



2022/23

ANNUAL REPORT



**SAULT COMMUNITY
CAREER CENTRE**

April 1, 2022 - March 31, 2023



WELCOME TO SCCC

Our innovative and personalized services have inspired and enabled our clients to build brighter futures for themselves for three decades.

OUR MISSION

To improve people’s lives by helping them become and stay employed, and to help businesses find lasting solutions to their staffing needs.

OUR VISION

To participate in building a thriving, inclusive community where every person has reached their full potential through meaningful work.

OUR VALUES

We value and respect the uniqueness of each individual, and strive to meet each person where they are at.



41

Staff Made
Our Goals Possible



16

People Joined
Our Team



78

Volunteers Made
Our Goals Possible



10+

Languages
Spoken by Staff



A MESSAGE FROM OUR BOARD PRESIDENT

As I reflect on the past year, I am very proud of the accomplishments and work of the SCCC team and Board of Directors during this time. As a Board, we set out to accomplish some key work, including a focus on Board recruitment and the completion of specific policies to ensure ongoing good governance. We successfully recruited three new Board members and met our objectives related to policy development. We also monitored results and key indicators throughout the year and regularly heard about the great work of the SCCC team. Of course, the celebration of our 30th Anniversary this year marked an important milestone as well.

The consistent pride conveyed to the Board of Directors by the SCCC leadership team is palpable and reinforces the team's commitment to our mission and vision. It is evident that the team finds purpose in building a thriving, inclusive community where every person has reached their full potential through meaningful work. Our Board of Directors could not fulfill our mandate without the dedication and ongoing commitment of everyone at SCCC, and for this, I extend a sincere thank you on behalf of the Board.

Lastly, I would like to acknowledge and thank the Board of Directors who volunteer their time and expertise to provide leadership and support to SCCC. I look forward to the upcoming year, where we will take on the exciting work of refreshing our strategic plan and continue our support to the ongoing success of the SCCC team.

Kim Lemay

President, Board of Directors



A MESSAGE FROM OUR EXECUTIVE DIRECTOR

I am pleased to present the Sault Community Career Centre's 2022/23 Annual Report. As the Executive Director, it is with great pleasure that I reflect on our remarkable journey over the past year and share some of our significant achievements.

First and foremost, I want to express my gratitude to the staff and volunteers who allow our organization to impact people's lives each day. Your dedication, commitment to excellence, and trust have been instrumental to our continued success. Our achievements would not have been possible without your commitment to our mission. We truly appreciate your partnership and look forward to continuing our collaborative efforts.

Over the past year, we achieved significant milestones and made substantial progress in our mission to improve people's lives by helping them become and stay employed and to help employers find lasting solutions to their staffing needs. The following are remarkable achievements:

- Our Resettlement Assistance Program served 152 Government-Assisted Refugees. This is the largest number of GARs served in one fiscal year in the organization's history. Most of the 152 clients arrived in the year's final six months, making this accomplishment even more impressive.
- Our Employment-focused programs provided direct services and specialized programming to approximately 1,200 unique job seekers. These clients are distributed over five unique programs: our Employment Ontario program, Newcomer Settlement Labour Market Orientation, Transition to Independence Program, Build This City Construction Training Program, and the Apprenticeship Support Program.
- We supported over 800 newcomers with the resources and guidance needed to settle in Sault Ste. Marie. We did this through personalized needs assessments, referrals to various community agencies, information sessions and events designed to help newcomers build connections with the local community, and Language Instruction to Newcomers to Canada to help them learn the English communication skills needed to live and work in Canada.

- We supported employers to upskill over 200 employees through the various programs we offered. Many of these opportunities were provided in the skilled trades and construction sectors.
- As employers continue to grapple with labour and skilled trades shortages, we successfully enabled and supported the applications of 31 new apprenticeship registrations in the local skilled trades. While we recognize there is still lots of work to be done in supporting apprentices, this number of registrations is a new record for the organization.

These achievements have not only strengthened our organization but have also had a significant impact on our community. We have shared a few of our success stories in the following pages.

