



HIRED

The Youth Employment Champions  
2021 ANNUAL REPORT



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**YES believes  
employment is  
empowerment  
and the  
cornerstone of  
safe and healthy  
communities.**

COME IN!  
WE'RE **OPEN**

YES leads the Canadian youth sector with innovative programs that empower disadvantaged and vulnerable youth to become self-sufficient contributing members of society.





# Youth Employment Services YES overview

YES was the first specialized youth employment and counselling centre in Canada and we quickly became the model for the development of similar employment programs throughout Ontario, Canada and the World!



Total Number of YES clients  
(all programs and job  
search workshops)

**11,063**

Number of clients in  
all of our programs  
(total number)

**9,393**

Number of students  
who attended job search  
workshops either at  
YES or in high school  
(total number)

**1,670**

% of employed, in school  
and in training at exit

**83%**

% of employed, in school  
and in training at three  
month check-in

**77%**

## YES is the employment champion for youth specializing in:

- Employment, entrepreneurship and empowerment programming
- Pre-employment training, skills enhancement
- Life skills training, financial literacy, mentorship
- Employment assessment, case management and professional counselling
- Job placement services
- Future skills training
- Job retention and training
- Cloud Computing training
- Workforce development programming



## Board Chair & CEO Message

**This past year  
was a challenge  
like never seen  
before.**

More than ever, YES needed to adapt and innovate to help serve youth. The stakes were just too high. Ultimately, these challenges strengthened our resolve and we found new opportunities and innovations which allowed YES to help many thousands of youth who were impacted by COVID19.



*"We are proud that our dedicated and passionate staff adapted and were able to serve more than eleven thousand clients in various programs and workshops. YES clients who exited our programs achieved an 83% positive outcome. This was despite the economic shut downs and mass layoffs and placements being cancelled."*

#### Board Chair & CEO Message, continued...

When the global pandemic occurred, Hundreds of thousands of young people lost their livelihoods and youth unemployment skyrocketed to 30% in Canada.

Critical entry level job sectors were heavily impacted, and YES was needed by youth more than ever.

We quickly moved all services to remote delivery to protect staff and clients, providing innovative online services including Skills to Succeed, LinkedIn Learning and virtual counselling to ensure business continuity and activate our vision of "changing lives forever".

**YES provides innovative programs and services, and above all, hope to youth for their future.** YES builds prosperity for our clients, their families and our communities. Our strategic plan is thoughtful in its approach and evidence based to strengthen YES further

in areas such as: Upskilling and digital literacy programming; strengthening our impact reporting to evidence the return on investment and real impacts we have on people's lives; and focusing on our greatest asset: our people. This will enable us to provide supports, professional development, and the right policies to strengthen our staff and better equip them with the tools to best serve our youth.

Racialized workers, young people, and women with young children have been among the most severely affected by increasingly precarious work over the last decade and have also been the most likely to lose their jobs during the ongoing public health crisis. Black, Indigenous, and People of Colour have unemployment rates almost twice as high as other Canadians. The majority of youth YES has served for over 50 years identify as underrepresented and all our programs are designed to best serve these groups—we were pleased to **launch innovative programming this past year including cloud technology training as well as increased mental health programming** to help address these issues.

Acknowledging and addressing the growing mental health crisis, **we have increased our mental health supports and programming.** Working with a qualified instructor, we have introduced Cognitive Behavioural Therapy to

## Board Chair and President's Message, continued...

support our most vulnerable youth through this crisis. Launched on a small scale in 2020, we plan to expand these critical services to more young people in 2021. 83% of the participants who accessed CBT sessions at YES said they felt more prepared for entering the workforce, with 85% reporting an increase in their confidence to look for work.

In times of distress, youth need a caring supporter whom they can turn to, to help them make sense of the abrupt changes to their livelihood and to keep them connected to professional networks. **YES continues to leverage its Mentorship Hub to connect youth with industry leaders virtually**, through email and through telephone, so that they do not feel isolated in a time of social distance and to keep them connected to their industry.

