A diverse group of smiling people of various ages and ethnicities giving thumbs up. The group is dense and fills the frame, with many individuals looking directly at the camera. The background is a plain, light-colored wall.

2023/24

ANNUAL REPORT



**SAULT COMMUNITY
CAREER CENTRE**

April 1, 2023 - March 31, 2024



OUR WHY

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



48

Team Members
Made Our Goals Possible



16

New Staff Joined
Our Team



75+

Volunteers Made
Our Goals Possible




18

Languages Spoken
By Our Team



A MESSAGE FROM OUR BOARD PRESIDENT



Reflecting on the past year, I am immensely proud of the accomplishments and resilience demonstrated by the Sault Community Career Centre (SCCC) team and its Board of Directors. This year has been one of both achievements and transitions. However, our commitment to our mission has remained unchanged.

This past year saw the conclusion of two impactful programs, Build This City and the Apprenticeship Support Program. Both initiatives have left a lasting positive impact on our community, providing essential support and opportunities to local job seekers, apprentices, journeypersons, and employers in the skilled trades and construction sector. We are proud of what we have accomplished with these programs. The end of these chapters paves the way for new initiatives and innovative solutions that cater to our community's ever-changing needs.

Our focus on strategic growth has been unwavering. We have also continued to refine our policies, ensuring that SCCC remains a model of good governance and effective leadership.

The dedication of the SCCC team has been a constant source of inspiration. Their unwavering commitment to the organization's mission and vision is evident in everything they do. The positive impact of their work on individuals' lives and local businesses is both tangible and deeply rewarding. On behalf of the Board of Directors, I extend our heartfelt gratitude to each member of the SCCC team and its volunteers for their hard work, passion, and perseverance.

I would also like to express my sincere thanks to my fellow Board members. Your volunteerism, expertise, and unwavering support have been invaluable. As we move forward, I am excited about the initiatives we have begun to undertake, including our new strategic plan, which will ensure we continue to meet and exceed the ever-changing needs of our community.

Together, we face tomorrow with optimism and determination. The future holds great promise, and I am confident that with our collective efforts, SCCC will continue to be a pillar of support and a catalyst for positive change.

Thank you for your continued support and dedication. Here's to another year of growth, innovation, and success.

Kim Lemay

President, Board of Directors

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

I am delighted to present our Annual Report for the 2023-2024 year. As the Executive Director of the Sault Community Career Centre, I am incredibly proud of our achievements over the past year and the positive impact we have had on the lives of our clients and community.

First and foremost, I want to express my heartfelt gratitude to the staff and volunteers who make our organization a leader in providing employment and settlement services in Sault Ste. Marie. Your professionalism, passion, and innovation have been the cornerstone of our continued success. You have gone above and beyond to serve our clients with excellence and compassion. We are fortunate to have such a committed and talented team.

Over the past year, we have continued to deliver impactful programs and services to help people become and stay employed, and to help employers find lasting solutions to their staffing needs. Here are some notable highlights:

Empowering Job Seekers: Our employment-focused programs provided direct, client-centred services and specialized programming to approximately 1,650 unique job seekers. This demonstrates our ability to reach and serve diverse clients, including youth, newcomers, persons with disabilities, Indigenous peoples, women, and older workers. Our offerings included Employment Ontario Employment Service (EOES), Newcomer Settlement Labour Market Orientation (LMO), Transition to Independence Program (TIP), Build this City (BTC) Construction Fundamentals Training program, and Apprenticeship Support Program (ASP).

Supporting Newcomers: We continued to respond to the growing demand for settlement services in our community by supporting over 1,000 newcomers with the resources and guidance needed to settle in Sault Ste. Marie. We delivered personalized needs assessments, referrals to community agencies, and information sessions and events designed to help newcomers build lasting connections in the community. Our Language Instruction to Newcomers to Canada (LINC) program helped these newcomers learn the English communication skills needed to live and work in Canada, and we launched part-time evening classes for those employed during the day or otherwise unable to study full-time.

Upskilling Employees: We supported employers in upskilling over 175 employees. Many of these opportunities were provided in the skilled trades and construction sector, which are in high demand and offer rewarding career paths.

[Continued...](#)

Welcoming Refugees: Our Resettlement Assistance Program (RAP) welcomed 234 Government-Assisted Refugees to Sault Ste. Marie. This represents an increase of 42% from the previous year and reflects our commitment to supporting some of the most vulnerable newcomers in their settlement journey. We provided a range of immediate, essential services to these clients, many of whom arrived with complex and urgent needs.

Fostering Apprenticeships: As employers continued to grapple with labour and skilled trades shortages, we successfully enabled and supported 48 new apprenticeship registrations in the local skilled trades. This represents an increase of 20% from the previous year and a new record for our organization. We also provided mentorship training for journeypersons, exam preparation workshops, tutoring, and personal protective equipment (PPE) reimbursement for apprentices.

These achievements have strengthened our organization and made a significant impact on our community. They highlight the difference our work makes in people's lives and fuel our passion to keep pushing forward.