While we celebrate our successes, we also acknowledge the challenges we encountered. We dealt with high turnover rates in many front-line positions, forcing us to divert resources into hiring and training new employees. We added new programming focused on providing labour market orientation to clients ineligible for Employment Ontario programs. With limited resources, staff assisted hundreds of international students and others in Sault Ste. Marie with temporary immigration status while continuing to manage their existing caseloads. Finally, our organization continued to battle the challenges presented by the COVID-19 pandemic as restrictions and guidelines evolved. These challenges have allowed us to learn, adapt, and grow stronger together.

We remain committed to our mission and vision for the future as we move forward. We are excited about the opportunities that lie ahead and are dedicated to addressing the evolving needs of our clients and community. In the coming year, you can expect:

- A continued emphasis on delivering client-centred programming focused on creating a thriving community where every person has reached their full potential through meaningful work.
- Expansion of our Language Instruction for Newcomers to Canada program to include part-time evening classes. This will allow clients who are employed or otherwise unable to study full-time to develop the language skills necessary to live and work in Canada.
- A commitment to continuously improving our organization's systems and programming to meet the needs of our clients while ensuring responsible use of government funds.

I want to extend my gratitude once more for the continued support of our staff and volunteers. We are excited about the journey ahead and are confident we will achieve even greater success in the future. Please do not hesitate to reach out if you have any questions, feedback, or would like to discuss this report in more detail. Thank you for being a part of our journey. We look forward to another year of collaboration and success.

Adam Pinder

Executive Director

SAULT COMMUNITY INFORMATION AND CAREER CENTRE INC.
Statement of Financial Position
March 31, 2023

| | 2023 | 2022 |
|--|---------------------|--------------|
| Assets | | |
| Current | | |
| Cash | \$ 253,548 | \$ 262,366 |
| Term deposits | 516,403 | 104,780 |
| Accounts receivable | 210,279 | 455,490 |
| Harmonized sales tax recoverable | 85,475 | 85,422 |
| Prepaid expenses | 49,245 | 24,367 |
| | 1,114,950 | 932,425 |
| Long term investments <i>(Note 3)</i> | - | 354,459 |
| Capital assets <i>(Net) (Note 4)</i> | 323,424 | 310,077 |
| | \$ 1,438,374 | \$ 1,596,961 |
| Liabilities and Net Assets | | |
| Current | | |
| Accounts payable | \$ 150,124 | \$ 169,795 |
| Employee deductions payable | 24,144 | 13,678 |
| Payable to Ministry of Labour, Immigration, Training and Skills Development <i>(Note 5)</i> | 101,316 | 270,857 |
| Deferred income <i>(Note 6)</i> | 11,398 | 46,350 |
| | 286,982 | 500,680 |
| Deferred capital contributions <i>(Note 7)</i> | 320,108 | 304,548 |
| | 607,090 | 805,228 |
| Surplus | 831,284 | 791,733 |
| | \$ 1,438,374 | \$ 1,596,961 |

SAULT COMMUNITY INFORMATION AND CAREER CENTRE INC.

Statement of Revenues and Expenditures

Year Ended March 31, 2023

| | 2023 | 2022 |
|--|------------------|------------------|
| Revenues | | |
| Ministry of Labour, Immigration, Training and Skills Development | \$ 2,570,938 | \$ 2,483,217 |
| Ministry of Children, Community and Social Service | - | 32,500 |
| Immigration, Refugees and Citizenship Canada | 1,468,065 | 1,163,568 |
| Northern Ontario Heritage Fund Corporation | 52,261 | 16,606 |
| Employment and Social Development Canada | 467,050 | 393,482 |
| Ontario Trillium Foundation | 27,506 | 111,931 |
| Other | 51,657 | 18,219 |
| Amortization of deferred capital contributions | 118,711 | 81,503 |
| | <u>4,756,188</u> | <u>4,301,026</u> |
| Expenses | | |
| Amortization | 120,923 | 83,715 |
| Client allowance and accommodation | 513,452 | 196,285 |
| Clients supports | 42,023 | 30,890 |
| Employer subsidies | 214,046 | 191,292 |
| Fees, dues and subscriptions | 5,996 | 4,146 |
| Information technology | 43,120 | 71,714 |
| Insurance | 11,981 | 9,150 |
| Meetings | 23,997 | 17,119 |
| Office and administration | 93,575 | 95,675 |
| Participant costs | 266,572 | 192,329 |
| Professional fees | 66,279 | 210,024 |
| Publications and promotion | 92,875 | 87,820 |
| Rent | 415,226 | 366,838 |
| Repairs and maintenance | 62,354 | 55,232 |
| Telephone | 36,876 | 30,800 |
| Travel | 60,685 | 28,289 |
| Wages and payroll costs | 2,181,832 | 2,067,547 |
| Workshops and training | 363,509 | 281,668 |
| | <u>4,615,321</u> | <u>4,020,533</u> |
| Excess of revenues over expenses before amounts repayable to Ministry of Labour, Immigration, Training and Skills Development | <u>140,867</u> | 280,493 |
| Amounts Repayable to Ministry of Labour, Immigration, Training and Skills Development | | |
| Operating | 16,423 | 91,882 |
| Client supports | 46,347 | 27,891 |
| Employer subsidies | 36,956 | 151,084 |
| Interest earned | 1,590 | - |
| | <u>101,316</u> | <u>270,857</u> |
| Excess of revenues over expenses | \$ 39,551 | \$ 9,636 |



