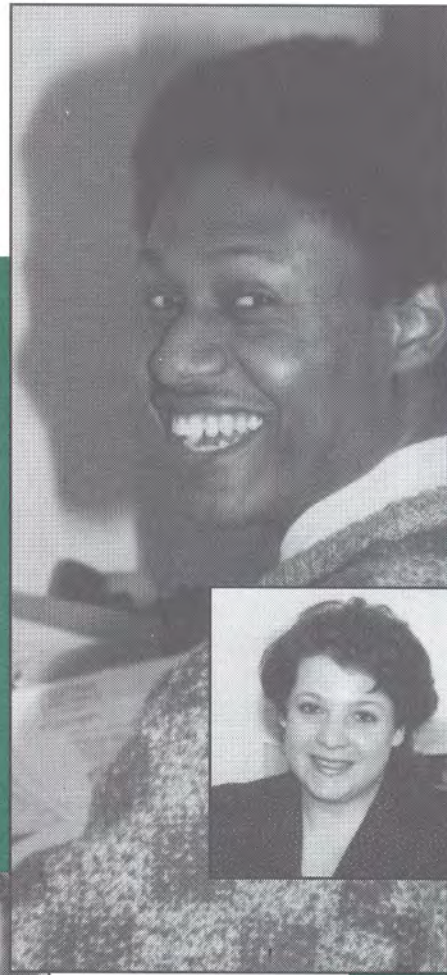


SKILLS FOR CHANGE



SKILLS
FOR
CHANGE

ANNUAL REPORT 1992 / 93



1992/1993 marked the Tenth Anniversary of Skills For Change. It also proved to be another year of innovative change and growth in the demand for and delivery of our services.

In 1983, we started in a two room office serving the needs of newly-arrived Indochinese women by providing them with practical, hands-on training. This past year, we offered a variety of programs serving over 3,500 people from 92 different countries. This would not have been possible without the continued support of our funders, sponsors, dedicated volunteers, Board members and staff.

Skills For Change programs are unique. The programs are tailored to ensure our clients develop the understanding and skills they will need to participate and integrate successfully into the workplace and community. The demand for these services continues to grow. Despite opening our facilities in the evenings and on weekends, demand for our programs and services far exceeds what we can handle, given current space and resource limitations.

SOME HIGHLIGHTS FOR 1992/1993 INCLUDE:

- In March 1993, after months of planning, thousands of hours of volunteer help and with the support of key corporations, Skills For Change hosted the first annual New Pioneers Awards Night. The event was attended by over 350 people and honoured the achievements and contributions of seven outstanding newcomers to the Toronto community. The event helped to increase the profile of Skills For Change and provided a positive celebration of our diverse community.

- In early 1993, Skills For Change became a full member agency of the United Way of Metropolitan Toronto. This partnership provides Skills For Change with new opportunities to address service demands.

- In an effort to improve settlement and service access for our clients, a Cultural Interpreter program is now underway to provide interpretation services in seven languages to newcomers in need of Welfare.

- In response to the needs of our clients, our Employment Outreach department continues to grow. New programs include a Mentorship Project to help foreign-trained engineers gain entry into their fields. Skills For Change now also offers a jobsOntario unit in partnership with COSTI.

- This past year, Skills For Change embarked on an ambitious strategic planning process to address various issues facing the organization including program evaluation, location/space and future directions. Stakeholders, staff, clients, funders and supporters are involved in the process. It is hoped that the outcome will provide a plan of how and where Skills For Change can best serve the community at large, given the available resources.

Skills For Change looks forward to meeting the challenges of the future with the maturity, enthusiasm, innovation and commitment that have become the foundation of the organization.

Sincerely,
Sigmund Lee, Chair
Ratna Omidvar, Executive Director

"The Intake and Settlement Unit at Skills For Change directed me to the proper agencies and helped me access the right services after I had a work-related accident. The referrals and support of Skills For Change really helped me. Now I am working again and enrolled in part-time courses."

Huong Nguyen
Intake and Referral Client

Members and volunteers are an integral part of Skills For Change through their valuable contributions to our services. Members receive our newsletter, **PRINT OUT**, as well as invitations to special functions and community events. Members also participate in the review and management of the organization through Board elections at the Annual General Meeting.

Interested employers are invited to call our **EMPLOYMENT OUTREACH OFFICE at 658-7826** to access our comprehensive employment services.

