



# FIRST **1** WORK



ANNUAL REPORT  
2009/2010

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## Letter from the President

The following report will verify that First Work remains actively engaged as a leading advocate for sustainable employment for youth in Ontario.

To fulfill this mandate First Work is engaged in a variety of activities and strategies relevant to youth and to the member organizations providing employment services to youth.

The association's advocacy and communications represent the collective priority of our expert membership in support of youth.

Our regional associates focus association activities ensuring communication linkages between service organizations, First Work and government remains relevant and representative. In turn, First Work's leading edge participating research connects members' to experts across Ontario and to opportunities for service delivery in new, leading edge skill development. First Work and participating members are currently developing youth employment opportunities within Ontario's green economy.

### **First Work's advocacy and communications represent the collective priority of our expert membership in support of youth.**

In addition to providing valuable employment opportunities, these projects will provide valuable information to assist preparing youth for future employment.

The membership remains central to First Work's effectiveness as youth advocates. The collective knowledge of the province-wide network of employment experts ensures the relevance of the association as a valuable advocate of Ontario's youth and ultimately to all involved in building a sustainable economy and labour force in Ontario into the future.



Roy Spiegelberg  
Board President





## Letter from the Executive Director

Dear Members,

Faced with another year of change, First Work has worked to continue to represent your views and position itself as a valuable contributor to employment policy in Ontario.

The transformation of Employment Ontario has dominated all of our agendas. With the province moving to an 'all ages' model of service delivery, we have found ourselves challenged to situate our expertise and commitment to youth in this new context.

It is a testament to our strength as a network that, despite these changes, the vast majority of our members made it into the final selection of organizations to deliver EO. Our membership is growing to attract new agencies who have served youth for a long time and now see us as an important way to express and bolster their leadership with regard to this important constituency. Finally, our relationship with the federal youth employment programs has never been stronger.

**Our membership is growing to attract new agencies who have served youth for a long time and see us as an important way to express and bolster their leadership.**

Our research services, Evidence and Hire Prospects, continue to implement innovative projects that bind youth serving agencies closer together and enhance their organizational development and their youth outreach capacity.

Thank you to all our members and stakeholders for your support. We look forward to continuing to face the transitions ahead with confidence and success.

Matt Wood  
Executive Director

## About First Work

First Work supports and advocates for a sustainable youth employment delivery network in Ontario. Through supporting the work of local youth employment centres across Ontario, First Work aims to help young people find and maintain meaningful employment that will help improve the quality of their lives.

Since 1988, First Work: The Ontario Association of Youth Employment Centres and our network of over 70 youth employment agencies have been committed to delivering accessible, high quality, outcomes-based employment services to young people to assist them in reaching their employment and life goals.



### How does First Work support Ontario youth employment centres?

#### Knowledge Transfer

First Work members benefit from a multidirectional exchange of information and expertise between communities, government, organizations, academics, and individuals.

#### Public Policy

First Work members benefit from information and action on provincial and federal policies that affect the youth employment sector

#### Professional Development

First Work members benefit from youth employment sector training and networking opportunities, including Canada's largest annual conference for youth employment sector professional development.

#### Strategic Communications

First Work members benefit from our ability to go beyond simple information dissemination. First Work strives to build and maintain strong public relations focused on youth employment.





## Professional Development

### Futures Conference

Futures 2009 was held October 21-23, 2009 at Blue Mountain Resort near Collingwood, with First Work providing its 21st year of providing quality professional development workshops and plenty of positive networking opportunities.



Highlights included workshops from across the youth employment network and acclaimed keynote speakers Jay D. Allen and Lionel F. Laroche. As well, First Work hosted another successful session of its ongoing college-level professional development course for job developers – the Job Developers Institute. And at the end of the second night, participants were able to kick off their shoes, put on their cowboy hats and boots and have a blast at The Roundup! Wild West Party.

Thank you to everyone who contributed to the success of this year's conference. Here are some comments and feedback from the 2009 Futures Conference.

Quotes from participants:

*"Good networking opportunities. Very knowledgeable presenters with good tips."*

*"This was my first conference and enjoyed it very much!"*

*"As usual, the First Work conference was a wonderful event for professional, inner and personal development. Blue Mountain resort is such a beautiful facility! Thank you!"*

*"The conference showcased our network to gov't programs in a very large and positive setting."*





# Professional Development

## Awards of Merit 2009

The Award of Merit is presented at the Futures Conference every year. This award is presented to individuals working in each of the four regions in Ontario. The selections are made by each region at one of its regional meetings prior to the Conference.

