

2017 ANNUAL REPORT

A review of activities from the 2016-2017 fiscal year



Developing Talent, Embracing Diversity



President's Report

Over the past year, Working Skills Centre continued to make positive impacts on the lives of hundreds of

Torontonians, especially immigrant women. WSC has continued to be a hub of support in the community and provided career training, work transition assistance, and settlement services. We are continuously challenged by the need for more core funding. This past year, the staff had to work rigorously to ensure we could continue to provide quality services to our clients with the resources available to us. The Board of Directors would like to thank the staff team, lead by Marina Nikova, for all of their hard works to deliver so many programs with limited resources.

I would also like to thank our Board of Directors – all volunteers – who continued to spend countless hours working on fundraising, human resource management strategic planning, policy development, financial

oversight, and much more. Many of the board members – returning and new- contributed remarkable amount of energy and time to support the cause of our organization.

All of these efforts are made to ensure a client can successfully settle in the community, and the members of each graduating class can secure new employment opportunities. The positive impact we have on each individual adds strength to their families, friends, neighbours, and to our broader community every day.

Thank you for your continued support towards the outcomes of Working Skills Centre through your investment time, care and money. Every effort, small and big, has an exponential effect on the lives of our clients and students.

Ray Park, President, Working Skills Centre
September 2017



Management Report

Highlights for 2016-2017

Introduction

Effective teamwork with a focus on program improvement, fundraising and deficit reduction were the hallmarks of the past year at Working Skills Centre. The entire management team worked many extra hours in external fundraising efforts to ensure the sustainability of the organization for the future. The second year of WSC's three year debt reduction program saw the balance owing reduced from \$67,000 to \$16,000 putting us on track to eliminate the deficit in the current year. Our focus on continuous improvement in the areas of program and course delivery saw WSC achieve very low participant attrition rates.

The 2016-17 fiscal year saw the completion of several initiatives that placed the Working Skills on a solid foundation going forward. Details of these initiatives follows.

Information Technology Upgrade (Trillium Capital Grant Project)

The final report for the Trillium Capital Grant project was submitted in February 2017. The grant had enabled WSC to purchase new servers, switches, storage devices and software to upgrade our information technology network and infrastructure. By May 2017 we were able to complete the task of configuring new devices and updating operating systems, domain controllers and databases. We were able to successfully migrate our data and services to new servers. A redundant cluster of multiple servers has been set up to ensure that if one server fails the others will continue providing services to WSC staff and students. Our next step will be to raise a smaller grant to replace staff and student computers.

New Partnership with Company with a Green Mission

In October 2016 WSC established a new partnership with Clarendon Trading Company whose mission is to mediate the damaging impacts of consumerism through the re-use and recycling of quality materials. Clarendon contributed funds to enable WSC to host two events, one on promoting volunteerism in the community and the second on raising public awareness about caring for the environment. In exchange, Clarendon presents workshops to our clients on how to start a small business.

WSC's Senior Volunteer Team

WSC has received tremendous support in the areas of fundraising, marketing, research and program delivery from a team of experienced volunteers. The team includes current and former WSC managers as well as individuals with management experience in public and private sector organizations. The volunteers have also played a key role supporting staff in the development of proposals, reviewing our programs, and coaching clients in communication skills. We anticipate that WSC will more fully utilize the knowledge and expertise of our senior volunteers in WSC's future development.

Give a Gift of Education Fundraising Campaign

In December 2016 WSC launched a new fundraising campaign, "Give a Gift of Education" targeting individual donors during the holiday season. Letters were sent out by staff and senior volunteers to WSC supporters. The campaign raised \$\$\$\$. It was an effective strategy to fundraise during the holiday season and we plan to do this every year, starting in early November. Even with WSC's limited public profile compared with bigger charities, it is always possible to get donations simply by making the effort to ask people.

Bake Sales

Participants in some of our programs organize fundraising bake sales as part of a civic engagement project coordinated by one of our instructors, Silva Mardirossian. WSC is able to raise approximately \$2,500 per year through this initiative. Participants develop their leadership skills and learn team work and event planning skills.