**We have launched new programming which will prepare youth for a drastically shifting workforce.** With technology, changing demographics and globalization altering the types of jobs available and the skills required, we need to ensure that young people are provided with the ability to develop the knowledge, values and a diverse range of critical thinking, communication, and information management skills for the digital age in order to give them a competitive edge in

the labour market. Our technology programs offer disadvantaged youth the opportunity to acquire in-demand skills such as Amazon Web Services Cloud certification, training in future skills, access to mentors, and work experience. We will seek to scale up these services.

We were pleased to welcome Premier Doug Ford, Minister Monte Naughton, Minister Todd Smith, Jamil Jivani, the Advocate for Community Opportunities, and MPP Jane McKenna to YES for a live news conference and government announcement. **The Premier announced the Skills Catalyst program, where YES received funding for its free 'YES2Tech Learn & Earn' cloud computing program** for youth. Premier Ford and Minister Naughton thanked YES for its incredible work and role in helping so many disadvantaged youth change their lives.

**September 2020 saw YES host its first ever virtual event!** The Forward Together event, hosted in partnership with the Citi Foundation, brought together nearly two hundred participants, with representatives from Government, community, and corporate partners from across Canada being joined by youth to explore innovative employment strategies that can adapt to the changing world we are living in without leaving young people behind.

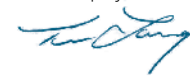
**We were pleased to scale our work with our newer Corporate partners including SAS, Amazon Web Services, and IBM.** We also saw a significant increase in the numbers of volunteers assisting at YES. We had hundreds of staff from our Corporate partners provide workshops, mentorship, and one on one support to our youth. This was a huge benefit during the pandemic and we are very grateful.

As we look to a post pandemic economy we are confident YES has the right programs and innovative training solutions to prepare youth for the world of the future. We would like to thank our Board, staff, and volunteers for their significant contributions. Despite an incredibly challenging year, YES will be even stronger in the future and continue to help positively change even more lives.



**Timothy Lang**

President & CEO  
Youth Employment Services YES



**Jamie O'Reilly**

Chair  
YES Board of Directors



# YES Strategic Plan Initiatives 2021 – 2024



## Our People

Transform YES through its greatest resource: Enhance the talent attraction, training, performance, performance management, engagement and retention of our people to change more lives.



## Social Impact

Enhance and define the social impact and prosperity YES creates for youth through its training and employment placement programs.



## Hard Skills

Demonstrate the feasibility of hard skills training and job placement programming to enhance YES services and long term youth employment opportunities in the future of work.



# YES By the Numbers 2020-21

Of those youth who gained employment, an incredible **73%** were still employed at the three month check in. These young people generated more than \$9,000,000\* in wages in those 3 months.

*\* Calculation assumes average 30 hours per week worked.*

**83%** of the youth who came to YES with no income or who were reliant on social services for support gained employment, started a business, returned to school or enrolled in training after their time at YES! And **71%** of those youth who gained employment were still employed three months after the program completed – generating more than \$6,000,000\* in wages!

*\* Calculation assumes average 30 hours per week worked.*

Of the youth who came to YES who disclosed a mental health issue, **83%** had a successful outcome after completing their time at YES and of those who gained employment, **67%** were still employed at the 3 month check in mark!

More than **1,200** youth accessed online employment training - powered by Accenture and offered by YES – and of those who completed programming, **85%** had a successful outcome.

**72%** of the youth who participate in our YES2Cloud upskilling program had a successful outcome!

**83%** of the participants who accessed CBT sessions at YES said they felt more prepared for entering the workforce, with 85% reporting an increase in their confidence to look for work.

**75%** of participants who accessed CBT sessions at YES stated they felt more valued following their participation, with 100% stating that attending the sessions has been a positive step in their lives.

