

Start

Bringing you a WORLD-CLASS WORKFORCE

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Diversity makes good business sense.

Message from the **CHAIRPERSON**

Manitoba Start is the leading provider of career development and job matching services for immigrants and employers in Manitoba. Each year, over 6,500 newcomers visit Manitoba Start for information and employment supports with a goal to integrate into the Canadian workplace. At Manitoba Start, we recognize the value of each individual's life and professional experience and facilitate employment outcomes that both match newcomers' interests and skills and meet local hiring needs.

In 2016-2017, Manitoba Start served over 7,000 newcomer clients. As well, this past fiscal year we have connected with 564 new businesses, for a total of 967 business partnerships that support newcomers in achieving their employment goals. Our business and community partnerships are the cornerstone for our clients' successful integration to the Manitoba labour market. Over 4,400 clients registered for Manitoba Start Career Services, with a 60% success rate in accessing either employment or educational opportunities by fiscal year-end.

I am delighted to report that Manitoba Start has now served 36,333 clients from its inception in October 2010. I want to acknowledge the immense contributions that each Manitoba Start staff member makes towards our clients' success. Their passion and caring is evident as they provide services and quidance to our newcomer clients.

I look forward to the year ahead and the success that Manitoba Start staff, clients and partners can achieve together. Thank you for our support!



dejandra Mozes Board of Directors

Message from the **EXECUTIVE DIRECTOR**

MB Start is a vibrant organization that prides itself in being on the leading edge of service innovation. However, we only succeed with the support of dedicated highly skilled employees. The staff at Manitoba Start is our richest resource. They bring highly developed skills, real life experiences, and a commitment to excellence that strongly supports the work of our organization.

Our employees believe in the richness that a diverse workforce and community can bring to Manitoba and share their insights with both our newcomer clients and business partners. They are committed to assisting our clients to achieve their employment goals and this is reflected in the outcomes for the organization. Fiscal year 2016/2017 saw Manitoba Start assist 3,268 clients to gain employment, a 12% increase from 2015/16. Our clients entered the workforce in over 20 different industries as a direct result of services provided through our Job Matching and Career Services units. Our Intake unit provided both on and off site services that supported new refugees as they began their integration into their new Manitoba home.

Training and development is the key upon which both our clients and staff flourish. We are proud that in 2016/2017, Manitoba Start continued to build knowledge and expertise in a variety of areas. These included safety training, Respectful Workplace training, and a variety of ongoing professional development initiatives. We provided our Diversity and Intercultural Trainers and department managers with the Intercultural Practitioner Course delivered by Paul Holmes. This course focused on developing the core competencies necessary to work with both clients and industry. Our Intake Advisors completed a Case Manager Certificate Program. This course equipped the Intake team with skills to conduct needs assessment, conceptualize cases, prioritize client needs, and collaborate with clients to develop action plans and select appropriate interventions. Our new Career Coaches joined their colleagues by beginning training in the Career Management Professional Program and our Job Developers also became certified in the Job Developer Program. These certificate programs address our organizational strategic focus of having our three primary positions certified in the appropriate skill areas. Our development programs also included supervisory and management certificate training and all of our certificate programs were available in online format to

I look forward to 2017-2018 as another dynamic year of quality growth as we collaborate with funders and partners, and connect employers to a world-class workforce.



Judith Hayes Executive Director Manitoba Start

BOARD OF DIRECTORS 2017 ▶ 2018

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Perri Jorek

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Alisha Miguez

Bev Stuart

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Sandra Edie

Ken Hazell

Kaely Zettell

Strategic Framework

VISION

A stronger Manitoba workforce built on cultural diversity and global talent.

MISSION

To welcome and empower newcomers as they build their careers in Manitoba by establishing and strengthening connections between skilled newcomers and businesses for mutual success and prosperity.

