listed on the Ministry of Training, Colleges and Universities' website listing for WSC's career college, the Academy of Computer & Employment Skills (A.C.E.S.). This initiative was first registered in 2008 with two Diploma programs: Computerized Accounting and Computerized Office Administration.

New programs were proposed to the Ministry in January after careful assessment of the labour market related and after at least one year of curriculum field testing to ensure the course content matched employer requirements. The new diploma programs are:

- Supply Chain Clerk/Analyst
- Medical Receptionist
- Office Clerk, and
- Administrative Assistant with Desktop Publishing.



New Program Development and Review Process

In order to keep current with labour market trends and in order to procure sufficient skills training diploma business, WSC must continually explore new course options. A process for Diploma development and review was established in 2010 that includes:

- labour market statistics and related career competencies requirements,
- an environmental scan of other educational institutions offering a similar program to determine pricing,
- a curriculum development team which includes employers,
- a review of job positions to determine if competencies achieved will match career demands,
- field testing parts of curriculum as career packages, and
- submitting the course modules to the Ministry and a 3rd party assessor.

Once approved we develop marketing materials, develop placement opportunities in-house or with external employers and within a year we hope to develop a database of successful graduates, testimonials, employer feedback.



Toronto Community Foundation supports development of the Charitable Career Colleges sector

WSC applied for and was pleased to receive a Toronto Vital Ideas Award from the Toronto Community Foundation. The Foundation supports strategic activities that help make the impact of a Vital Idea more sustainable. A Vital Idea is a program or project that helps make Toronto a better place to live, work, learn and grow. Vital Ideas enables proven, effective organizations to expand their reach, share their experience and better sustain their impact. In 2009, WSC received \$28,500 to develop a Charitable Career College sector, market the concept and assist other community-based training organizations to consider applying for college status.

Working together with Mothercraft and Learning Enrichment Foundation, the only other two charitable community organizations to host a licensed career college program, WSC was able to establish a Charitable Career Colleges working group. The group created a brochure to inform individuals and other social services about the unique features of a career college program which was an initiative of a multi-service centre. The group participated in several conferences and has already assisted another community agency in London, Ontario to achieve college status.



TESS: Skills Training Directly Linked to Employment

WSC has always been a primary source of training for individuals on Ontario Works. In January, 2010, WSC was named an official provider of skills training by Toronto Employment & Social Services, City of Toronto (a 5-year contract).

Our original proposal to provide training to 65 clients was expanded to meet a request from the City to train 84 individuals to become Office Clerks, Administrative Assistants, Supply Chain Clerks, Accounting Clerks, or Medical Receptionists. This funding allowed WSC to add a 6-week placement component to the Diploma Programs related to these careers, a component which was requested by almost 100% of graduates on exit surveys.

WSC has had an overwhelming response from Ontario Works clients to Skills Training Directly Linked to Employment. Since we could provide only a limited number of training seats, a number of clients who were assessed as suitable for the training were not able to get a seat in this year's programs.

During the fiscal year 2009-2010, 105 clients attended full-time programs with 98 clients earning Diplomas. In addition 165 clients attended part-time programs, taking one or more modules and earning a certificate of achievement.

WSC's clients continue to be a diverse group that comes from different parts of the world and also Canadians who are facing barriers to employment. Underemployment and unemployment are major issues and long time reliance on social assistance impacts the clients' motivation to move forward; the lack of resources adversely affects both their physical and mental health. The comprehensive training at WSC combined with one-on-one counseling helps to fill in the gaps in skills sets, simultaneously providing a supportive environment where clients can communicate their needs and fears and build their confidence to secure future employment.

Fundraising Events and Corporate Support

TEAM WSC! Raised over \$8,000 in March 2010

Once again, Team WSC! participated in a 5 km run / walk called the Achilles St. Patrick's Day Race. Battling wind and cold, the 10-person team either ran or walked to raise money for WSC. Everyone was thrilled with the gift package, including a bright green Achilles T-Shirt and several small items. The funds raised were allocated to the WSC Scholarship and Bursary Fund and assisted 10 immigrant women to attend skills training programs.

Fund Raising Lunches

Quarterly, a student committee organized and implemented a Fund Raising Luncheon at WSC. Sometimes a pot luck event and sometimes working with restaurants or grocery stores for donations of food, volunteers supervised by Silva Mardirossian learned about event planning and event management as part of their office administration curriculum. Each event netted approximately \$500.00, providing an extra \$2,000.00 in revenue for special needs. Each event had an Emcee, a raffle, special prizes, and entertainment by current students.