If you are interested in more information about Skills For Change, please phone us or drop by our offices. We are always delighted to arrange tours.

SKILLS FOR CHANGE

791 St. Clair Avenue West, Toronto, Ontario, M6C 1B8

General (416) 658-3101
Career Start (416) 658-7826
Access Data Services (416) 658-7229
Fax (416) 658-6292

If you are interested in becoming a member or volunteer, please call 658-3101 to find out more.

Photography/Don Eldon. Design/Heather Brown.
Printed by G. R. Graphics/George Radonich.

Registered Canadian Charitable Organization
Number **0650101-20-13**



In 1992/93 Skills For Change provided support to over 3,500 immigrants and refugees through the following programs and services:

INTAKE AND SETTLEMENT SERVICES

The Intake and Settlement Services Unit at Skills For Change was very busy this past year providing information, assessment and referral services to some 2,448 immigrants and refugees from 92 countries speaking 54 first languages. The addition of a Somali-speaking Counsellor to our permanent staff, and the immeasurable contributions of placement students and direct service volunteers enabled the Intake and Settlement Unit to meet the complex needs of our diverse clientele. An open intake system with no appointments necessary is now offered two days per week. In tough economic times, an open door can really help clients access the information and support they need.

In 1992/93 Skills For Change forged a new partnership with the Ministry of Education and Training (Apprenticeship Branch) to work towards a mutual goal of equity in apprenticeship. Skills For Change organized two full-day workshops for immigrant men and women promoting apprenticeship. The positive response to these workshops encourages further program development in this area of employment.

service Skills For Change is able to address this important issue.

A cultural interpreter facilitates full communication between two parties by bridging linguistic and cultural gaps which may lead to misunderstandings.

Skills For Change has 16 cultural interpreters who have been trained in cross-cultural communication, interpreting skills, assertiveness and terminology. They represent the following languages: Cantonese; Polish; Portuguese; Somali; Spanish; Tamil; and Vietnamese. These languages were noted as most commonly needed by the two welfare offices also participating in this pilot project.

LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)

Since we started with 2 part-time (3 hours per day) level 2 and 3 classes in October, 1992, the LINC Program has undergone a number of changes.

By January, 1993, we were offering one full-time (six hours per day) level 2 or level 3 class per 7-week session. In March we added a childminding service for a maximum of five children. Designed to provide basic language instruction that will facilitate adult immigrants' social, cultural, economic and political integration into life in Canada, the LINC Program serves twelve students per level. 70% of the students in the first four LINC groups were successful in meeting the program benchmarks.

ON-THE-JOB TRAINING PROGRAM

Through 39 weeks of intensive training, 48 unemployed women acquired computerized accounting, word processing and general clerical skills and experience in 1992/93.

The holistic nature of this program, which integrates instruction in English as a second language with training in technical, life and job search skills, combined with "hands-on" experience on-the-job, ensures that the trainees develop the self-confidence and expertise necessary to market themselves effectively.

CULTURAL INTERPRETER SERVICE

Skills For Change is pleased to be participating in a joint initiative sponsored by the Ministry of Community and Social Services and the Ministry of Citizenship to provide fully-trained cultural interpreters to assist non-English and non-French speaking applicants and recipients of General Welfare and Family Benefits.

Access to services is a major difficulty for a large share of our client base. Through the cultural interpreter



"In December 1988 I arrived in Canada from Croatia. I heard about Skills For Change from another agency and enrolled in the Career Start program. At the same time I began a volunteer work placement that eventually lead to employment. Through Skills For Change I received the appropriate training and support to access employment opportunities. Starting your life in a new country is difficult, so it is good there are agencies like Skills For Change to help newcomers help themselves."

Mladen Salajster
Career Start Graduate

ACCESS DATA SERVICES (ADS)

Skills For Change's bookkeeping business, Access Data Services, provided the 48 trainees in the On-The-Job Training Program with the opportunity to learn and work productively in a supportive environment. Through having to meet deadlines and work to industry standards, the women gain the "Canadian experience" and awareness of employers' expectations which increases their employability.

In the past year, ADS continued to provide excellent accounting support to non-profit organizations and small business clients while earning \$80,000 in revenue which partially funds the maintenance of the program.