Re-Introduction of Our Part-time Program of Day, Evening and Saturday Classes

This program contributed substantial revenue in 2012–2014 but was suspended due to the restructuring of staff roles in 2015. Since early 2016 we had started to rebuild this program and were able to generate revenue of \$\$\$ in the 2016-2017 year. Ability to arrange customized programs for individual clients has enabled WSC to tap into revenue streams for people with disabilities through Gateway Café and the Canadian Centre for Rehabilitation and Work. WSC was also able to obtain funding for a customized program for one individual through the Workplace Safety Insurance Board. Although we have not reached the revenue levels of the 2012-2014 year, there has been a steady increase in revenue and there is no doubt that this program has a role to play in the achievement of our sustainability goals.

SAP Program

This little known program continues to be an important success story. The program provides experience in the use of SAP software for professionals with a background in accounting and supply chain. There is an 80% success rate of graduates finding work related to their professions. The success derives from the use of a hands-on training methodology in which participants complete a project on a live database and benefit from the experience of team work. We are currently exploring ways to integrate this concept into the design of future WSC programs.

Conclusion

The success of WSC in overcoming many budgetary and human resources challenges in 2016-17 would not have been possible without the extraordinary efforts of many key staff members. Matilda Thevasagayam, Ansuya Chetty and Silva Mardirossian routinely volunteered to work extra unpaid hours on evenings and weekends to ensure the continued success of Working Skills Centre. I would also like to thank the WSC Board of Directors for their guidance and support. I look forward to working together to build on the past successes in the coming year.

*Marina Nikova, Senior Operations Manager
November 2017*

Treasurer's Report

Financial information has been extracted from the Audited Financial Statement as @ March 31, 2017(David Burkes, CA)

Assets & Liabilities

CURRENT ASSET

	<u>2017</u>	<u>2016</u>
Accounts Receivable	\$ 34,717	\$ 56,184
Grant Contributions Receivable	13,657	38,700
HST Recoverable	10,566	14,321
Prepaid Expenses and Deposits	9,282	11,282
	<u>68,222</u>	<u>120,487</u>
Equipment/ Capital Assets	139,894	148,632
	<u>\$ 208,116</u>	<u>\$ 269,119</u>

CURRENT LIABILITIES

Bank Advances	\$ 34,364	\$ 48,261
A/P & Accrued Liabilities	43,486	36,016
Differed Revenue	3,335	8,637
Differed Capital Grants	21,551	83,770
Differed Contributions (Computers)	122,181	123,140
	<u>(16,801)</u>	<u>(30,705)</u>

Unrestricted Net Assets

	<u>\$ 208,116</u>	<u>\$ 269,119</u>
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Financial Position

Statement of Operations

REVENUE

Governments/Foundation Contributions	\$ 257,606	\$ 274,805
TESS Skills Training & Employment Services	315,491	279,979
TESS Skills Training Diploma & Certificate Programs	65,632	74,989
Fundraising, Donations and other Income	46,913	40,049
Donation -in - Kind	7,170	6,701
	<u>\$ 692,812</u>	<u>\$ 676,523</u>

EXPENSES

Salaries	410,015	408,437
Employee Benefits	32,420	31,002
Occupancy Costs	106,886	103,272
Outreach/Marketing	1,350	6,002
Bad Debts	-	3,017
Bank Charges & Interest	5,816	5,002
Computer Software, Supplies & Technical Services	32,516	6,059
Equipment Leasing & Maintenance	13,742	8,519
Insurance	17,479	17,182
Office Supplies	5,003	22,093
Professional Fees	8,040	28,007
Program Resource Materials	24,787	33,068
Telephone	4,802	4,032
Travel & Participant Expenses	1,103	4,011
Donation -in - Kind	7,170	6,701
	<u>\$ 671,129</u>	<u>\$ 686,404</u>