VALUES

Cultural competence

Demonstrating an understanding and respect for different cultures

Solution-driven approach

Finding innovative ways to deliver programs and services

Partnerships

Collaborating with others

Learning-centred philosophy

Supporting and encouraging ongoing continuous learning by all

International training and expertise

Benefiting from and enhancing newcomers' skills





Core Services

■ Centralized Intake

Manitoba Start is the first step for all new immigrants, including successful Manitoba Provincial Nominee Program applicants. Each year, over 6,000 newcomers from more than 120 countries visit Manitoba Start to connect to settlement, orientation, language, and employment services.

Career Services

Manitoba Start is the leading provider of career development services to newcomers to the Province. Newcomers benefit from employment workshops, personalized career coaching, resumé development, interview skills practice, job search assistance, and networking opportunities to achieve their professional goals.

Job Matching

Manitoba Start addresses employers' hiring needs by connecting employers to highly skilled, job-ready newcomers.

Thousands of internationally educated professionals and skilled workers immigrate to Manitoba each year.

Manitoba Start matches qualified individuals with employers' specific job requirements through direct engagement, employer cafés, and job fairs.

Diversity Management Solutions and Business Supports

Diversity and Intercultural Training

provides employers with customized tools and human resources supports to attract and retain a diverse workforce and create more inclusive workplaces.

English at Work delivers on-site, jobspecific language training so that employees can communicate confidently and be more engaged.





Intake Services

WELCOME, WORLD!

In 2016-2017, Intake registered and referred 6,159 new clients from 128 countries, an increase of 350 clients over last year. Intake Advisors provided newcomers to Manitoba with an overview/referrals to various settlement, language upgrading, and employment support services. In addition to the new clients registered, Intake saw 1,124 clients who returned to access a second consultation with their Advisor. The majority of referrals were made to Manitoba Start's Career Services department with a combined total of 7,283 first and secondary client assessments within Manitoba Start's Intake Services.

Demographic Overview of New Clients at Intake: 2016/2017

TOP 6 Countries of origin

Philippines	22%
India	20%
Eritrea	8%
China, People's Republic	6%
Syria	4%
Nigeria	4%

TOP 6 Immigration Categories

Provincial Nominees	53 %
Spouses & Partners	13%
Resettlement - Private Refugees	13%
Temporary Resident Permit	9%
Resettlement - Government Refugees	6%
Skilled Workers	3%

Intake Services also hosted 284 exploratory visits for client who have applied to the Manitoba Provincial Nominee program and/or are considering moving to Manitoba.

Intake Services uses a client-focused approach where newcomers discuss their specific settlement needs with an Intake Advisor and work together to prepare a service pathway that reflects the newcomer's assessed needs and priorities. Intake Advisors bring consistency in delivering information that is both relevant and timely for newcomers, therefore eliminating duplication of services and building a seamless referral pathway between partner agencies that enhances accessibility.

WELCOME, REFUGEES!

In support of the national plan to settle refugees across Canada, Manitoba Start is part of the provincial Refugee Planning Response Committee to ensure effective co-ordination and support for refugees destined for Manitoba. Manitoba Start welcomed and registered (both on and off-site) 1164 refugees during this fiscal year. Besides having all Intake Advisors certified in Case Management, and in addition to hiring an Arabic speaking Intake Advisor, staff attended many Refugee training events, both local and National (online learning) in preparation for this group of newcomers

1164
Private and
Government
Refugees
Registered

6-7
Average
Syrian
family size

Language levels CLB 2 or less approx. 45–50%

countries:
Syria,
Eritrea,
Congo

languages
Arabic,
Tigrigna,
Somali,
Belen

Career Services

Manitoba Start is the leading provider of career development services to newcomers to the Province. 4,480 newcomers benefited from employment preparation workshops, personalized career coaching, qualification recognition guidance, resume development, interview skills practice, job search assistance, and networking opportunities to achieve their professional goals.

In 2016-2017, Career Services had 4,480 client registrations. Of this number, 2,720 or 60% were either employed or enrolled in educational programs. We continue to support the remaining clients that have accessed our services and are actively seeking to enter the labour market.