**84%** of the clients who identified as female had a successful outcome after their time at YES, a higher success rate than those who identified as male (82%). Female participants also saw an increase of 13% on their average hourly wages in 2020/21 compared to 2019/20.

We saw a **23%** increase in the number of youth disclosing a Mental Health issue in 2020/21.

**289** people who disclosed a disability or who were in receipt of ODSP gained employment after their time at YES!

Youth who identified as Black, Asian, Latin American or Indigenous saw a **21%** increase in their average hourly wage in 2020/21 compared to 2019/20.



## Needs Survey Results

Youth surveyed identified the following as the most helpful wrap around supports provided at YES:

Access to Mentors

**57%**

Food gift cards

**55%**

Laptops/Tables

**52%**



## YES' Community

For more than 50 years YES has been able to achieve so much success thanks to the generous support of those in our community.

Our most important partners are those employers that work tirelessly with YES to give our clients an opportunity to realize and meet their potential.

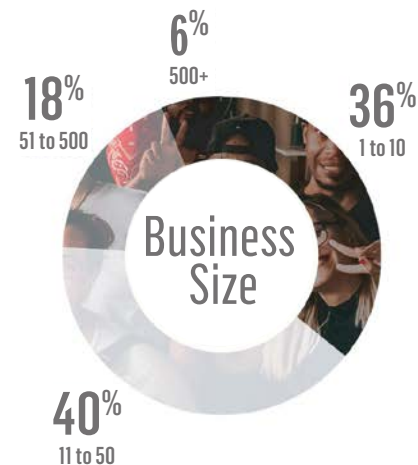
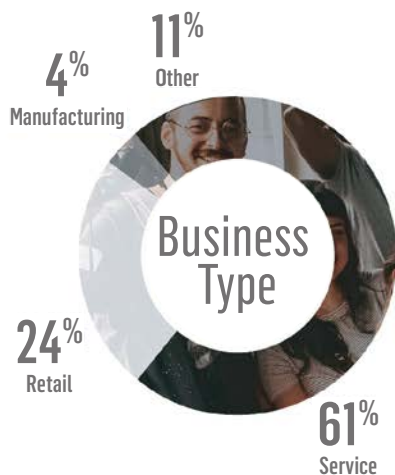


YES worked with **thousands of employers** to secure work placements.

We paid out

**\$5,706,693** in wage subsidies and training allowances to employers and clients on behalf of the three levels of government supplementing initial training costs in order to encourage employers to hire and to boost local economies.

## Where youth found employment



# YES Highlights

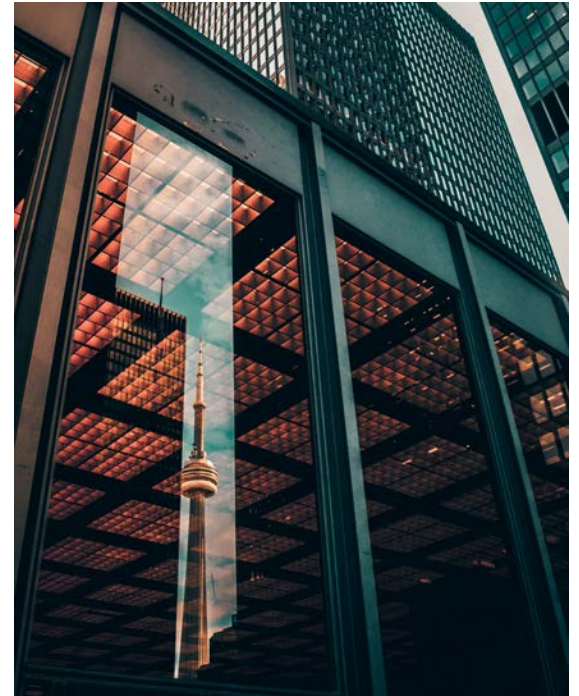
## Leading the way with Workforce Development Programs

For young people, the last year has had a truly devastating effect. Jobs in sectors that typically employ young people were decimated by lockdowns, and many of those who came to YES were looking for new career paths that would make them resilient to this disruption.