PART-TIME PROGRAM

In the past year, Skills For Change offered 1072 training seats to immigrants and refugees in Metro who were interested in studying integrated ESL/basic skills in the evenings and on weekends and whose English proficiency is modest. These 1072 seats were available in blocks of four 10-week courses. Participants earn certificates in one or more of the following program streams: ESL/Clerical Accounting, ESL/General Clerical and ESL/Medical Reception.

COMPACC

Since the first group of 15 immigrants and refugees with accounting backgrounds began training in June, 1992, 45 men and women have successfully completed the COMPACC Program.

This 195-hour part-time program is designed to facilitate the participants' entry into the Canadian workforce by: training them in commonly used computer software programs (ACCPAC, Lotus 1-2-3, and Wordperfect); working on their personal presentation skills, both oral and written; providing career counselling and training in active job search strategies; and supporting them in finding appropriate temporary work placements and permanent employment.

CAREERSTART

In 1992/93, 96 immigrant and refugee men and women, who had come to Canada with professional qualifications and/or experience, received training in personal presentation and proactive job search skills through the CareerStart Program. 72% of CareerStart graduates found employment, volunteer work placements or undertook professional upgrading in their fields of expertise.

EMPLOYMENT SERVICES

The Employment Services unit witnessed a huge demand for its services in the last year. However, with many employers downsizing or not hiring, we are searching for new strategies to assist the job-ready immigrant to gain work experience and employment. For example, we stressed work experience placements as a means of gaining valuable job or interviewing skills. Industry trends were closely observed to maximize our efforts. In partnership with COSTI, we are delivering a **jobsOntario** program at Skills For Change which will increase access to employment opportunities for clients.

MENTORSHIP PROGRAM

At Skills For Change, we have been seeing an increasing number of highly-skilled immigrant and refugee professionals who are job-ready, but face significant barriers in their search for employment. These include systemic barriers due to the nature of professional accreditation and employment practices, limited knowledge of appropriate local industries and potential employers and lack of professional contacts. The Mentorship Program is being developed to respond to this need by matching newcomers with established professionals who can provide the advice and guidance needed to overcome these barriers to employment.

In the initial phase of this project, we have targeted the engineering profession. Currently, 20 foreign-trained newcomer engineers from Africa, Asia, Latin America, Eastern Europe and the Middle East have been matched with established engineers working in Toronto. Twenty matches were made after the participants received training in cross-cultural communication, workplace issues, mentoring roles and job search techniques.

With the overwhelming response to the program (over 300 applicants) we hope to expand the Mentorship Program early in 1994, and use it as a model for other professions.

"This past year St. John's Ambulance hired the Skills For Change graduate who came to us on a work placement. This individual had the training and practical experience to fit into our work atmosphere. The work placement option allowed us to make sure we were hiring a person with the skills we required. We would certainly recommend this service to find the right individual for any workplace."

Teresa Long
St. John Ambulance

BOARD OF DIRECTORS AND STAFF

Chair: Indira Guha/
Canadian Broadcasting Corporation•
Sigmund Lee/Unicell Ltd.

Treasurer: Gene Gomes/Chase Manhattan Bank

Secretary: Suellen Boyd

Directors: Israel Ben-Ishai/Northern Telecom; Martha Bejarano/Ontario Coalition for Agencies Serving Immigrants (OCASI)•; Arthur D'Souza/Worker's Compensation Board; Jennifer Daniel/Manulife Financial; Miria Ioannou/Frontier College; George James/Continental PIR•; Sandra Kellogg/Community Business Center; Vinay Mehta/Political Science Student, Michael Roman/Murray Axmith & Associates; Amina Shariff/Rexdale Women's Centre.

Honourary Directors: Libby Ackermann, Founder; Janis Galway, Founder; Andrew Whittington, Founder.

Ex-Officio: Ratna Omidvar, Executive Director

Staff: Asha Abdulla, Libby Ackermann, Suzanne Adamkowski, Jessie Brown••, Tracy Brown, Barbara Budzynski, Cathy Callaghan, Fabian Campana••, Lucia Caceres, Jacques Chan, Kevin Ells••, Suzanne Gibson•, Rosario Gomez••, Avon Harris, Jalileh Helalat, Frederick Koh••, Jerry Laughlin••, Mary Loschiavo••, Valerie McNeill, Lynne McKee, Liane Middleton••, K.J. Nehru, Subodini Nehru•, Ratna Omidvar, Kate Saunders, Grazyna Skarzewski, Dagnachew Tefera, Bill Waicus••, Craig Wellington, Dorene Weston, Genaro Yupangco, A. Umeya•, Rose Zhu••.