Revenue over Expenses Operations

	21,683	(9,881)
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Amortization

	(7,779)	(19,227)
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Net Expenses over Revenue

	<u>\$ 13,904</u>	<u>\$ (29,108)</u>
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Skills Training

Purchase of Employment Services (POES)

In 2015 WSC secured a new contract with the City of Toronto to deliver employment related programs for clients on social assistance. WSC has provided the following programs since 2015:

- Occupation-Specific Skills Training in Medical Reception and Office Administration
- Essential Skills for Office Professionals
- Sector-Specific Career Development (SAP for Financial Professionals)

As in the previous year, all of the programs have been filled and had waiting lists with 15 registered in Medical Reception; 35 in Office Administration, 48 in Essential Skills and 15 in SAP.

Part time Programs

In 2016-17 WSC continued to offer part time courses in Medical Billing, Medical Terminology, Reception, Bookkeeping, Quickbooks, SAP, Word, Excel and Outlook. In total 90 students attended part time individual certificate courses mostly on Saturdays and in the evenings.

Working Skills Centre had established a partnership with West Scarborough Neighbourhood Community Centre.(WSNCC) in 2015 to be one of the service providers providing training for their clients. Through this partnership three WSNCC clients were able to attend programs at WSC.

Academy of Computer & Employment Skills (A.C.E.S.)

Since 2008, our community based skills training programs have been licensed as a career college, Academy of Computer & Employment Skills (A.C.E.S.), which now operates

as a social enterprise. A.C.E.S. offers six Diploma options, approved as vocational programs under the Private Career Colleges Act, 2005:

- Computerized Accounting
- Computerized Office Administration
- Office Clerk
- Medical Receptionist
- Administrative Assistant with Desktop Publishing
- Supply Chain Clerk

In 2011, the Charitable Career Colleges Network (CCCN) was established to clearly set us apart from other for-profit private career colleges. In 2016-2017, two fee payers successfully completed Diploma programs.

The City of Toronto purchases Diploma courses for OW Clients as a 3rd party funder, however seats in the Diploma programs are available to fee paying clients who are not eligible for City funding. Other 3rd party funding is available to assist individuals including Second Career for those on EI, Aboriginal Assets Funds, and a purchase by an employer. Financial assistance is also available from WSC through the Scholarship and Bursary Fund. WSC has never applied to be OSAP eligible as we do not believe that marginalized individuals should go into debt to obtain educational programs.



Students from the Essential Skills for Office Professional program, are pictured here with their instructor, Silva Mardrossian on November 14, 2016, the day of their community project event. The community project, part of the Essential Skills curriculum is a vehicle for developing team work, event planning and communication skills.

Employment Outcomes

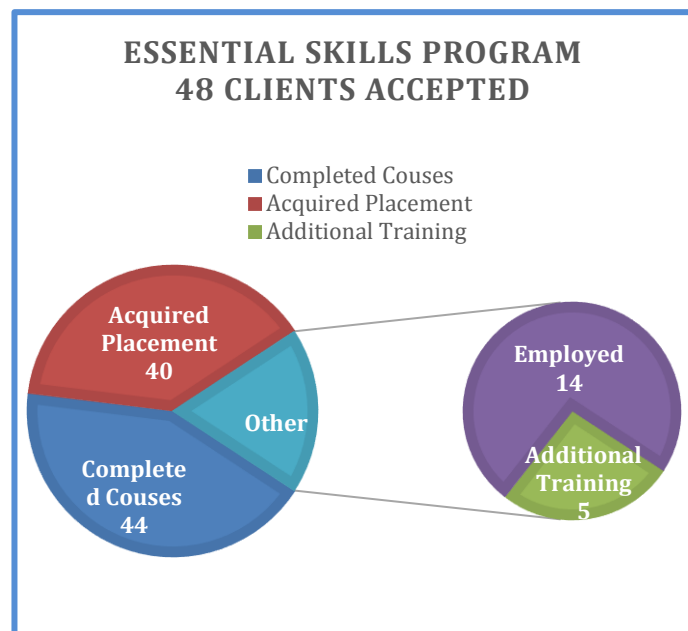
In 2016-2017, the primary goal of Employment Services was to continue increasing the number of jobs obtained by WSC graduates.