Furthermore, YES saw inequalities accelerate, as underrepresented populations in the workforce, such as women, newcomers, persons with disabilities, Indigenous and racialized youth were disproportionately impacted by COVID-19.

Recognizing the challenges that these youth face, as well as the labour market shortage in specialized skills in industries such as the tech sector and construction, YES has successfully implemented Workforce Development programs as a solution for youth whose livelihoods have been devastated by unemployment. These programs include:

- YES2Tech and YES2Tech Learn & Earn, run in collaboration with Amazon Web Services (AWS) re/Start, provides youth with in-demand cloud computing skills through scenario-based learning, hands-on labs and coursework to prepare them for entry level cloud-computing roles. We are grateful to the Citi Foundation our YES2Tech program partner, as well as the Ontario Government and Accenture who make our YES2Tech Learn & Earn program possible.
- YES2Cloud provides youth with industry-driven, technical skills development training. From basic digital literacy skills training through Accenture to specialized training such as programming, data analytics and cybersecurity through SAS, IBM and AWS Educate, youth learn specialized skills for their chosen career path to become competitive for roles in the tech industry.
- YES2Trades, made possible through our partnership with the Ontario Government, the Labour Education Centre, State Street, JP Bickell Foundation and Dynacare, teaches youth hands-on, construction trades skills to help prepare them for jobs that were resilient throughout the pandemic.





These programs helped underrepresented populations obtain the skills for in-demand, labour market needs, with 70% of youth in these programs identifying as a visible minority,

44.5% being New Canadians, and 40% reporting having been out of school or work for more than 6 months. Our programs were incredibly effective, with 72% of youth who participated in

our workforce development programs having a successful outcome, and with those who became employed earning an average wage of \$24.19/hour!

## Building Youth Resilience through Cognitive Behavioural Therapy

An alarming amount of youth have disclosed negative impacts on their mental health due to the isolation, financial uncertainty and economic turmoil that was exacerbated by COVID-19. YES has over 6 years of experience providing specialized mental health support through our innovative Lighthouse Project for youth with mental health issues. In 2020/2021 YES went

further to respond to the escalating mental health crisis by introducing free Cognitive Behavioural Therapy sessions, a proven form of psychotherapy, to support youth through these difficult times. Accessing these sessions through either a one-on-one or group format, the Cognitive Behavioural Therapy sessions teach youth coping skills and resilience to

maintain their mental health throughout their job search and for re-entering the workforce. 100% of youth who have taken part in this initiative reported that these sessions had a positive impact on their life, and 85% reported feeling more confident in looking for work after attending their sessions!

## Volunteers! Volunteers! Volunteers!

With COVID shifting many industry leaders to working from home, YES saw an incredible increase in supporters reaching out to volunteer with our youth. YES is grateful to the volunteers who quickly offered their time and specialized knowledge through leading or designing webinars on a variety of topics, including participating in career panels, conducting mock interviews and resume clinics, and teaching youth about growth mindset and positive mental health habits for work/life balance, to name a few!



**Angela, a tenured volunteer from Deloitte, has shared why she loves volunteering at YES:**

*I've really enjoyed the opportunity to volunteer and organize activities with YES over the past few years. Through this experience, I've been fortunate to not only interact with inspiring young people, but also to give back to the community from which I've gained so much. The volunteer activities with YES are truly rewarding – when sharing my knowledge and experience, I always learn a lot from the attendees – Angela Xu*



## YES Events

**Forward Together: Employment Resources and Resiliency Strategies in a COVID World.**

September 2020 saw YES host its first ever virtual event! The Forward Together event, hosted in partnership with the Citi Foundation, brought together nearly two hundred participants.



With representatives from Government, community and corporate partners from across Canada being joined by youth to explore innovative employment strategies that can adapt to the changing world we are living in without leaving young people behind.