• resigned or completed contract during year

•• program trainers supplied by the Toronto, Board of Education

"The Maytree Foundation has been a funder of Skills For Change for several years. We made a grant in support of innovative employment services to the refugee community. We believe Skills For Change offers real leverage for funders, in that it builds people's capacity to contribute to Canadian society. We are currently negotiating another program grant with Skills For Change, so we are casting our vote of support once again with our cheque book."

Judy and Alan Broadbent
The Maytree Foundation

A special thank you to all of our graduates and friends for their continuing support. All donations are tax deductible and gratefully accepted through Skills For Change Resource Development Office. 658-3101

THROUGH THE GENEROUS SUPPORT OF OUR FUNDERS, SKILLS FOR CHANGE IS ABLE TO CONTINUE TO DELIVER ESSENTIAL SERVICES TO THE IMMIGRANT AND REFUGEE COMMUNITY. ON BEHALF OF THE CLIENTS OF SKILLS FOR CHANGE, THANK YOU FOR YOUR CONTRIBUTION.



CANADA EMPLOYMENT & IMMIGRATION
DEPARTMENT OF MULTICULTURALISM
& CITIZENSHIP
CITY OF TORONTO
METRO SOCIAL SERVICES
MINISTRY OF CITIZENSHIP
MINISTRY OF COMMUNITY &
SOCIAL SERVICES

MINISTRY OF EDUCATION & TRAINING
TORONTO BOARD OF EDUCATION
ANGLICAN CHURCH OF CANADA -
DIOCESE OF TORONTO
BELL CANADA
J.P. BICKELL FOUNDATION
E.W. BICKLE FOUNDATION
CANADA TRUST
CHASE MANHATTAN BANK
CHURCH OF THE REDEEMER
CITIBANK
COMMUNITY FOUNDATION OF
METRO TORONTO
CONFEDERATION LIFE
COUNSELLING FOUNDATION
DEER PARK UNITED CHURCH
HONG KONG BANK
HENRY WHITE KINNEAR FOUNDATION
IMASCO LTD.

LEVI STRAUSS & CO.
GEORGE LUNAN FOUNDATION

MAYTREE FOUNDATION
MCKINSEY & COMPANY
GEORGE CEDRIC METCALF FOUNDATION
MOLSON COMPANIES DONATION FUND
MORROW FOUNDATION
ROYAL BANK OF CANADA
SUN LIFE ASSURANCE CO. OF CANADA
TIME SOLUTIONS
TIMOTHY EATON CHURCH
TRILLIUM FOUNDATION
UNITED CHURCH OF CANADA
UNITED WAY OF METROPOLITAN
TORONTO

THANK YOU SUPPORTERS

THE FOLLOWING SUPPORTERS CONTRIBUTED GENEROUSLY TO THE NEW PIONEERS AWARDS NIGHT, WITH THE DONATION OF GIFTS-IN-KIND, EVENT SUPPORT AND BY PURCHASING TABLES FOR THE EVENING. OUR SINCERE THANKS TO ALL SUPPORTERS FOR HELPING TO MAKE THE NEW PIONEERS AWARDS A GREAT SUCCESS.

LEAD SPONSOR: THE MOLSON COMPANIES.

AWARD SPONSORS: CANADIAN IMPERIAL BANK OF COMMERCE, DIGITAL EQUIPMENT OF CANADA, duMAURIER ARTS LTD., MCKINSEY & COMPANY, THE MOLSON COMPANIES, NATIONAL GROCERS CO. LTD, AND NORTHERN TELECOM.

CANADIAN CORPORATE NEWS
CATHAY PACIFIC
CHAMELEON FILM & VIDEO
CONTINENTAL PIR
CORPWORLD GROUP INC.
DON ELDON PHOTOGRAPHY
EMPLOYMENT & IMMIGRATION CANADA
FAR EAST DISTRIBUTION
GRAHAM CABLE
HAROLD HOSEIN
IMAGE NATION
IMAX SYSTEMS CORPORATION
INNISKILLIN WINES INC.
J&A MEDIA SERVICE
KATE ZEIDLER INTERIOR DESIGN INC.
LEVI STRAUSS & CO. (CANADA) INC.
LIGHT & MAGIC INC.