Overall percentages in employment increased from 47% to 58% for **Office Administration (OA)** graduates and from 46% to 71% for **Medical Receptionist (MR)** graduates.

2016 - 2017	OA1	OA2	MR
Accepted	16	19	15
Completed	16	15	14
Employed	9	8	10

The SAP program continued to deliver an impressive success rate of 90%. Knowledge of SAP has been proven to be an asset for positions in accounting, finance, supply chain and human resources.

For **Essential Skills for Office Professionals**, the success is not measured only by employment, but also by volunteering and enrollment in additional training. The Employment Services department was able to reach an overall **98% of success**. 48 clients were accepted, 44 completed and 40 obtained a placement. Out of the graduates 5 decided to go to additional training and 14 obtained employment just with the skill training provided in the Essential Skills program.



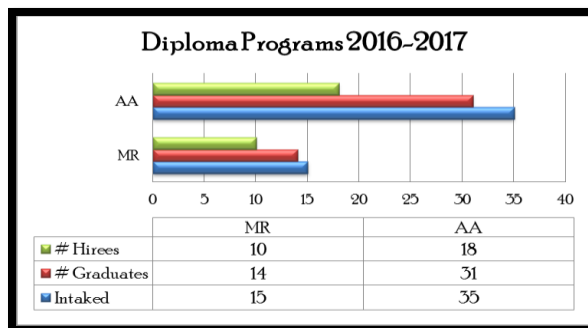
2016-2017 Challenges

- Lack of subsidized daycare places, transportation costs, and housing continued to be barriers for participants throughout the program. WSC saw a significant increase in letters of support written on behalf of participants.
- Keeping participants motivated to continue coming after placement, staff shortages, especially lack of full-time staff members in the Employment Services Department.
- A labour market characterized by decreasing availability of full time and permanent jobs and more temporary contracts with no benefits or stability which leads to more frustration to finding a job.

2016-2017 Strategies

Employment services staff under **Claudia Bargellini's** management continued to implement the following strategies to promote job maintenance/job retention:

- Including the cost for a police check and vaccinations as a necessary expense in order to obtain and retain employment with companies that work with finances or vulnerable populations.
- Counselling students at the start of the program on their placement and employment process so they have a clear idea what will happen after the core program
- Conducting more employer visits to ensure that the workplace is in line with the students' studies and meets the participants' learning goals and workplace safety guidelines.
- Implement a pre-placement learning contract that will outline clear on-the-job learning goals.



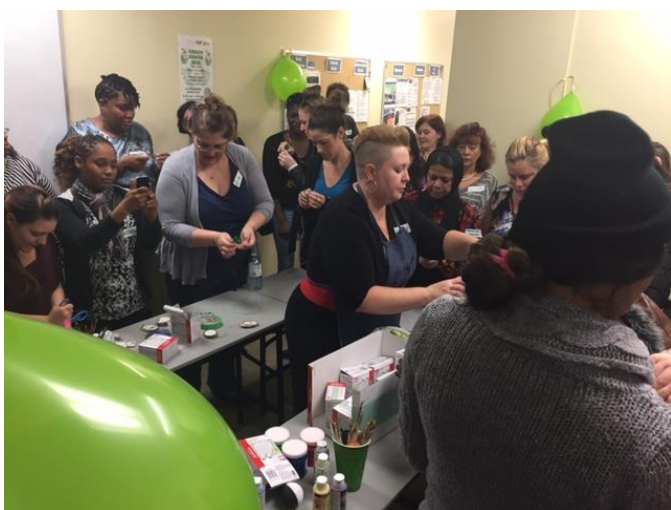
Settlement Services 2016-2017

Newcomer Settlement Program

The Ministry of Citizenship, Immigration and International Trade (MCIIT) through the Newcomer Settlement Program (NSP) funded the following settlement activities:

- One-on-one settlement assistance to newcomers including: client needs assessment, goal setting and service planning; assistance with applying for government services; and information and referral to other community and government services.
- Weekly information sessions on WSC's services and community resources
- Settlement-related group sessions on topics such as communication in the workplace, coping with stress, tenants rights, employee rights, healthy eating on a budget, continuous learning resources, life skills and caring for the environment.