The event was jam packed with great speakers. The Honourable Monte McNaughton, Minister of Labour, Training and Skills Development gave opening remarks and endorsed YES' long-lasting commitment on youth employment. Keynote speaker Orlando Bowen used his own life experience to illustrate the importance of meaningful employment for youth. And this was followed by a panel discussion on how to prepare Canadian youth for the future of work from David Ticoll, Chair of the National Stakeholder Advisory Panel of the Labour Market Information Council, Jerry McGranaghan, Senior Vice President at Citi Bank, and YES Manager DiAnne Brooks. YES' Workforce Development Program Manager Shari Raghoo presented findings of YES' latest report (read more on Page 17) and we also heard from Amazon Web Services AWS Senior Technical Evangelist Jonathan Dion who demonstrated during the event why cloud jobs are among the most in-demand in a COVID/post COVID world.

We are so grateful to all our speakers and participants for their time and we look forward to hosting more virtual events in 2021!



**The Honourable Monte McNaughton,**  
Minister of Labour, Training and Skills Development

**YES By the Numbers 2020-21**  
Not in employment, education, or training for more than 6 months

**47%**

Last Year: 36%

Disclosed a Mental Health issue

**18%**

Last Year: 13%

Low or no Income

**82%**

Last Year: 84%

Identifies as Black, Asian, Latin American or Indigenous

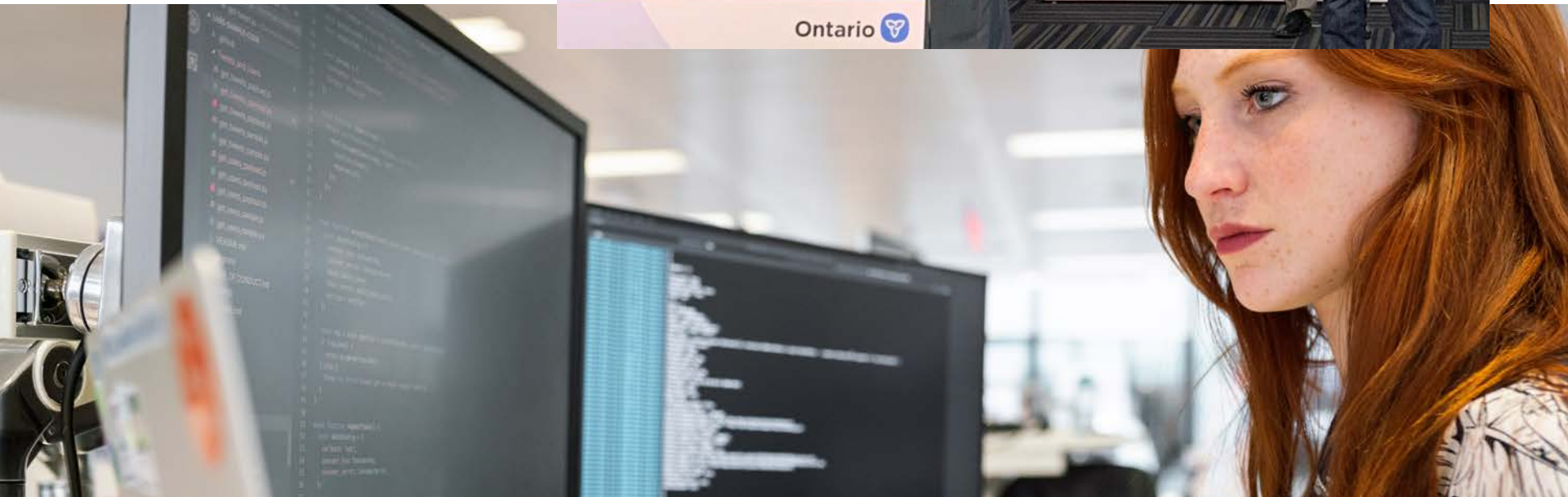
**54%**

Last Year: 56%

## Premier Doug Ford hosts News Conference at YES

YES CEO Timothy Lang was pleased to welcome Premier Doug Ford, Minister Monte McNaughton, Minister Todd Smith, Jamil Jivani, the Advocate for Community Opportunities, and MPP Jane McKenna to YES for a live news conference and government announcement. The Premier announced the Skills Catalyst program, where YES received funding for its free 'YES2Tech Learn & Earn' cloud computing program for youth. Premier Ford and Minister McNaughton thanked YES for its incredible work and helping so many disadvantaged youth change their lives.