OUR MANAGEMENT TEAM



Adam Pinder
Executive Director



Jennifer Rizzo
Director of Resources



Claudine McDermott
Director of Finance



Saira Anjum
Manager of Newcomer Programs



Ryan Mead
Manager of Employment Services



Beth Lacher
Manager of Specialized Programs



Keith Brown
Manager of Communications



OVERVIEW: JOB SEEKER SERVICES

Our free Employment Ontario Employment Services help you find a job, get training, or build skills. Whether you decide to job search independently in our resource room, join one of our many specialized employment programs, or work directly with one of our experienced Employment Counsellors, we're here to help every step of the way. Your job is out there. We'll help you find it!

SUPPORT FOR JOB SEEKERS

- Direct connections to local employers
- One-on-one employment support
- Job placement opportunities
- Resume & cover letter building
- Interview preparation & personal branding
- Skills training
- Effective job search & networking techniques
- Access to computers, internet, printers, fax

BETTER JOBS ONTARIO

Better Jobs Ontario offers skills training and financial support to eligible laid-off workers, helping them find jobs in high-demand occupations in Ontario. Applicants may qualify for up to \$28,000 for costs, including:

- Tuition
- Books
- Other instructional costs, including student fees, supplies and electronic devices
- Transportation
- Basic living allowance (up to \$500 per week)

Additional funding might be available for:

- Childcare
- Disability-related supports
- Living away from home
- Literacy and Basic Skills (LBS) and/or language training



OVERVIEW: EMPLOYER SERVICES

Take advantage of free services, financial incentives, customized training supports, funding, and specialized programs that help you recruit, hire and train employees for your business, not-for-profit or public-sector organization. Whether you're just starting a business or growing your team, we're here to help!

SUPPORT FOR EMPLOYERS

- Programs that support initial training and new hire employment costs
- Access to training for new employees and current staff
- Job postings that reach job seekers
- Consultations to determine staffing needs and skills requirements
- Access to job seekers with skills and experience for a variety of sectors and industries
- Onsite or virtual hiring events organized by us
- Candidate pre-screening based on your HR needs
- Space provided for onsite interviewing
- Layoff guidance to help individuals via work transition plans, job searching, counselling, and training

CANADA-ONTARIO JOB GRANT

The Canada-Ontario Job Grant (COJG) provides opportunities for employers, individually or in groups, to invest in their workforce with help from the government.

COJG provides direct financial support to individual employers or employer consortia who wish to purchase training for their employees.

Employers can get up to \$10,000 in government support per person for training costs.

It's available to small, medium and large businesses with a plan to deliver short-term training to existing and new employees.

IMPACT: JOB SEEKER & EMPLOYER SERVICES



773

Job Seekers
Supported



532

Job Seekers
Secured Employment



167

Job Placements
Facilitated



96%

Satisfaction Rating for
Employment Services



15

Skilled Trades Employer
Apprenticeship
Signing Bonuses
Facilitated



214

Employers
Supported



3,686

Workshop, Webinar,
and Information
Session Participants



78

Job Seekers Upskilled
or Returned to Education



OVERVIEW: NEWCOMER SETTLEMENT SERVICES

As a recognized leader in the settlement and integration of newcomers and refugees to Sault Ste. Marie, we provide the resources and guidance you need to become engaged in social, civic, cultural, and economic life at no cost.