Services are delivered by a team of three part-time settlement counsellors. Eligible clients include permanent residents, convention refugees, refugee claimants, naturalized Canadian citizens and foreign domestic workers admitted under the Live-in Caregiver Program.



Settlement staff and volunteers organized a Green Earth Day event on November 8, 2016. The event included a presentation on caring for the environment and a handcraft session where participants learned how to repurpose used materials into holiday decorations.

For the fiscal year 2016-2017 we achieved the following:

- Served 461 unique clients
- Conducted 1158 individual meetings with
- Held 92 settlement related workshops and group sessions with a combined attendance of 708 clients

The profile of NSP clients accessing settlement services is provided below:

Gender

Gender	% of Clients
Male	23%
Female	77%

Top Ten Countries of Origin

Ranking	Country of Origin
1	India
2	Nigeria
3	Iran
4	Jamaica
5	Phillipines
6	Ethiopia
7	Syria
8	China
9	Bangladesh
10	Pakistan

Immigrant Status

Immigrant Status	% of Clients
Permanent Residents	32%
Convention Refugees	7%
Refugee Claimants	7%
Canadian Citizens	52%
Other	2%

Age

Age Category	% of Clients
15 to 24 years	3%
25 to 44 years	56%
45 to 64 years	40%
65+ years	1%

Length of time in Canada

Age Category	% of Clients
Less than 1 year	5%
1 to 3 years	14%
4 to 5 years	9%
Over 5 years	72%

Testimonial 1



July 14, 2017

It was a great opportunity for me to join the ES-Office Professionals Program. It was a turning point in my life. It was a period of time helping us to examine our abilities and potential. It was a test of the limits for our skills

development and our mental, emotional and physical endurance. We've successfully made it to the very end! We've passed all the tests, assignments, projects and exams. We've proven that there are no limits to human development. We are the evidence that the investment which was made through our Government and Working Skills Centre funding was fully utilized.

For whatever reason each one of us was admitted to the program, we needed the change and we succeeded in making that change. Our eight weeks program was stuffed to the brim. Our instructors challenged us on every front whether it was English, computers, math or job searching. We've got the tools and help to realize our immediate and future goals, as well as motivation to go for them. If we haven't started thinking on our own, Silva our instructor made sure that we do that through the Critical Thinking class instructions. She showed us the need of utilizing our strongest tool, our brain, in whatever we do. Silva's original and entrepreneurial Critical Thinking class impressed me the most I've attended many workshops, training sessions and lectures, but none of them motivated me to begin using my thinking abilities as much as this class. As it was the most interesting subject of all.

Working Skills Centre (WSC) is an innovative, community based, non-profit, charitable organization that empowers immigrants, and underemployed people, primarily women. Its purpose is to prepare its clients to fully participate in Canadian society by providing education, work experience, and settlement services that ultimately lead to employment. The Working Skills Centre program is ideal for students who want to build a more rounded career portfolio combining technical competencies with leadership skills. The program teaches initiative and winning interpersonal skills for achieving success in almost any work environment.