The First Work Board of Directors strongly believes that within our network there are many wonderfully creative and innovative individuals and recognizes the importance of acknowledging this talent with the Award of Merit.

Congratulations to this year's recipients!



**Northern Region:**  
**LeeAnn Blondeau**  
Sault College of Applied  
Arts and Technology -  
East Algoma Job Connect



**South-Western Region:**  
**Lori Ryan-Drago**  
St. Clair College/Windsor YES



**Central Region: Garth Neilson**  
YMCA Employment & Community Services - York Region



**Eastern Region: Laura Good**  
Employment and Education Centre (EEC)







**Hire Prospects Award:  
TRACKS**

Not pictured:  
**YMCA Bruce County/  
Owen Sound**

## Professional Development

### Hire Prospects Awards

The Hire Prospects Awards are given to member centres that generate the greatest number of responses to Hire Prospects.

### Central Region Conference

First Work also lent its conference planning expertise in planning Seamless Solutions: Central Region Employment Ontario Conference in March of this year. This one-day event featured a keynote and session by Denise Bissonnette, an internationally renowned writer and trainer. Other sessions focused on improving the organizational capacity of the service delivery network to achieve Employment Ontario objectives by strengthening ties and understanding of complementary programs.

### Job Developers Institute

The Job Developers Institute is a 45 hour, college-level course offering training specific to the job demands, accurately reflecting the required professional competencies while collaborating in sharing best practices to meet the needs of clients and community employers. The course is delivered in an innovative, hybrid format - 9 hours of face-to-face facilitation and 36 hours of online course work. This format allows participants a learning opportunity that addresses learning needs, access and diversity of location.



**The Job Developers Institute is an innovative,  
college-level course offering training to meet the needs  
of clients and community employers.**

This year found us building on the success of last year's initial sessions, and spreading the Job Developers Institute throughout Ontario and out into British Columbia.

# Professional Development

In collaboration with the Ontario Network of Employment Skills Training Projects (ONESTEP), the Job Developers Institute was part of the Ontario Road Show, providing training sessions in Toronto, London

**With over 100 job developers  
taking the course this year, the future looks bright  
for future Job Developer Institutes!**

and Ottawa. As well, participants of our Futures Conference were able to take the course onsite as they networked with colleagues and other youth employment professionals.

With over 100 job developers taking the course this year, the future looks bright for future Job Developer Institutes!





## Government Relations

By focusing on youth employment, First Work attempts to bolster the capacity of government-funded employment programs in Ontario to serve marginalized youth well. We represent member perspectives on government committees and we form positions at our Board level to support the education and enlightenment of political decision-making.

### Provincial Government Relations

- Represented Youth Employment Centres on the Service Delivery Advisory Group (SDAG) a table composed of 10 umbrella groups of agencies representing all different sectors and communities delivering Employment Ontario programs.
- Participated in non-government agenda-setting meetings prior to SDAG meetings to align non-government messages
- Participated on Learning to 18 Advisory Group and sent representatives to cross-province consultations.
- Provided advice to Ministry of Children and Youth Services in the expansion of the Youth Opportunities Strategy – the summer jobs program for the hardest to serve young people mostly in urban settings.
- Maintained relations with the Ministry of Economic Development and Trade through successful grant applications.
- Supported the “Ontario Youth Matter” coalition to push for implementation of the Roots of Youth Violence recommendations.

### Federal Government Relations

- Held quarterly meetings with Service Canada to inform them of perspectives from the field and attempt to address 'Red Tape' in the administration of Skills Link funding.
- Gathered and disseminated information regarding major grant announcements to member centres, such as the federal stimulus funding, resulting in millions of dollars of project proposals.
- Participated in national meetings of organizations serving youth to influence federal policy
- Wrote updates and reminders to MPs and MPPs sharing First Work's successes and undertakings.

# Knowledge Transfer

## EVIDENCE

EVIDENCE continues to find ways to engage First Work's member organizations.