MAGNOTTA WINERY
MENNONITE CENTRE STORE
MILLARD, DESLAURIERS & SHOEMAKER
MINISTRY OF CITIZENSHIP
THE MOLSON COMPANIES
NATIONAL GROCERS CO. LTD.
ONTARIO PUBLIC SERVICE EMPLOYEES UNION

PRINTLAND PLUS
SCOTT FAMILY
THALIA ASSURAS
THE WORKS
TRILLIUM FOUNDATION
YWCA OF CANADA

THANK YOU EMPLOYERS

MANY THANKS TO THE FOLLOWING COMPANIES WHO HAVE WORKED WITH THE SKILLS FOR CHANGE EMPLOYMENT OUTREACH DEPARTMENT TO SECURE JOBS OR WORK PLACEMENTS IN THE BUSINESS COMMUNITY.

ALAO & ASSOCIATES
ALLIANCE FOR EMPLOYMENT EQUITY
ALLSTATE FINANCIAL
ARBORTRONICS
THE ART COLLECTOR
BREAD & ROSES CREDIT UNION
CANADIAN HEARING SOCIETY
CAPITOL BUTTONS
CARLSON MARKETING
CHERRY GOLD
CHRISTY BROWN & CO. (NABISCO)
COBA REECE
CORPORATE NETWORK INC.
CRAWFORD & COMPANY
CIUT RADIO
DELL PROPERTY MANAGEMENT
DIGI MAP CANADA
EPSON CANADA
FAMILY SERVICE METRO TORONTO
FAMOUS PLAYERS
FEDERAL EXPRESS
G.P.C.P. TRAVEL
O'HARA MANUFACTURING
HEIRLOOM PORTRAITS INC.

HEMISPHERES INTERNATIONAL
E. HOFFMANN PLASTICS
ICI CANADA
INTEGRAL COMPUTER SYSTEMS
JUST DESSERTS
KEY EXECUTIVE
KUUS SPORT
LABYRINTH DESIGN
MANULIFE FINANCIAL
MARIO LENZO HAIR DESIGN
MARUSA MARKETING
MINISTRY OF THE ENVIRONMENT
MONEY MAKERS
MUTUAL OF OMAHA
NATIONAL LIFE ASSURANCE COMPANY
NEINSTEIN & SINGER
NIRV CENTER
NORTH AMERICAN LIFE
ONTARIO BLUE CROSS
PAQ SAFETY INC.
PARTICIPATION
PEEK FREANS (NABISCO)
PETO MACCALLUM LTD.
PHILIP ELECTRONICS

PHILLIPS CABLE SYSTEMS
P.P.G. CANADA
PSST NATIONAL
RAPID PHOTO
REID MILLING
ROGERS CANTEL
SALES TECH MARKETING INC.
SCOTIABANK
ST. JOHN'S AMBULANCE
SUN BREEZE
SUNNY VACATION
SYNAMICS
TASTY BATTERS INC.
TELEFRIEND
TIME POSTERS
TORONTO ENVIRONMENTAL ALLIANCE
TRILLIUM COMMUNICATIONS
VERNON COMPUTERS
WASTE OPPORTUNITIES
WILLIES SYSTEM
WINNABLE
WOOLFITT'S ART ENTERPRISES

"When my husband and I immigrated to Canada we didn't know anyone or where to turn for help. Through Skills For Change my husband found a job and last year I worked to help organize The New Pioneers Awards Night. I really enjoyed meeting new people who helped me improve my English and became my friends. This volunteer experience also taught me about the Canadian workplace."