The essential skills are fundamental for our learning and for the development of our job skills. They help people to evolve at their jobs and adapt to the workplace. They were all taught during our Essential Skills for Office Professionals Program classes. As my classmate Ola once said "Our Essential Skills program has set a solid foundation for our learning and for enhancement of our abilities. Through the duration of the program, we were able to see objectively our strengths and our weaknesses. Through our hard work and dedication we have strengthened our knowledge and build our skills, we have confronted

our weaknesses to empower ourselves for the road ahead." make sharp decisions and prepare hands on presentations. They were supportive, motivating and understanding. They helped us to bring us together. At the beginning of our program we came as individuals, and we ended as a team capable of putting together and

The program, and more precisely our instructors, motivated us to push our abilities to the limits, helped us to build our confidence and to realize our potential. They encouraged us to think analytically and critically, to focus on what is the most important, and to be able to make sharp decisions and prepare hands on presentations. They were supportive, motivating and understanding. They helped us to bring us together. At the beginning of our program we came as individuals, and we ended as a team capable of putting together and executing the Community Project. It was a fun learning experience for our future endeavours.

For whatever reason each one of us was admitted to the program, we needed the change and we succeeded in making that change. Our eight weeks program was stuffed to the brim. Our instructors challenged us on every front whether it was English, computers, math or job searching. We've got the tools and help to realize our immediate and future goals, as well as motivation to go for them.

Life is difficult and surprising. You never know what's coming next. We may all be afraid of poverty and failure, however if we are faced with them then we will push the limits, and come out stronger and more resilient. Our desire to succeed should always rescue us from difficult times and our hope should never die.

I was very lucky to be a part of the program and it was a great learning experience to make me ready to the workforce. Thank you all!

Dorota Kopec
Essential Skills for Office Professionals Graduate

Testimonial 2

July 14, 2017

I took The Essentials Skills for Office Professionals Certificate Program, and found a placement as an Office Administrator at The Malvern Youth Community Employment Program, which eventually led to my being hired on full time as Program Assistant.

I replaced a fellow Working Skills Alumni who graduated from the Office Administration Diploma Program a year and half ago. He was a young man in his early 20's. The Program Director as well as the staff of Malvern Youth Community Employment Program saw his potential and felt he could grow even further in a larger organization. They secured for him a full time position in the payroll department at the Nissan Car dealership in Scarborough.

Now I, on a daily basis use all the knowledge that I have acquired here at WSC to perform the duties of a skilled receptionist, not only answering and making phone calls to clients but photocopying, scanning to e-mails, binding materials, opening and closing the office, and all the duties of a Receptionist. So my advice to you all, is to please take the knowledge we learn here seriously it benefits WSC students and our employers in the future.

I know of several women, my daughter and myself included, who have taken Office Admin programs at several other Institutions, taking out student loans of about \$20,000.00 to get ahead in life but the teachings that you got at these other Institutes couldn't compare to the vast amount of knowledge and hands on experience we learn through for example, Ms. Silva's style of teaching. We in turn leave these Institution with certificates and no real "hands on experience" and feel inadequate to perform in the work place, because we're not sure we could do the job effectively. And so we find ourselves out of work, with a huge debt owing to the government.

Here are a few aspects of my job that are in direct line with what we've learned at Working Skills Centre:

- **On Event Planning** – Currently I have to plan 2 functions: A Golf Tournament & Dinner plus a BBQ for about 80- 100 people including the staff from my office, employees at our Head Office, and other guests. Having learnt event planning at WSC I can now confidently arrange gifts, sponsors, tournaments, and the food menu; proof what we learned at WSC are valuable skills in the work place.
- **On Public speaking** – From time to time I address the clients as a group when giving information or instructions to complete a task or official documents. This is another valuable skill that I have learned at WSC. I also assist the Life Skills Coach with presentations on effective interviewing techniques, job skills development, and workplace safety.
- **On Computer Skills** - All of the computer modules that we learned such as Excel and Word have proven to be a very valuable asset in my job.

I would like to thank the entire staff at Working Skills Centre for your commitment to this organization and dedication to the students.

Thank you to Ms. Silva who in my book has proven to be a great role model, who is a dedicated person, and is very committed to teaching others how to become successful. She also takes great pride in her work ethic; and passes on all of her experiences and knowledge in business and office procedures. She works selflessly and tirelessly helping US develop OUR skills to become valuable employees to various employers, while building self-confidence.