We are continuing to offer our free survey consultation to all organizations in the network. If you are creating a survey, for any purpose, and want to make sure you will get the information you're looking for, feel free to ask us for advice. We can review what information you need, and make sure that your survey is getting it for you. We'd be happy to talk to you about that.



### **EVIDENCE offers free survey consultations to all organizations in the network.**

EVIDENCE is also building organizational capacity to do research and evaluation by offering training workshops to community-based organizations. For example, we provided training in how to develop surveys and facilitate focus groups to youth from such an organization in Toronto's west-end. Many of the youth who were trained were either program participants or former participants who had been hired as summer staff, and all of them lived in the area. Initially, youth were skeptical but once they had the opportunity to practice their new-found research knowledge and skills during small group exercises, they became more enthusiastic. Here is what they had to say:

**EVIDENCE**  
EVALUATION AND CONSULTING

*"We covered in depth issues in the community as well as how to deal with them. We touched on sensitive topics and the appropriate responses."*

*"Learned a lot from this session. Thank you!"*

*"I got a lot of info! Very useful in the future."*

*"...The activities definitely helped me gain a better understanding and made it more interesting. Thank you."*

EVIDENCE invites interested organizations to find out more about training for their communities or other research and evaluation possibilities by contacting Lavinia Lamenza, Research Manager at: (416) 323-9557 x229 or [llamenza@evidenceconsulting.org](mailto:llamenza@evidenceconsulting.org).



## Knowledge Transfer

### Hire Prospects

Hire Prospects is a unique research service provided by First Work that engages youth across Canada to respond to web-based surveys through our network of over 70 service organizations. Our network partners see over 100,000 youth a year from multiple communities, 25% of whom are at-risk and hard-to-reach.

Hire Prospects has collaborated with government departments, community organizations and research institutes to investigate issues regarding youth. As a feature of this service, staff from across the network support youth in completing surveys and provide them with additional resources. Since 2007, Hire Prospects has achieved 4 major surveys completed by over 4,000 youth respondents from across Canada.



## HIRE PROSPECTS

### Hire Prospects 2009-2010 Projects

**Cross Canada Dialogues Project (in progress)** is a breakthrough attempt by First Work with the support of the Counselling Foundation of Canada to understand and mobilize resources to support youth career development in the face of the current economic crisis. It is currently in the process of seeing a Canada-wide information exchange among 50+ youth employment counselling organizations, coupled with an on-line survey series entitled Youth Voice on the Recession of 2000+ mainstream and marginalized youth. The information will be shared on-line and the discussion and engagement that follows will promote personal solutions and improved organizational practices for the benefit of youth across our country.

**Youth Voice on the Recession (in progress)**, a component of the Cross Canada Dialogues Project, is currently gathering information from 2000+ youth across Canada about their experiences and the challenges they face in the job market during the economic downturn. This project also provides youth with opportunities to give their feedback to government and youth employment programs across Canada by linking respondents with Hire Prospects' new on-line lounge.

# Knowledge Transfer

## Green Skills Network

The Green Skills Network is a new unit of First Work. Funded by the YMCA Youth Eco Internship Program, two research interns were hired in January. The goal of the Green Skills Network is to create a financially self-sustaining social enterprise that utilizes the assets of First Work and its membership to engage youth in Ontario's new green economy.

To date, the interns have conducted research into the greening of Ontario's economy to locate the entry-level labour gaps that currently exist. The research includes literature reviews, interviews with key informants and a survey of employers. The Green Skills Network has also established an advisory committee made up of experienced Business Consultants, Employment Centre Directors, Renewable Energy Professionals, and Private and Non-Profit Labour and HR Consultants.



## Hire Prospects Online Lounge

Information on these projects was shared on the Hire Prospects Online Lounge, an online meeting place for both youth and youth employment professionals to come share information and learn from each other. First Work launched a number of initiatives on the Hire Prospects Online Lounge, including the New Start Lounge.

The New Start Lounge assisted young entrepreneurs across the province, allowing them to support each other through on-line interaction and communication. It delivered value to its users by addressing real world needs and practical tasks, enabling users to ask questions and to share lessons about their world of self-employment and providing them with a deep-learning experience.

For more information, visit [hireprospects.org](http://hireprospects.org).