Volunteers

There is no way to put a monetary value on the work done by over 100 individuals throughout the year, some students and graduates, some individuals interested in giving back in the community, and most notably our 13 Directors, who give their wisdom and expertise in insightful, supportive and pragmatic ways.

WSC received business and strategic planning advice from the Endeavour Volunteer Consultant Network, a group which provides management consulting to enable non-profit leaders to improve organizational performance and social impact. During the summer of 2009, WSC engaged Endeavour to radically re-think our skills training model to bring it on par with the current labour market. A strong current state analysis and a well-developed strategy for the future were required so WSC could continue their operations in a sustainable manner. Endeavour's recommendations to the Board were both practical and realistic.

As this report goes to press WSC is pleased to announce voluntary expertise from two sources:

- Sam Jama, a MBA Candidate at Royal Roads was invited by the WSC Board to conduct an organizational capacity analysis to determine what business changes may help improve WSC's business practices and to highlight business practices that are done well. This project will provide an analysis of WSC's core issue(s) and identify any related issues that may exist in the areas of operations management, business planning, human resourcing, organizational development, marketing and finance.
- Andrea Griggs, President of Catalyst Communication Inc. selected WSC as a non-profit organization to receive \$6,500 of consulting, pro bono, to strengthen the WSC Management Team. Catalyst Communication recognizes that in non-profit organizations, there is often so much emphasis on helping clients that the organization fails to spend the necessary time on leadership development. WSC is the grateful recipient of this unique team leadership development opportunity.

Corporate Sponsors

WSC was blessed once more this year with support from Toronto's corporate community. Board members and staff provided connections to programs available where they or family members worked. We would like to gratefully acknowledge:

Kraft Canada, Maxwell House

Hunger and malnutrition are the greatest threats to health and well-being around the world. As one of the world's largest food companies, Kraft is committed to helping change that by fighting hunger and promoting healthy lifestyles. WSC applied for and was given a Maxwell House "Brew Gooders" Award of \$10,000. Each month to a community organization is dubbed a "Brew Gooder" by the allocation committee. These funds were put towards the WSC Scholarship and Bursary Fund and 10 immigrant women were assisted so they could attend skills training programs. Their stories are on the WSC web page and WSC contributed to a logo quilt which was presented to Kraft as a thank you from the twelve 2009 recipients of these Awards.

BMO Employee Charitable Fund

BMO Employee Charitable Foundation improves the lives of those in need by supporting thousands of registered charities in Canada through the generous support of the employees, pensioned employees, customers and friends of BMO Financial Group. Two of WSC's current Board members are employees at BMO Financial Group and as a result WSC was encouraged to apply for a small grant. An award of \$2,000 contributed to much needed air conditioning improving the work environment for staff and students.

Miller Thomson LLP

By providing practical, creative and cost-effective advice, combined with an unyielding service commitment to clients and a strong dedication to its lawyers, staff and the communities where it is located, Miller Thomson LLP has earned a unique position in the Canadian legal industry. In the fall of 2008, Miller Thomson launched its Diversity Policy in all offices across Canada. The policy reflects the firm's continued commitment to working in ways that reflect Canada's evolving national fabric. With ideals so closely aligned with those of WSC, it is no wonder that there has been support for various WSC initiatives, primarily through Anthony Crossley, a lawyer at the firm.

ScotiaMcLeod, The Rosedale Group

ScotiaMcLeod, the investment arm of Scotiabank, has earned a reputation for integrity based on standards of excellence, quality service, and a commitment to doing what's right for clients. Again related to one of our Board members, WSC was able to secure space for Executive meetings at the ScotiaMcLeod office at Yonge and St. Clair when we were between locations. The hospitality of the staff, especially Beverley Moir, is gratefully acknowledged.

Bell Canada

Bell is an active corporate citizen, engaged in improving the well-being of society by enabling economic growth, connecting communities and safeguarding the environment. Employees and pensioners provided millions in charitable gifts and nearly 430,000 hours in volunteer time each year. WSC is the beneficiary of a small measure of this corporate strategy, receiving a \$500 grant and the expertise of a Bell employee as one of our Directors.