Ansuya, for helping us with English grammar/spelling also simplifying Math in a way that we all can understand. Samira & Claudia, who believed in my capabilities to act and be professional in the workplace. This has ultimately led to my successful employment in their choice of placement that has proven to be a perfect fit.

Anna, the computer instructor whose cheat sheets on Word and Excel are in my desk drawer. I bring them out from time to time because you can't remember everything. Thanks to the many wonderful volunteers at Reception desk, who is always ready and willing to help with photocopies/printing or whatever you might need.

I have also had the pleasure of meeting other WSC graduates from the Diploma program at the head office of my company...so, Working Skills Centre...WORKS

A big thank you to Marina Nikova (Senior Manager of Operations) for her vision and dedication in helping individuals both male and female to succeed in their business careers and in life. For providing assistance and counselling to immigrants by way of the **settlement program**. Also for undertaking such a momentous and challenging job by bringing education and training workshops to enhancing employability for the students.

Overall **The Essential Skills for Office Professionals** from my experience is a necessary and valuable course that is vital to the succession of the students who move on and prove to be beneficial to the Employers who see and appreciate the professionalism that we bring to their Organization and helping us and the Company grow together for a dynamic future.

I have and will continue to highly recommend this program to everyone I meet. I have also had the pleasure of meeting other WSC graduates from the Diploma program at the head office of my company... So, Working Skills Centre...WORKS...

Dianne Jones
*Program Assistant,
Malvern Youth Community Employment Program*

Testimonial 3



May 17, 2017

My name is Nicole Biggart and I am proud to be a graduate of the Medical Reception Diploma program at Working Skills Centre. Who knew that a

mandatory update with my OW worker would actually change my life for the better?

Two days before my 45th birthday at a meeting with my worker, she mentioned WSC and the medical reception program. After so many years of wanting to do something more than apply for job after job - since it didn't matter how many jobs I applied for, my skills were outdated. As soon as I got home, I called and booked my test time for the next day. I felt amazing after my test - I had 2 extra hours left over! After my meeting with the counselor, I wasn't so sure about myself. The day that I got a call to tell me I was in the program, I cried. Finally SOMETHING was going right.

After so many years of wanting to do something more than apply for job after job - since it didn't matter how many jobs I applied for, my skills were outdated. ...The day that I got a call to tell me I was in the program, I cried. Finally SOMETHING was going right...

Waiting the few weeks for school to start felt like months! I was petrified, excited and nauseous. May 25 arrived after a sleepless night and I arrived an hour before everyone else. I tried out almost every seat - the wrong seat can make all the difference in view, volume, and crick in the neck from craning around to see a teacher! My soon to be school wives arrived. Culturally a diverse group of women, the Med Queens, all with the same goal; do something better for us and our children. Very quickly, we became a boisterous family working *mostly* together to get through six months.

Thankfully, our classes started off lightly - If they threw the heavy work at us right away, there would have been so many more left! The instructors were fantastic. They brought not only their knowledge and years of teaching, but compassion and genuine interest in our success, wanting to help us achieve our goals. Every instructor left their mark on each of us, carrying that voice in our heads while we work. For me, every time I use the photocopier/fax, I think of Silva's lessons; when I improve on forms and any program work - especially teaching someone something new, Deb's in my ear, usually followed by one of her awesome one-liners!!

Desperately trying to recall the meaning of a disease or ailment brings me right back to Dr. Hussein's classes and all the very loud conversations that came from certain sections!!!! And of course,

Jennifer's affect and effect pop up more than I would care to count! We had a tough course load to plow through in six months - some days seemed like there was no way we were going to make it. With the encouragement, support and group power cramming sessions, these incredible Med Queens helped each other to the finish line.

During my time at WSC, I made my own mark. I joined in - or regularly volunteered to be part of functions, events, fundraising and anything needing volunteers. Yes, this is the usual me, but I wanted to be a part of it all. As a grownup who, enjoyed college the first time around a little too much, I needed to make a difference this time, not only with academic work. By volunteering, I was able to get to know students from the other classes, and form great friendships out of working together.