You can watch footage from the conference here <https://www.youtube.com/watch?v=hn1HlsvZMg&t=15s>





# Evaluation

Program evaluation is central to our learning and performance improvement.

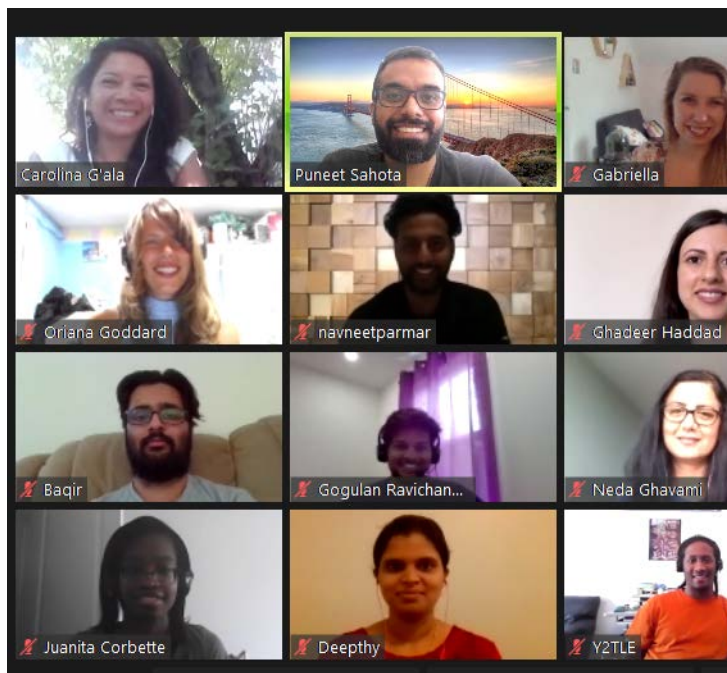
Through evaluation we can determine the efficiency, effectiveness, sustainability, and impacts of our programs.

Impact evaluation helps us to better understand the extent to which activities reach unemployed youth and the magnitude of their effects on people's welfare. Several sources are collected and consulted in determining need for our programming, including labour market research, youth surveys, focus groups, environmental scans and literature reviews. These sources of data provide insights into designing and implementing programs that meet the needs of youth with in-demand, sustainable employment.

YES uses several tools to measure the success of our programming, including via pre and

post surveys, and collecting demographic information from youth before, during and after their time at YES. We also check in with youth as to their employment status at the three-month mark of exiting the program. Youth interviews give further insights into program outcomes, as well as youth and employer information entered into the proprietary YES database, EZ. Data collected via our EZ database includes youth's income status, education level, and time out of school work or training before coming to YES. In total we measure over 400 data point indicators.

YES has partnered with an advanced analytics company, Forum Research, to track the progress of youth using pre and post program assessment, to evaluate outcomes such as job-preparedness, readiness and networks, work experience, and gains in key competencies such as confidence, critical thinking and resiliency. We also use this software to measure our program deliverables against other programs Canada-wide. Data we have collected to date includes:



## YES By the Numbers 2020-21

YES' Youth Job Connections  
1610 Program reached

# 111%

of our target for effectiveness in Service Impact, with 83% of youth employed or in education, 8% higher than the provincial target!

The same program received a Service Quality Score of

# 8.37

and out performed the Provincial Average whose score is 6.96.