# NEW START LOUNGE!



# Financial Reports

Ontario Association of Youth Employment Centres  
(A not-for-profit organization)

## Balance Sheet as at March 31, 2010

<b>Assets</b>	<b>2010</b>	<b>2009</b>
Current:		
Cash and cash equivalents	\$ 351,413	\$ 455,479
Amounts receivable	17,416	30,348
Amounts receivable and prepaid expenses	<u>10,669</u>	<u>11,729</u>
Capital assets, net	379,498	497,556
	<u>83</u>	<u>2,732</u>
	<u>\$ 379,581</u>	<u>\$ 500,288</u>
<b>Liabilities</b>		
Current:		
Amounts payable and accrued liabilities	\$ 48,055	\$ 29,940
Grant repayable	-	52,022
Deferred operating revenues	<u>53,500</u>	<u>56,225</u>
	101,555	138,187
<b>Net Assets</b>		
Invested in capital assets	83	2,732
Internally restricted	184,000	184,000
Unrestricted	<u>93,943</u>	<u>175,369</u>
	278,026	362,101
	<u>\$ 379,581</u>	<u>\$ 500,288</u>

# Financial Reports

Ontario Association of Youth Employment Centres  
(A not-for-profit organization)

## Statement of Operations

For the year ended March 31, 2010

<b>Revenues</b>	<b>2010</b>	<b>2009</b>
Fee for service	\$ 266,356	\$ 266,714
Conferences	214,009	200,242
Programs and services	78,100	585,911
Membership dues	59,150	61,800
Interest	3,372	8,191
Other	3,194	2,833
	<u>624,181</u>	<u>1,125,691</u>
<b>Expenses</b>		
Programs and services	208,023	529,751
Conferences	212,627	200,691
Administration salaries and benefits	160,648	199,861
Office supplies	31,682	45,064
Building occupancy	28,675	44,013
Purchased services	20,522	31,212
Professional fees	17,441	29,173
Travel	19,127	19,842
Telephone	6,863	13,759
Amortization of capital assets	2,648	4,980
Dues		-
	<u>708,256</u>	<u>1,118,346</u>
<b>Excess (Deficiency) of Revenues Over Expenses</b>	<u>\$ (84,075)</u>	<u>\$ 7,345</u>



# Thanks/Recognition of Funders

## First Work Funders

- Ministry of Training, Colleges and Universities
- Ministry of Economic Development and Trade
- Canadian Institute and Research Institute for Counselling (CERIC)
- Ontario Trillium Foundation
- The Counselling Foundation of Canada
- Ministry of Health Promotion
- Voices for Children

## EVIDENCE Funding Partners

- YMCA
- Toronto Training Board
- LAMP
- SEDI
- Youth Link
- A Commitment to Training and Education for Women (ACTEW)

## Hire Prospects Funding Partners

- Institute for Work and Health

## Other Project Funding Partners

- ONESTEP
- Passport to Safety

## Supporters and Stakeholders

- The advisory members of the Provincial Service Delivery Advisory Group (SDAG)
- The advisory members of the Federal Voluntary Sector Advisory Committee (VSAC)
- The advisory members of the Ontario Youth Matter Coalition
- The Ministry of Education Learning to 18 Working Group
- The Ministry of Labour Vulnerable Workers Under 25 Safety Working Group
- The Ministry of Children and Youth - Youth Opportunities Strategy
- The Ministry of Economic Development and Trade
- Service Canada Ontario Region
- YES Toronto
- Conestoga College
- Our 70 Member Centres
- Our 35 participating Hire Prospects Outreach Partners
- Our 11 online Content Constellation Partners
- Our 9 Board of Directors and their Member centers
- The advisory members of the Evidence research and dissemination committees
- Pacific Community Resource Services (PCRS)
- CANNEXUS
- Contact Point
- Opportunities Conference
- Boreal Institute