Finding placement was almost harder than studying for a terminology test. My last resume turned out to be the winner! The staff who took my resume and gave me the number of her boss - when she really should not have, said it was my attitude, demeanor and smile that made her want to work with me. With two possible locations to work at, they gave me the crazy, chaotic non-stop walk in and the other volunteer got the quiet specialist office. Turns out, this is a compliment! A week before placement finished, our referrals guy gave two days' notice of leaving and when asked who did he think could do the job? Nicole can. I had already been given the great news of being hired. Now I had even more to do. All my skills from WSC as well as a lifetime of customer service, I have a job that drives me crazy, but I adore.

During my time at WSC, I made my own mark. I joined in - or regularly volunteered to be part of functions, events, fundraising and anything needing volunteers... By volunteering, I was able to get to know students from the other classes, and form great friendships out of working together.

This last year has been a bit of a rollercoaster, and I couldn't have done it without the support of my Med Queens (classmates), **instructors all staff at WSC**. But my biggest supporters and cheerleaders have and always will be my girls. When I came home doubting myself, Trimarra declared that I was HER mom and I could do anything. What more could I need to motivate myself?

As we venture forward through our new and improved lives, remember our time at Working Skills Centre. Without those six months, we wouldn't be on our new adventures.

Thank you all Working Skills Centre.

MR Diploma Student
Nicole Biggart

List of Staff 2016-2017

Marina Nikova
Senior Manager of Operations

Matilda Thevasagayam
Financial Manager

Claudia Bargellini
Manager of Employment Services

Mark Trumble
Lead Instructor

Silva Mardirossian
Instructor

Ansuya Chetty
Settlement Counsellor

Tracy Lopes
Volunteer Coordinator

Peter Hidas
Instructor – SAP/ Microsoft

Tatiana Klym
Program Admin Assistant

Isabel Laparra
Coordinator of Student & Alumni Support

Nawal Chowdhury
Instructor

Mobaswar Hossain
Instructor

Shodan Nadkarni
SAP Project Manager

Volunteers

In the 2016-17 year WSC's programs services and administrative functions were supported by 36 volunteers contributing over 3025 volunteer hours. WSC recognizes the many volunteers who so generously and willingly give of their time. You are an important part of this organization - we couldn't do it without you. On behalf of the staff of Working Skills Centre, thank you. Your contribution is greatly appreciated and we wish you all the best in your future endeavors!

Kyoko Bezkool
Madhavi Pothula
Monica Fiat
Soheila Hakami
Bernelle Brandford
David Dos Santos
Jennifer Joseph
Mary Hillie
Katerina Espinosa
Adele Lantz
Evelyne Kazo
Alice Bonavia
Vernette Richards
Khvrshid Jahan
Hasmile Nazaryan
Thinlay Dolma
Mariya Kovalevska
Katherine Gratton

Asia Mendis
Sharron Kershner
Albert Lourdusamy
Patrycja Szymd
Sophia Khello
Roya Jamshidi
Diane Chambers
Charles Dune
Kalyani Bellangamage
Yasho Kintharabalan
Gosia Paszczenko
Pana Bountis
James Edwards
Julia O'Loughlin
Marileydy Diaz Cedeno
Alex Sternin
Natassia Gayle
Caroline Hernandez

History and Mandate

Working Skills Centre (WSC) was established in 1978, incorporated on May 1, 1980, and received charitable status in March 2003. 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.

Location	2016 -2017 Directors & Officers			
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- McDonalds, Yonge & Eglinton
- Shopper's Drug Mart, Yonge & Eglinton
- Starbucks, Yonge & Eglinton
- Chef of India, Yonge & Eglinton
- Sobey's Yonge & St Clair

Service Delivery Partners

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- The Career Foundations
- Toronto Community Employment Services
- Toronto Public Library, North Toronto Branch
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- West Scarborough Neighbourhood Community Centre
- St. Stephen's Community House

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