Career Services Overview

Career Services curriculum is based on career development framework that supports proactively creating the life one wants to live, and the work one wants to do. Topics are linked to the immigrant experience and focus on developing the Essential and Employability skills. Modules covered throughout the 1- and 2-week workshops offered at Manitoba Start are:

	Change	and	Transition
_	Onlange	and	Hanoition

Career	Diar	nina

Effective Work Search

✓ Writing Resumes

Career Portfolio

Writing Cover Letters

Completing Applications

Outstanding Interviews

✓ Success in the Workplace

Understanding Regulated Professions and Trades

Career Services Outputs

Skills and Pre-Employment Assessments Administered:	3,142
Client Follow-ups:	10,668
JMU Referrals:	2,473
1:1 Career Coach and Client Meetings:	5,109
Employment Preparation Workshops:	230

Workplace Integration Series

Career Services partnered with Manitoba Start's Diversity and Intercultural Training Program to run monthly sessions that highlighted strategies for integrating and advancing in the Canadian workplace. The events featured panels of successful newcomers in professionals roles at leading Manitoba companies, including: Manitoba eHealth, PwC Canada, Loblaw, University of Manitoba, Stantec. Successful newcomers provided their insight into how they adapted to the Canadian workplace culture which supported their career development.

Qualification Recognition

1,322 (professionals) of the 4,480 newcomers registering for Career Services have pre-arrival occupations that are regulated in Canada. For these individuals, it is key to their career planning process to understand what it means for an occupation to be regulated and how qualification recognition plays out in the context of career decisions.

Qualification Recognition guidance was provided to all newcomers accessing services at Manitoba Start through a combination of workshops, and one-one or (occupation-specific) group meetings.

Our thanks to the regulators and professional associations who partnered with Manitoba Start over the last year to provide current information about their registration and licensing process.



JOB MATCHING

Manitoba Start offers a full spectrum of staffing solutions to connect Manitoba employers with internationally educated professionals who are ready to enter the workforce.

Tapping into the abilities and new perspectives of skilled immigrants helps business to expand their market reach, maintain a competitive edge and build a forward-thinking, productive and diverse workforce.

Manitoba Start supported **3,268** clients to enter the Manitoba Labour Market!

Below is a list of our Top Employers and examples of positions they hired:

Epic Opportunities = Disability Support Worker

Loblaws = Financial Analysts,
Junior Accountant, Financial Managers, Senior
Financial Analysts, Account Receivables
Coordinator, Warehouse Worker

New Flyer Industries Ltd = Manufacturing
Technologist, Manufacturing Engineering
Coordinator, Product Data Analyst, Mechanical
Designer, Traffic and Customs Coordinator,
Technical Sales Manager

Price Industries = IT Support Technician, Production Assembler, Application Support Specialist, Shipper/Receiver

Shaw Communications Inc. =
Customer Solutions Expert,
Technical Service Representative

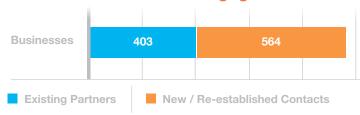
St.Amant = Residential Support Worker, Instructional Assistant

The Great-West Life Assurance Company =
Claims Examiner, Accounts Payable
Administrator, File Processor, Disability
Benefits Administrator, Junior Data Processing
Administrator, System Architect

Richardson International = Lab Technician, Quality Assurance Analyst

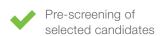
Cormer Group Industries = Buyer, Shipper, Web Developer, Quality Control Inspector

Number of Businesses Engaged in 2016/17



The Job Matching Unit provides:















Job Matching Unit 2012/2016 Fiscal Year Outcomes



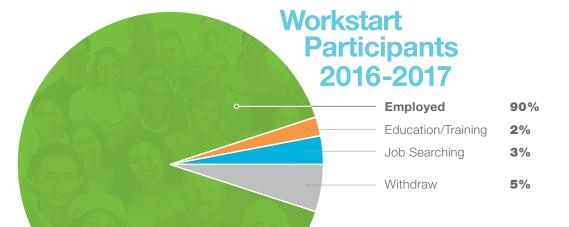
WORKStart

The WorkStart program provides immigrant youth with 8 weeks of paid work experience in various roles that are a match with previous work and education background, skills and interests. Work placements are supplemented with Friday employability skills sessions on Canadian workplace expectations, culture, and communication, to assist with participants' transition to current job opportunities with host organizations.