- 90% of participants in one program indicated they are more prepared for the workforce after program participation, in comparison to the 64% Canadian average!
- In the same program, 81% of youth now feel confident in listening to others to understand their point of view.

Using a series of standard Provincial performance indicators, which measure success through program effectiveness, customer service and participant suitability, YES also measures its Employment Ontario programs against other Ontario-wide organizations, with our YES 1610 programming exceeding the Service Quality scores of other non-profits running similar programs both in our central and provincial regions. For example, our YJC 1610 programming received a score of 8.37 whereas other programs across the province received an average score of 6.62.

These evaluation methods inform programming and are synthesized into reports and presentations for knowledge dissemination amongst community partners. In September 2020, we hosted our “Forward Together” Event, to celebrate and share the release of our evaluation report on four free resources: mentorship, mental health curriculum, digital skills training through Skills 2 Succeed, and entrepreneurship curriculum to over 100 community partners, thought leaders and corporations. The results of the report can be found [here](#).

## YES By the Numbers 2020-21 New Canadian

**20%**  
Last Year: 20%

Identifies as Male  
**42%**  
Last Year: 52%

Identifies as Female  
**56%**  
Last Year: 47%

Average Wage Upon Exit  
**\$17.88**  
Last Year: \$14.<sup>81</sup>





*I was unemployed, unmotivated and laid off from my previous job due to downsizing because of the pandemic. I lost all motivation to do anything with my life and I was in a negative mood all the time. At YES I had a set routine every day and I was motivated to start my day with a purpose. YES enlightened me about finances and helped me create a budget to get out of credit card debt. My goal is to get out of debt by the new year and raise my credit score.*

**Jessica**



# YES in the Media

## YES Becomes The First Organization In Canada To Deliver AWS Re/Start

May 20, 2020

CBC 'Here and Now Program' with Host Gill Deacon interviewed YES President & CEO, Timothy Lang, regarding its launch of the Amazon Web Services re/Start Program – the first of its kind in Canada through YES. The program is a free full time skills development program that prepares unemployed and underemployed individuals for entry-level careers in the cloud.

<https://www.globenewswire.com/en/news-release/2020/05/20/2036331/0/en/YES-becomes-the-first-organization-in-Canada-to-deliver-AWS-re-Start.html>



## CTV Interviews YES CEO, Tim Lang About Covid Youth Employment

July 10, 2020

CTV News interviewed YES CEO, Tim Lang, about the Covid youth unemployment numbers, which stood at 27% in June 2020. YES CEO stated that YES has been instrumental in helping youth find jobs in this difficult time while also offering new programs and opportunities to learn new skills, like the YES2Tech cloud computing course or the Career Accelerator and Future of Work program. Despite difficult times, YES continues to adapt and innovate to help youth prepare for the future and change their lives through employment.





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## CityNews Interviews YES CEO Tim Lang On New YES2Tech Cloud Program

July 24, 2020

Tim Lang was interviewed by CityNews regarding its recent partnership with Amazon Web Services (AWS), and the creation of the new YES2Tech program with AWS re/Start Cloud Computing training, as well as YES' Microsoft Azure training program. These will ensure long term careers for youth while demand for jobs in these areas remain strong.

<https://toronto.citynews.ca/video/2020/07/24/yes-2-tech-helping-youth-find-jobs-amid-coronavirus-pandemic/>



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## YES Partners With IBM To Help Canadian Young Job Seekers Get Back To Work!

July 27, 2020

Youth Employment Services (YES) is thrilled to announce our new partnership with IBM! A technology leader serving innovation and business transformation, IBM have collaborated with YES to provide access to their innovative SkillsBuild platform which aims to help thousands of disadvantaged and vulnerable youth to develop vital professional skills, gain practical real-life experience and build their career skills in digital literacy and cloud computing. SkillsBuild is currently used in over 15 countries with 30,000 users. YES will provide young people with access to the platform

and provide support throughout their learning experience.