SUPPORT FOR NEWCOMERS

- Solutions-based counselling for newcomers seeking settlement and employment support
- Individual and family needs assessment, goal setting, and referrals
- Support for internationally-trained professionals navigating accreditation and licensure in Ontario
- Information about your rights and entitlements as a new resident of Ontario and Canada
- Assistance in filling out forms and applications
- Help in finding programs and services within the community
- Aid in developing personal and community relationships and resources
- Advice, support and advocacy to deal with the effects of migration, culture shock, and other stresses of adjusting to life in Canada
- English language assessment and training for eligible clients

RESETTLEMENT ASSISTANCE PROGRAM

The Resettlement Assistance Program (RAP) provides immediate and essential support to Government-Assisted Refugees who are selected overseas based on their need for protection through Canada's Refugee and Humanitarian Resettlement Program. Services include:

- Airport reception
- Temporary and long-term accommodation
- Referrals to health care
- Linking clients to federal and provincial programs such as Social Insurance Number Program, Ontario Health Insurance Plan
- Orientation on housing, education, health, employment, etc.
- Financial orientation
- Life skills training and support
- Help with immigration-related applications
- Language assessment
- Referrals to other essential services in the community



OVERVIEW: NEWCOMER LANGUAGE SERVICES

Language Instruction for Newcomers to Canada (LINC) is a free language training program for eligible adult learners taught by certified instructors.

LINC is open to all skill levels, from pre-literacy to Canadian Language Benchmark 7, and helps newcomers learn the English communication skills needed to live and work in Canada.

We offer:

- Small class sizes for more personalized attention
- Teachers with the training and experience to help you succeed
- Convenient downtown location
- Transportation support (gas and bus passes)
- Free childcare for toddlers and preschool-age children

Eligibility:

- Must be 18 years of age or older
- Must be a landed immigrant, a convention refugee, or a person in Canada whose application for Permanent Resident status is being processed



IMPACT: NEWCOMER SETTLEMENT SERVICES



854

Newcomers & Refugees
Supported



69

Countries Represented
by our Clients



99

Students Enrolled in
English Language Training



94%

Satisfaction Rating for
Settlement Services

“ The training took place in a very kind, friendly and comfortable atmosphere. Since we were under tremendous stress since there was a war in our country and our emigration was necessary, learning the language was very difficult for us. But thanks to Robb [their instructor], our stay was in the safest possible atmosphere. Our class was multinational and multicultural. The teacher always joked a lot, which we needed. Since I have a Ph.D. in Economics and a professorship, as well as more than 20 years of teaching at the university, I can judge the professionalism of Robb Fischer. He is always ready for work. All materials are well structured, and practical examples are used a lot. Our family is happy that in such difficult circumstances, we meet incredible people who support us on our way. ”

Iryna and Yevhen - Former Language Instruction for Newcomers to Canada students



OVERVIEW: YOUTH SERVICES

Through the Transition to Independence Program, youth between the ages of 15-30 get job skills and hands-on paid work experience with local employers.

Participants get:

- A living expense equal to minimum wage while in training
- Up to 7 weeks (30 hours per week) of customized employment skills training, mental health and wellness support, customer service skills, and more!
- Free certificate training based on your needs, such as Smart Serve, First Aid, Food Handler Certificate, WHMIS, etc.
- A paid work placement with a local employer at minimum wage to develop skills through a supportive on-the-job experience based on your employment goals and abilities
- One-on-one coaching to put your employment plan into action
- Childcare and transportation support are available where appropriate and required

Eligibility:

- 15–30 years of age
- Not enrolled in school (in-class or online)
- Available Monday to Friday, from 9 am to 3 pm, to participate
- Canadian citizen, permanent resident, or person who has been granted refugee status
- Legally entitled to work in Canada



IMPACT: YOUTH SERVICES



30

Youth
Participants



23

Youth Completed
the Program



22

Youth Participants
Employed



1

Youth Participant
Returned
to Education

“ It helped me gain working experience to put on my resume and to feel more confident in interviews. I felt very supported during the program and was amazed by how much it offered. I got so much training and was able to work a great job where I was able to get references for future jobs. ”

Fiona – Transition to Independence Program participant



OVERVIEW: BUILD THIS CITY

The Sault Community Career Centre, in partnership with the Sault Ste. Marie Construction Association, introduces the Build This City Construction Training Program. Build This City gives job seekers free short-term construction skills training, including over 10 industry-recognized health and safety certifications! Participants get tools and all the required safety gear to get started.