While we celebrate our successes, we also acknowledge our challenges. The increased demand for services tested our resources and capacity, requiring us to be resourceful and resilient. Navigating a complex and dynamic labour market and addressing the settlement needs of our clients and community demanded adaptability. These challenges provided valuable insights and inspired us to innovate and enhance our approach to better serve our clients and community.

As we look to the future, we remain committed to our mission and vision. We are optimistic about the opportunities ahead and are committed to addressing the evolving needs of our clients and community. In the coming year, you can expect:

- The launch of a new strategic plan with a refreshed Mission, Vision, and Values.
- The continued delivery of client-centred programming that empowers our clients to achieve their full potential.
- A commitment to improving our organization's systems and programming to meet the needs of our clients while ensuring responsible use of government funds.

Once again, I want to extend my deepest gratitude to our staff and volunteers for their continued support. We are excited about the journey ahead and confident in our ability to achieve even greater success. Thank you for being a part of our journey. We look forward to another year of progress and collaboration.

Adam Pinder
Executive Director

SAULT COMMUNITY INFORMATION AND CAREER CENTRE INC.
Statement of Financial Position
March 31, 2024

	2024	2023
Assets		
Current		
Cash	\$ 833,624	\$ 253,548
Term deposits	-	516,403
Accounts receivable	270,650	210,279
Harmonized sales tax recoverable	100,828	85,475
Prepaid expenses	36,492	49,245
	<u>1,241,594</u>	<u>1,114,950</u>
Capital assets (Net) (Note 3)	<u>352,201</u>	<u>323,424</u>
	<u>\$ 1,593,795</u>	<u>\$ 1,438,374</u>
Liabilities and Net Assets		
Current		
Accounts payable	\$ 54,404	\$ 150,125
Employee deductions payable	29,477	24,144
Payable to Ministry of Labour, Immigration, Training and Skills Development (Note 4)	137,947	101,316
Deferred income (Note 5)	141,596	11,398
	<u>363,424</u>	<u>286,983</u>
Deferred capital contributions (Note 6)	<u>351,097</u>	<u>320,107</u>
	<u>714,521</u>	<u>607,090</u>
Surplus	<u>879,274</u>	<u>831,284</u>
	<u>\$ 1,593,795</u>	<u>\$ 1,438,374</u>

Financial Statements Audited by Diana K. Stoker Professional Corporation

SAULT COMMUNITY INFORMATION AND CAREER CENTRE INC.
Statement of Revenues and Expenditures
Year Ended March 31, 2024

	2024	2023
Revenues		
Ministry of Labour, Immigration, Training and Skills Development	\$ 2,663,714	\$ 2,570,938
Immigration, Refugees and Citizenship Canada	2,416,103	1,468,085
Northern Ontario Heritage Fund Corporation	41,366	52,261
Employment and Social Development Canada	393,076	467,050
Ontario Trillium Foundation	-	27,506
Other	65,878	51,657
Amortization of deferred capital contributions	150,816	118,711
	5,730,753	4,756,188
Expenses		
Amortization	153,028	120,923
Client allowance and accommodation	1,021,938	513,452
Clients supports	8,360	42,023
Employer subsidies	208,582	214,046
Fees, dues and subscriptions	4,123	5,996
Information technology	45,507	43,120
Insurance	14,034	11,981
Meetings	27,908	23,997
Office and administration	97,392	93,575
Participant costs	172,707	266,572
Professional fees	47,980	66,279
Publications and promotion	82,545	92,875
Rent	442,929	415,226
Repairs and maintenance	70,909	62,354
Telephone	37,158	36,876
Travel	106,983	60,685
Wages and payroll costs	2,651,925	2,181,832
Workshops and training	350,808	363,509
	5,544,816	4,615,321
Excess of revenues over expenses before amounts repayable to Ministry of Labour, Immigration, Training and Skills Development	185,937	140,867
Amounts Repayable to Ministry of Labour, Immigration, Training and Skills Development		
Operating	129,028	16,423
Client supports	10	46,347
Employer subsidies	6,326	36,956
Interest earned	2,583	1,590
	137,947	101,316
Excess of revenues over expenses	\$ 47,990	\$ 39,551



OUR MANAGEMENT TEAM



Adam Pinder
Executive Director



Jennifer Rizzo
Director of Operations
and Resources



Claudine McDermott
Director of Finance



Saira Anjum
Manager of
Settlement Services



Ryan Mead
Manager of
Employment Programs



Beth Lacher
Manager of
Specialized Programs



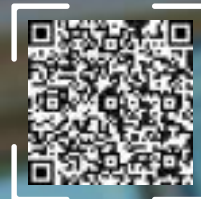
Mohammad Alsaadi
Manager of
Resettlement Services



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

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, and customized training supports 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

- Access to job seekers with skills and experience for a variety of sectors and industries
- Programs that support initial training and new hire employment costs
- Access to training for new employees and current staff (COJG)
- Job postings that reach job seekers
- Consultations to determine staffing needs and skills requirements
- 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