For the year 2016-17, a total of 151 participants were placed with various organizations and of the 146 who completed their placements by year-end, 131 (90%) resulted in employment. Overall, 48 business partners hosted work experiences from WorkStart/Work Experience, providing access to career-related opportunities to participants so they in turn contribute to the success of partner organizations.









Top WORKStart Employers for 2016 - 2017:

- Poseidon Care Centre
- Trailblazers Life Choices
- TransX Group of Companies
- Rexall Geri Aid & Pharma Plus
- St.Amant Centre
- New Flyer Industries



Refugee Employment Development Initiative



Offer refugees the opportunity to learn skills transferable to the workplace, and to ensure that work placements can serve as stepping stones into the labour market.

At the end of the fiscal year 2016-2017, Manitoba Start became part of the Refugee Employment Development Initiative (REDI) with three other organizations (Red River College, Manitoba Institute of Trades and Technology, and Opportunities for Employment). Four unique projects were developed and will be running in the 2017-2018 fiscal year.

Manitoba Start's REDI is a unique multi-part program that offers refugees with lower level English skills the opportunity to increase their language and workplace skills and enter the Canadian labour market. The program addresses labour shortages within high demand sectors.

There will be four separate intakes of concentrated employment preparation and on-job supports to clients and employers throughout the year. Participants will attend three (3) weeks of pre-employment essential skills training and includes sector specific language development. This is followed by a paid six (6) week work placement, and ten (10) weeks of "English for Work" classes along with occupation specific practical training and job placement support.

Host employers include:

- Palliser Furniture
- Spectra Food Services & Hospitality
- **Assiniboine Park Conservancy**

Sectors include:

- Manufacturing
- Construction







564 new business relationships; **967** active business partnerships



56%

Bachelor's degree

14.3 years of education







63% of these were pre-arrival and new career path jobs related.

> 5 off-site registrations for **Syrian refugees** 1,164 clients

2,473 referrals were made by **Career Services**

to the Job Matching Unit in response to job postings

2,790 newcomers pursuing education and/or employment opportunities

248 exploratory visits for clients

who have applied to the Provincial Nominee Program and/or considering moving to Manitoba

427 clients **English at Work** training



2016 - 2017



As of March 31, 2016 Manitoba Start has served **36.333**

new immigrants since October 2010



4,480 newcomers registered for Manitoba Start Career Services

151 immigrant youth were provided with up to 8 weeks of work experience; 131 had employment outcomes

Employer Events were held with **249** hiring outcomes

958 placements achieved by the **Job Matching Unit**

967 established partnerships for employment purpose

Clients who registered arrived from

122 countries

Hewlett Packard

80 English at Work Sessions held

workshops were completed; attended by 3,109 clients







Diversity AND Intercultural TRAINING PROGRAM



- **70%** Building Cultural Awareness (foundations)
- 15% Intercultural Communication
- **4%** Conflict Resolution
- **11%** Diversity Train-the-Trainer

Diversity & Intercultural Training program -Customized diversity training for management and frontline staff to meet workplace needs and support organizations in building cultural competence.

April 2016 – March 2017

- Delivered **54** workshops to**37** Manitoba business partners
- Trained 1387 employees

The Diversity and Cultural Training presented to our employees was great in helping employees recognize differences among co-workers which promotes better teamwork and a positive work environment.

- Wendy Matheson, VP Human Resources and Government Services,

Freshwater Fish Marketing Corporation

We found the workshop on Cultural and Diversity Aware ness to be well planned, engaging and customized to our environment. The facilitators had an excellent approach to adapting to each group of employees they had in their sessions. We will most definitely be partnering with them again on future training initiatives for our organization on the broad topic of Cultural Diversity and Awareness.