Vesna Gazafi
Volunteer

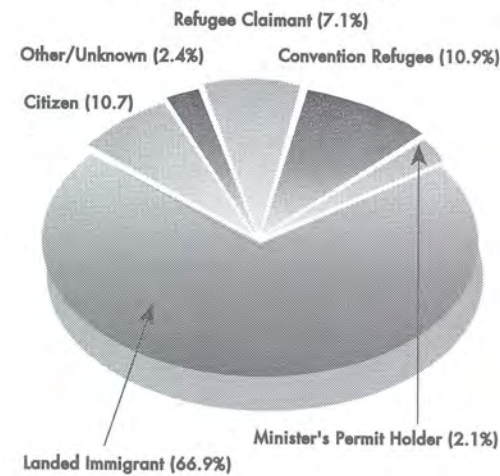
STATEMENT OF REVENUE FOR THE YEAR ENDED APRIL 30, 1993

REVENUE	1 9 9 2	1 9 9 3
Employment and Immigration Canada	\$ 649,904	\$ 610,433
Multiculturalism & Citizenship Canada	23,000	26,000
Ontario Ministry of Citizenship	97,217	69,357
Ontario Ministry of Community & Social Services	62,137	29,932
Ontario Ministry of Education & Training	1,176	2,697
jobsOntario	-	40,000
Metro Social Services - Fees	53,750	75,205
Metro Social Services - Grant	11,762	43,645
City of Toronto	1,575	1,575
Toronto Board of Education	-	248,527
United Way	20,000	22,500
Foundations and Corporations	112,616	184,438
Data processing services	80,724	58,746
Fund raising	23,399	108,423
Sundry	13,569	15,889
Interest	555	594
Memberships	670	880
	<u>1,152,054</u>	<u>1,538,841</u>

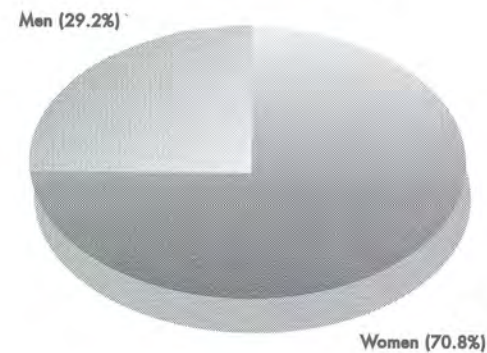
EXPENDITURES

Staff salaries	\$401,732	\$468,223
Trainees' wages	355,436	56,464
Training and program fees	80,002	103,032
Teacher's salaries	-	248,527
Training allowance & client benefits	18,967	235,602
Employee benefits	93,017	82,915
Rent, utilities and taxes	112,969	119,495
Office operations	56,264	77,686
Publication, advertising & promotion	3,834	20,496
Fundraising expenses	8,989	50,242
Audit and legal	7,710	5,146
Material and teaching resources	104	1,543
Insurance	2,225	3,014
Bank charges and interest	1,583	1,914
Membership fees	1,832	1,397
Bad debts	3,728	(891)
Staff and board development	3,504	6,326
Capital expenditures	-	31,915
Sundry	1,622	(3,913)
Transfer to equipment & relocation reserve	-	14,960
Transfer to operations reserve	-	14,619
	<u>1,153,518</u>	<u>1,538,712</u>
Excess (deficit) of revenue over expenditures for the year	\$ (1,464)	\$ 129

CLIENT IMMIGRATION

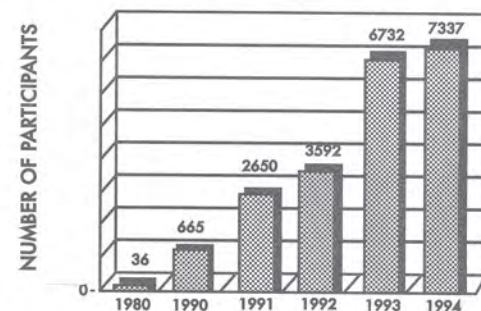


PERCENTAGE BREAKDOWN OF WOMEN AND MEN



CLIENT DATA JANUARY 1992-JUNE 1993

SKILLS FOR CHANGE ANNUAL GROWTH



SKILLS FOR CHANGE
IS A COMMUNITY-BASED,
NON PROFIT CHARITABLE
ORGANIZATION WHICH EXISTS

“TO EMPOWER
IMMIGRANTS AND
REFUGEES THROUGH
TRAINING AND
ASSOCIATED PROGRAMS
TO PARTICIPATE
EFFECTIVELY IN THE
WORKPLACE AND
WIDER COMMUNITY”

(CHARITABLE # 0650101-20-13)



A United Way Member Agency

SKILLS FOR CHANGE

791 St. Clair Avenue West, Toronto, Ontario, M6C 1B8

General (416) 658-3101 Career Start (416) 658-7826 Access Data Services (416) 658-7229 Fax (416) 658-6292