Build This City also helps construction sector employers by giving them access to job-ready workers and customized staff training that meets their business' unique needs. Wage subsidies are available to employers when hiring from the Build This City program.

Support for Job Seekers:

- 8 weeks of free essential and technical skills training, delivered by experienced professionals that end in industry-recognized certificates or credentials
- Paid 2-week work placement with local industry employers
- One-on-one support that helps you move from training into local job and career opportunities
- Financial support to cover such things as work clothing, equipment, transportation, food

Support for Employers:

- Wage subsidy to offset the cost of mentoring a new hire
- One-on-one support to ensure the success of new hires
- Workers with the right skills you need to fill vacancies
- Help to reduce employee turnover
- Advancement opportunities for current staff through specialized training that meets your needs



IMPACT: BUILD THIS CITY



28

Job Seekers
Supported



19

Job Placements
Facilitated



62

Incumbent Workers
Supported



95%

Satisfaction Rating for
Build This City

“ The Build This City program really set me up for success. It provided me with the skills and training I needed to get an entry-level job in construction. I’m loving my position with Matheson Construction and I’ve had a very good experience with CLAC. The union has been very supportive and has provided me with opportunities for further training. ”

Andrea – Build This City Construction Training Program participant



OVERVIEW: APPRENTICESHIP SUPPORT PROGRAM

The Sault Community Career Centre, in partnership with the Sault Ste. Marie Construction Association, introduces the Apprenticeship Support Program.

Support for Job Seekers & Apprentices:

The Apprenticeship Support Program supports local job seekers and apprentices to begin and/or successfully complete an apprenticeship in the skilled trades. It provides access to vocational aptitude pre-assessments, in-demand trade apprenticeship market information, and information on apprenticeship pathways and completion strategies. In addition, the Apprenticeship Support Program delivers individualized wrap-around supports such as mental health support, guidance on managing a successful skilled trades career, exam preparation, and dealing with potential lay-offs.

- Access to apprenticeship info sessions and professional development
- Access to peer mentors and mental health supports
- Access to tutors and exam preparation supports

Support for Skilled Trades Employers, Apprentice Sponsors & Journeypersons:

The Apprenticeship Support Program gives local skilled trades employers, apprentice sponsors, and journeypersons the information, tools and strategies needed to successfully train and retain apprentices. It provides access to training, resources and funding for all parties involved in the skilled trades apprenticeship system.

- Financial support is available for qualifying employers
- Access to apprenticeship matching services, journeyperson mentorship training workshops and apprenticeship info sessions
- Access to peer mentors, wrap-around supports, and local, provincial and federal resources



IMPACT: APPRENTICESHIP SUPPORT PROGRAM



1,105

Participants
Supported



92

Registered Apprentices
Supported



31

Apprenticeship
Registrations



44

Employers
Supported

“ The Apprenticeship Support Program has assisted our business immensely with the administrative tasks associated with hiring and signing new apprentices. Their team has helped us complete multiple Registered Training Agreements, change apprentice sponsors, and access the Achievement Incentive Grant. Through their connection to Employment Ontario programming, the Apprenticeship Support Program has also provided us with signing bonuses. We also value that their program connects our apprentices to useful support like exam preparation workshops, tutoring and PPE reimbursement. Furthermore, we appreciate that they provide mentorship training for journeypersons. I strongly believe that employers, apprentices, and job seekers in our area can benefit from the Apprenticeship Support Program. ”

DNM Plumbing and Heating - Apprenticeship Support Program employer participant



**MAKING
MEANINGFUL
CONNECTIONS**





CONTACT

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HOURS

MON - FRI: 8:30 AM - 4:30 PM



LOCATIONS

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WE COULD NOT HAVE DONE IT WITHOUT YOUR CONTINUED SUPPORT

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of Canada

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gouvernement
du Canada

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**EMPLOYMENT
ONTARIO** **EMPLOI
ONTARIO**

Ontario 

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