Social Enterprise Development

WSC Direct Marketing

One of WSC's first programs was a mail room set up to assist Spanish and Portuguese speaking women with low English levels to obtain Canadian work experience. Over the years the lettershop developed into a social enterprise that both provided training for at-risk immigrant women and created income for the agency. Two of the program graduates successfully managed the training and the business, with an annual cash flow of just over \$100,000.

In November 2009, Connect Fulfillment & Mailing Services ("Connect") opened as an independent enterprise operated by the same immigrant women who had operated WSC Direct Marketing. After just a few months, it is evident that Connect will be a success. Located at 100 Sunrise Ave, Suite 131, Connect owners, Vathana Senthilrajh and Mobina Rahman hosted a lunch in February 2010 to re-connect with their former colleagues from WSC.

WSC Direct Marketing closed on October 31, 2009, but the customers are still being served by this new business. This is a great example of how a social purpose enterprise can employ individuals who might not have been ready to launch their own business or become employed immediately but with real work experience have now developed and implemented a learned process and are operating a sustainable business.

Social Enterprises list improved "quality of life" as a priority stating that for 'at risk' populations a simple focus on employment is not enough to produce long-term change in people's lives. The businesses support a holistic, asset development approach that uses employment in an accommodating business as an entry point to stabilize people, to improve their quality of life, and, ultimately to build sustainable livelihoods. Thus, in addition to employment, these enterprises seek to leverage a range of interconnected livelihood-building outcomes. Further, social purpose enterprises seek to promote economic and social inclusion while also working towards a vision of a more egalitarian society and workplace.

A social purpose enterprise is a business venture established by a not-for-profit organization that creates both community connections and real economic opportunities for at-risk populations by developing businesses that balance both revenue generation and a social mission – the "double-bottom line".

Support for Social Enterprise Development at WSC

The Enterprising Non-Profits Program provides matching grants to non-profit organizations that are exploring the development of business activities for the dual purposes of generating revenue and furthering their mission. \$8,000 allowed WSC to access technical assistance to develop a marketing plan for A.C.E.S. and explore more fully if the skills training provided by the agency could become a sustainable business employing graduates as tutors.

The Toronto Enterprise Fund (TEF) supports the establishment of social purpose enterprises that provide employment for people who are socially marginalized. By helping people improve their economic prospects and reduce poverty, the enterprises help prevent and reduce homelessness in Toronto. In 2009, WSC received \$10,000 from TEF as a finalist in the business plan competition to assess the feasibility of taking its training programs off-site to high priority neighbourhoods using graduates as tutors. Although Graduates on the Go was not proven to be a viable business, WSC is exploring alternative ways to fund this venture.

Social Purpose Enterprise Network (SPEN)-Toronto

WSC has been a member of the SPEN Steering Committee, actively working to ensure social enterprises in the GTA have the support needed to operate successfully. In 2009-10, WSC provided a staff member one day a week to the network to help with membership, developing a database, and hosting meetings and special events.

WSC is part of a 5-year CURA coordinated by University of Toronto, utilizing the research capacity of six universities. WSC will benefit as we expect evidence to show that our social enterprise, A.C.E.S., makes a difference in immigrant women's lives. The study will identify self-sufficiency indicators, such as housing, stability of relationships, income, employment, and self-confidence and analyze self-report data, measuring client self-sufficiency levels when they start the program, at graduation and 6-month later.

WSC Staffing Services

Late in 2009 WSC revived a former social enterprise called WSC Staffing Services. This is a program allows us to arrange work opportunities for graduates. On behalf of the employer, WSC interviews and matches an employee, hiring the individual and taking on responsibility for payroll, benefits, and WSIB coverage. Weekly time sheets and on-going communication with the employer let us know how the individual is doing. WSC then invoices the employer monthly to cover costs and a small administration fee.

Building HR Capacity

Investing in Neighbourhoods

WSC has a 3-year contract with Toronto Employment & Social Services to hire four individuals who are Ontario Works recipients in positions which provide capacity to the organization and on-the-job training to the employee. Currently we have an Employment Specialist, an Employer Outreach Specialist, a Skills Training Coordinator, and a Reception and Assessment Coordinator. Financially, the value of this contract is over \$80,000 per year, but the greater significant is the expertise and dedication the individuals in the positions, several of whom are WSC graduates, bring to the organization.

Summer Students

Each year, WSC receives funding from Human Resources Development Canada, through the Canadian Job Strategy to hire students who are returning to school in the Fall. These young people provide value and refreshing energy completing much needed tasks for the organization.