- Lisa French Graeb, CPHR, BHec, Assiniboine Park Conservancy

The objective of the English at Work program is to provide **ENGLISH at** working newcomers a chance to improve their English skills on WORK the job site with lesson plans that are built around knowledge that is necessary to be a successful employee within their organization. 5 new In 2016/17, English at Work partnered with **22** companies started utilizing in which **32 classes** were held. this program. **427** students participated in the program. Through classroom training, these students learned safety manuals, equipment/hand tools operation, naming raw materials, completing forms and reports, learning workplace expectations and culture and communicating orally at work.

Information Technology

Manitoba Start has a learning-centered philosophy and strongly believes in supporting continuous learning for both staff and newcomer clients. In 2016-2017 fiscal year, Manitoba Start's IT Department enhanced technologies including:

For Manitoba Start:

- Upgraded all computers (125+) and printers
- Developed an e-learning orientation for new staff
- Certified 2 staff members as a SMART™ Technologies Interactive Whiteboard Trainers to train staff
- Upgraded the cloud-based learning management system to include self-paced online courses that align with competency-based department training plans

For Newcomer Clients:

- Created a Computer Resource Room
- Provided free Wi-Fi access
- Installed media screens to provide clients with job opportunity information



How can Manitoba Start Help Fill Your Hiring Needs?

Manitoba Start is proud to create connections between employers and internationally-trained talent. Employers benefit from the opportunity to promote their workplaces and gain access to skilled, jobready workers; and newcomers benefit from the opportunity to directly interact with employers and demonstrate their skills and experience.

How can we fill your hiring needs?

Whether you are a small, medium or large-size Manitoba business, we can assist you:

We asked small to medium sized employers "How was your experience working with Manitoba Start?"

"It is perfect. MB Start was able to help new Canadians find experience and work. Please continue your great purpose."

"The partnership I have with Manitoba Start has allowed me to hire some of the best employees we have to date."

> "We've had a great experience with the Manitoba Start program. We have now hired at least 5 of the clients sent to us and they are wonderful!"

"Job developers
I have worked with are
always responsive and
highly proficient."



Employer Hotline

Single number, 204-942-JOBS (5627), for your hiring need.



Online Job Submission

We can post your employment opportunity on our Job Board to have interested candidates apply directly.



Onsite hiring events such as Employer Cafes and Information Sessions

We can set-up your own hiring event and/or an information sharing event, where you can hire the right candidates for your organization as well as increase your organization's visibility.



Pre-Screening Services

We can prescreen the most appropriate candidates based on your hiring needs and then send resumes for your review.



Schedule Interviews On-/Off-Site

We can set-up interviews at your convenience; whether they are at your office or at Manitoba Start.

Contact us for more information at:

Employer Hotline

PHONE: 204-942-JOBS (5627)

EMAIL: jobs@manitobastart.com

MANITOBA Start EMPLOYER ANDS LOCAL BUSINESS MANITOBA START M

Our 3rd annual Manitoba Start Employer Awards event was held on May 18th, 2017. Representing 90 Manitoba businesses, we welcomed 237 attendees who helped us celebrate the pivotal role that employers play in driving change and building inclusivity within an increasingly diverse society, which starts with the workplace.

We were privileged to have Art DeFehr, Manitoba business leader and humanitarian as our keynote speaker for our event. Art spoke on 'Making Immigration a Success for Immigrants, for Employers and for Manitoba' which provided an analysis of immigration policy and the affects to Manitoba's Provincial Nominee program.



Art DeFehr,

Manitoba business leader,
humanitarian & philanthropist

"Manitoba employers increasingly recognize the benefits of an inclusive approach to recruitment in order to access the world-class talent available right here in Manitoba. Our employers have also taken on the role of helping our refugee clients adapt to the labour market and their commitment to supporting refugee resettlement is vital to Manitoba's success."

- Judith Hayes, Executive Director Manitoba Start

Congratulations 2017 Recipients



The Manitoba Start Employer Awards recognize business community leaders who hire internationally educated professionals from Manitoba Start's talent pool of skilled immigrants and employ a diverse workforce.

RECOGNITION AWARD FOR EXCELLENCE

In recognition for leveraging diversity to achieve strategic business results.

Indigenous Leadership Development Institute Inc.

Vegetable Growers Association of Manitoba

EMPLOYER PARTNER OF THE YEAR

In recognition for driving change to increase newcomer inclusivity in the workplace.