770

Job Seekers
Supported



519

Job Seekers
Secured Employment



156

Job Placements
Facilitated



97%

Employment Services
Satisfaction Rating



6

Skilled Trades
Employer Apprenticeship
Signing Bonuses
Facilitated



242

Employers
Supported



4,174

Workshop, Webinar,
and Information
Session Participants



88

Job Seekers Upskilled
or Returned to
Education



OVERVIEW: NEWCOMER SETTLEMENT SERVICES



New to the Sault? We can help! 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

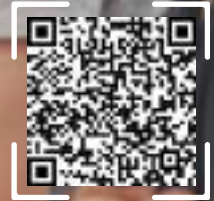
The Resettlement Assistance Program (RAP) provides immediate and essential support to Government-Assisted Refugees who are selected overseas based on their need for protection through Canada's Refugee and Humanitarian Resettlement Program.

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



Build your confidence in speaking and understanding English with free in-person [Language Instruction for Newcomers to Canada \(LINC\)](#) classes.

Our full-time day classes and part-time evening classes are available for all skill levels and are designed to help you succeed.

We offer:

- Experienced instructors
- Small class sizes
- A convenient downtown location

You may qualify for free transportation support for gas or bus passes and free childcare for toddlers and preschool-age children.

Eligibility:

- Must be a protected person, convention refugee, permanent resident, or Ukrainian temporary resident under CUAET with valid documentation



IMPACT: NEWCOMER SETTLEMENT SERVICES



6

Countries Represented
By Our Clients



1,320

Newcomers
Supported



103

Students Enrolled In
English Language Training



198

Information Sessions & Events
Facilitated For Newcomers



97%

Settlement Services
Satisfaction Rating



OVERVIEW: YOUTH SERVICES

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

Participants received:

- 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 their 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 their employment plan into action
- Childcare and transportation support were 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



24

Youth
Participants



23

Youth Completed
The Program



20

Youth Participants
Employed



7

Youth Participants
Returned To Education



OVERVIEW: BUILD THIS CITY

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

Build This City also helped construction sector employers by giving them access to job-ready workers and customized staff training that met their unique needs. Wage subsidies were 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 ended in industry-recognized certificates or credentials
- Paid 2-week work placement with local industry employers
- One-on-one support that helped them 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 they needed to fill vacancies
- Help to reduce employee turnover
- Advancement opportunities for staff through specialized training that met their unique needs



IMPACT: BUILD THIS CITY

2023 - 2024



35

Job Seekers
Supported



84%

Of Participants
Employed At Exit



112

Incumbent Workers
Supported



92%

Expressed Increased
Employability

2020 - 2024



99

Job Seekers
Supported



84%

Of Participants
Employed At Exit



236

Incumbent Workers
Supported



285

Participants Employed
At Exit



OVERVIEW: APPRENTICESHIP SUPPORT PROGRAM

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

Support for Job Seekers & Apprentices:

The Apprenticeship Support Program supported local job seekers and apprentices to begin and/or successfully complete an apprenticeship in the skilled trades. It provided 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 delivered 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.

Support for Skilled Trades Employers, Apprentice Sponsors & Journeypersons:

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



IMPACT: APPRENTICESHIP SUPPORT PROGRAM

2023 - 2024



887

Participants
Supported



171

Registered Apprentices
Supported



48

Apprenticeship
Registrations



69

Employers
Supported

2021 - 2024



2,125

Participants
Supported



42

Journeypersons Trained
To Support Apprentices



91

Apprenticeship
Registrations



132

Employers
Supported

SUPPORTING OUR CLIENTS



Andrea E.

The staff are friendly, helpful, and understanding. I feel supported in my efforts to find a job that's right for me.



Stephen K.

Since moving back to the Sault, I have been getting my goals and achievements back on track. Thank you for all the help and motivation.



Shirley L.

The Sault Community Career Centre has been the helping hand that walked me through an overwhelming experience.



Grace A.

What left the most significant impression was the consistent communication and encouraging words.



Jessica M.

I just want to say that you went above and beyond, and are really changing people's lives because I wouldn't be where I am today without all you amazing people.



Alice F.

Thank you to all the people at the Sault Community Career Centre. You are doing much-needed work in the community, helping people achieve their goals.





**BUILDING
COMMUNITY**



we don't do average
we do **AWESOME**



AND MAKING CONNECTIONS





CONTACT

705.759.0909

info@saultcareercentre.ca

saultcareercentre.ca



HOURS

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



LOCATIONS

503 QUEEN ST. E

SAULT STE. MARIE, ON P6A 2A2

477 QUEEN ST. E, SUITE 101, 201

SAULT STE. MARIE, ON P6A 1Z5

WE COULD NOT HAVE DONE IT WITHOUT YOUR CONTINUED SUPPORT

Funded by the
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gouvernement
du Canada

Canada

Canada

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

Ontario 

This Employment Ontario project is funded in part by the Government of Canada and the Government of Ontario.