# First Work 2009-2010 Member List

Alternative Youth Centre for Employment (AYCE)  
 Cambrian College of Applied Arts and Technology, Sudbury  
 Career Edge/Youth Habilitation (Quinte) Inc.  
 Centre de Consultation pour l'Embauche des Jeunes Inc. (CCEJ)  
 The Centre for Education & Training Club 2000 Niagara  
 College Boreal  
 College Boreal - Toronto  
 College Boreal - Windsor  
 Community Employment Services COSTI - Caledonia Employment Centre  
 COSTI - Vaughan Employment Centre  
 District of Parry Sound Employment Service  
 Elgin/St. Thomas Youth Employment Counseling Centre (YECC)  
 Employment and Education Centre (EEC)  
 Employment Hamilton  
 Employment Planning & Counselling  
 Fanshawe College of Applied Arts and Technology - London  
 Fanshawe College of Applied Arts and Technology - Simcoe  
 FOCUS Community Development Corporation  
 Grand River Employment & Training Centre  
 JHS John Howard Society/Cambridge Career Connections - Waterloo-Wellington  
 JHS John Howard Society of Durham Region

JHS John Howard Society of Niagara (Job Gym - Welland)  
 JHS John Howard Society of Peel-Halton-Dufferin  
 JHS Youth Employment Resource Centre - Nepean  
 Job Gym - St. Catharines  
 Job Skills  
 Job Zone d'emploi  
 JobStart Kettle & Stony Point YES  
 KEYS Employment Counselling Services  
 Lake of the Woods Employment Action Project, Inc. (LEAP)  
 Lutherwood - Kitchener  
 Multi-Service Centre (MSC)  
 Neighbourhood Link  
 Niagara College of Applied Arts and Technology  
 Northern College of Applied Arts and Technology - Timmins  
 Northern Community Development Service - NCDS Career Works  
 Operation Springboard  
 Opportunity Centre  
 Red Lake Career & Employment Services  
 Sault College of Applied Arts and Technology  
 Second Chance Employment Counselling  
 South Essex Community YEC Service  
 St. Clair College - Chatham/Kent YECC  
 St. Clair College/Windsor YES  
 St. Leonard's Community Services - Brantford YEC  
 St. Leonard's Community Services, Dunnville Employment Centre

St. Stephen's Employment & Training Centre  
 TRACKS Employment Services  
 Victoria County Career Services Inc. (VCCS)  
 Woodgreen Youth Job Centre  
 YES Employment Services - Thunder Bay  
 YES Employment Services Inc. (Nipissing)  
 YMCA Career Development & Learning Centre - Hamilton/Burlington  
 YMCA Community & Employment Services - Owen Sound, Grey & Bruce Counties  
 YMCA Employment & Career Services - Sudbury  
 YMCA Employment & Community Services - Durham  
 YMCA Employment & Community Services - Etobicoke  
 YMCA Employment & Community Services - Greater Toronto  
 YMCA Employment & Community Services - Mississauga  
 YMCA Employment & Community Services - North York  
 YMCA Employment & Community Services - Sault Ste Marie  
 YMCA Employment & Community Services - Scarborough  
 YMCA Employment & Community Services - York Region  
 YMCA of Simcoe/Muskoka  
 Youth Employment Services YES  
 Youth Opportunities Unlimited  
 Youth Services Bureau of Ottawa  
 Youthinc., JVS Toronto





# First Work Board of Directors/Staff

## First Work Board of Directors

### President

Roy Spiegelberg  
TRACKS Employment Services

### Vice-President

Marilyn Duncalfe  
Red Lake Career and Employment  
Services

### Treasurer

Deanna Villella  
Job Gym – Welland/John Howard  
Society of Niagara

### French Service Provider Representative

Lucie Huot  
Club 2000 Niagara

### Eastern Region Representative

Michael Harris  
KEYS Employment Counselling  
Services

### Central Region Representative

Darlene Holowachuk  
YMCA Employment & Community  
Services - Greater Toronto

### Northern Region Representative

Gisele Cousineau  
YES Employment Services Inc.  
(Nipissing)

### South-West Region Representative

Jeff Surridge  
Southwest Centre for Community  
Programme Development/  
Community Employment Services



## First Work Staff

Matt Wood  
**Executive Director**

Bunny Godman  
**General Manager**

Jesse Boyd  
**Technical Support Staff**

Lavinia Lamenza  
**EVIDENCE Consultant & Facilitator**

Michelle Haddad  
**Researcher**

Kinga Wnuk  
**Bookkeeper**

Antonia Tchohleva  
**Green Skills Network Intern**

Adam Stecher  
**Green Skills Network  
Intern**

First Work Board  
of Directors







For more information:  
[www.firstwork.org](http://www.firstwork.org)





# FIRST WORK

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