Cormer Group Industries

DXC.technology

Fairmont Winnipeg

Loblaw Companies Limited

Maple Leaf Foods - Brandon

LEGACY AWARD FOR EXCELLENCE

In recognition for contributing to the advancement of highly skilled newcomers and advocating for newcomer employment and inclusion.

Epic Opportunities New Flyer Industries

Shaw Communications
St.Amant

Canada

Manitoba 📆













Bringing you a WORLD-CLASS WORKFORCE











Employer Spotlight



NEW FLYER

New Flyer is the largest transit bus and motor coach manufacturer, and parts distributor in North America. These positions were just among the 195 positions they filled with Manitoba Start candidates - Application Programmer Analyst, Product Data Management, Accounts Payable Administrator, Mechanical Designer, Cost Analyst, Manufacturing Engineering Technologist, Junior Design Engineer and Buyer/Scheduler.

Aside from utilizing the Diversity & Intercultural Training, dozens of 8-week work experiences have been hosted by this company, providing youth candidates with Canadian work experience and a platform to build on their skills and experience. Many of these



New Flyer was awarded the 2015
Champion Award - Advancing
Internationally Educated Professionals,
and 2017 Legacy Award for Excellence at
the our Annual Employer Awards event.

work experience candidates were hired on permanently after their placements, supporting their continuous career growth within the company.

New Flyer has noted that Manitoba Start candidates are punctual, responsible, competitive, strong team players who have demonstrated good work ethic, good communication and presentation skills, eagerness to learn, passion to succeed, and innovation. Over the years, hiring skilled/internationally trained newcomers from Manitoba Start has increased retention and effectively facilitated a working environment that is respectful and inclusive.







St.Amant, a not-for-profit organization, has achieved their business goals through the WorkStart and English at Work programs, and held Info Sessions and Employer Cafés at Manitoba Start. By hosting placements for positions like Resident Assistant, Instructional Assistant, Junior IT Programmer, Community Day Service Instructional Assistant, and Developmental Service Instructor, this organization has benefitted from the value and experience of close to 40 WorkStart program participants. All in all, over 140 candidates have been employed since partnering with Manitoba Start



By opening their doors to newcomers, the organization has seen positive impacts on their recruitment and retention. With newcomers' vibrant connection in the community, referrals to the organization are naturally made. The staff has also

gained an immense amount of skill and expertise from internationally-educated degree holders, who the organization supports in getting accredited in Canada. This subsequently provides them with the education. This organization strongly believes that they could not do their work without newcomers and their community would be less rich without the diverse perspectives, skills, and dedication of its staff.

St.Amant was awarded the 2015 Outstanding
Leadership in Immigrant Employment, 2016
Partner of the Year, and 2017 Legacy Award for
Excellence at our Annual Employer Awards event.

Thank you to our Funders and Partners

We are deeply grateful to our funders:

Immigration and Economic Opportunities Division,

Government of Manitoba; Immigration,

Refugees and Citizenship Canada, Government of Canada;

Service Canada, Government of Canada; Post-Secondary Education and Workforce

Development Division, Government of Manitoba; MB4Youth, Government of Manitoba.

Thanks to the support and goodwill of our funders and partners, we can provide career development resources to thousands of newcomers

and offer staffing and diversity solutions

to meet Manitoba labour market needs.





CHARTERED PROFESSIONAL ACCOUNTANTS

May 24, 2017

INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of Employment Solutions for Immigrants Inc.:

We have audited the accompanying financial statements of Employment Solutions for Immigrants Inc., which comprise the statement of financial position as at March 31, 2017, and the statements of operations and changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Employment Solutions for Immigrants Inc. as at March 31, 2017, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Chartered Professional Accountants

Janow's Doublup

Winnipeg, Canada

For this communication, together with the work done to prepare this communication and for opinions we have formed, if any, we accept and assume responsibility only to the addressee of this communication, as specified in our letter of engagement

SCARROW & DONALD, CHARTERED PROFESSIONAL ACCOUNTANTS, LLP

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