Placement Students

WSC is pleased to provide placements for students from George Brown, University of Toronto, and new in 2010, Ryerson University. These individuals provide added HR capacity while learning about the operation of a multi-service community agency.

History and Mandate

Working Skills Centre (WSC) was established in 1978 and incorporated as a charitable organization on May 1, 1980. Originally mandated to serve immigrant women from Spanish and Portuguese speaking communities, the organization quickly expanded to serve immigrant women from any country of origin. The Letters Patent were revised in 2005 to expand the mandate to serve individuals, primarily immigrants, who are unemployed or underemployed, and to assist them to obtain skills needed to become self-sufficient.

While mandated to serve a broader clientele throughout the Greater Toronto Area, the Mission Statement reflects the emphasis on programs for immigrant women:

Working Skills Centre (WSC) is an innovative, community-based, non-profit, charitable organization that empowers immigrants, primarily women. Our purpose is to prepare our clients to fully participate in Canadian society by providing education, work experience, and settlement services that ultimately lead to employment.

Location and Contact Information

Working Skills Centre (WSC), located just one block east of the Yonge-Eglinton subway station, easily accessible by TTC; it is a busy neighbourhood with an international flavor and a multitude of everyday services. The agency has established a business environment which provides immigrants with Canadian workplace experience at WSC Skills Training Programs (Suite 703) and the World Service Cargo – Practice Firm (Suite 208). The Academy of Computer & Employment Skills (Suite 703) provides six diploma programs approved as vocational programs by the Ministry of Training, Colleges and Universities under the Private Career Colleges Act, 2005.

Location
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2009-2010 Directors Officers		
Amanda L. Thomson, President	Aana Mehta	Jacqueline Mundangepfupfu*
Wei Wu, Vice-President	Celia Fernandes	Juliette Ntege*
Ron Foreman, Treasurer	Diana Fridlyand	Kristen Sam
Alyssa Brierley, Secretary	Hugh Hasan	Shamima Adam
Matt Rempel, Executive at Large		
		* Indicates previous graduates

Acknowledgements

Working Skills Centre (WSC) would like to acknowledge our 2009-2010 funders and partners.

- City of Toronto
 - Toronto Employment and Social Services
 - Investing in Neighbourhoods
- Enterprising Non-Profits, Toronto
- Service Canada, Canada Summer Jobs Strategy
- Ontario Ministry of Citizenship and Immigration
 - Newcomer Settlement Program / Ontario Community Builders
- Ontario Ministry of Training, Colleges and Universities
 - Employment Ontario
- Ontario Trillium Foundation
- Social Purpose Enterprise Network - Toronto
- Toronto Community Foundation
 - Vital Programs Award
- Toronto Enterprise Fund

Service Delivery Partners

- ACCES
- AWAY Courier Service
- Canadian Supply Chain Sector Council
- COSTI Immigrant Services
- MotherCraft
- Learning Enrichment Foundation
- JobStart
- Ontario Council of Alternative Businesses
- Pathways (London, ON)
- Polycultural Immigrant Services
- Riverdale Immigrant Women's Centre
- Scadding Court Community Centre
- Social and Enterprise Development Innovations
- Toronto Health & Safety Legal Clinic
- Toronto District School Board
- Working Women Community Centre
- YMCA
- YWCA

The umbrella groups who provide valuable information and lobby for systemic change on behalf of our clients:

- Toronto Workforce Innovation Group
- Ontario Council of Agencies Serving Immigrants
- ONESTEP
- Social Planning Toronto

And the many employers who provided work experiences for our graduates, especially those who hired a graduate!

All donations are recognized with an official receipt; WSC's charitable # is: 10822-1946-RR001

ACES Suite #703

Academy of Computer & Employment Skills (A.C.E.S.) offers Diplomas in Office Administration, Supply Chain, Medical Reception, and Accounting. These community-based learning opportunities are approved as vocational programs under the Private Career Colleges Act, 2005 by the Ministry of Training, Colleges and Universities. WSC also offers a host of modular certificate training part-time, evenings and weekends.



Suite #208

World Service Cargo provides internationally trained, skilled immigrants with an opportunity to practice their skills in a simulated work environment and obtain Canadian work experience in Accounting, Supply Chain, IT, Sales and Marketing, SAP, HR and Admin.

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