<https://www.ibm.com/news/ca/en/2020/07/27/IBM-launches-free-open-digital-learning-platform.html>



## Premier Ford Visits YES To Make Announcement – Press Conference

August 28, 2020

YES CEO Timothy Lang welcomed Premier Doug Ford who announced the Skills Catalyst program, where YES received funding for its free 'YES2Tech Learn & Earn' cloud computing program for youth. <https://www.youtube.com/watch?v=hn1HlsvvZMg>



## YES-ON-DEMAND Featured On CP24 & CTV's 'Toronto Together'

September 8, 2020

YES was featured on CTV's Toronto Together news program and run on CP24 discussing its ability to help youth during the Covid crisis by offering its programs virtually through YES-ON-DEMAND (YOD). YES CEO, Timothy Lang, and YES Youth were interviewed for the segment. YOD was funded by CITI-Foundation which helped YES create more virtual training, with its Accenture partnership, while enhancing mentorship, entrepreneurial and mental health programming. YOD was also able to train organizations nation-wide, further enhancing the reach to youth across Canada.

See the link [here](#)





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## YES CEO Interviewed For Immigration Magazine, CIC News

September 15, 2020

YES President & CEO was interviewed by "CIC – The voice of Canadian Immigration" and Canada's leading on-line immigration magazine regarding the benefits to organizations of hiring new Canadians. YES works with thousands of businesses to help integrate new Canadians into the economy and drive economic growth.

<https://www.cicnews.com/2020/09/how-canadian-employment-services-help-immigrants-get-jobs-0915736.html#gs.7hp8bj>



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## YES & Amazon Web Services Media Event

September 17, 2020

YES discusses benefits of the Amazon Web Services re/Start cloud computing program. Members of YES and AWS spoke to media regarding the AWS re/Start Program and how it will benefit youth and create employment. YES CEO Tim Lang, Candi Jeronimo, PR Manager for Amazon Web Services Canada, and YES AWS re/Start participants Vrutika Nagar and Oriana Cardarelli-Goddard spoke about the program and how it has and will continue to have an impact on youth. AWS re/Start is collaborating with YES to support youth launch a career in the cloud and prepare them for the future of work, as hundreds of thousands of new jobs are expected in cloud computing over the next several years.

<https://aws.amazon.com/blogs/training-and-certification/aws-re-start-brings-cloud-skills-development-to-toronto-canada/>

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## Huffington Post Features YES CEO Tim Lang

September 24, 2020

"Statistics Canada Reports Record High Level  
Of Youth Not In School Or Work"

[https://www.huffingtonpost.ca/entry/  
canada-youth-unemployment-covid\\_  
ca\\_5f6d01f1c5b6e2c91263057c](https://www.huffingtonpost.ca/entry/canada-youth-unemployment-covid_ca_5f6d01f1c5b6e2c91263057c)



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## YES CEO Tim Lang Featured On Global News Vancouver CKNW Radio

October 1, 2020

YES CEO Tim Lang spoke with host Simi Sara of Vancouver's CKNW morning show, 'Mornings with Simi' to discuss the HSBC Career Accelerator program, which prepares youth for the future of work through learning critical skills. YES has partnered and trained organizations across Canada to deliver the program, including Gastown Vocational Services in Vancouver. Vancouver youth unemployment is at 29%, and it is important to alert youth to the opportunities that can help and YES' Career Accelerator Program is an evidenced based program to prepare youth for the future of work.

[https://omny.fm/shows/the-simi-sara-show/the-  
tracker-app-rollout-getting-youth-into-the-wor](https://omny.fm/shows/the-simi-sara-show/the-tracker-app-rollout-getting-youth-into-the-wor)





## YES CEO Tim Lang Featured On BNN Bloomberg

October 15, 2020

YES President & CEO, Timothy Lang, spoke with BNN Bloomberg's Andrew Bell on the Covid pandemic impact on youth employment and YES solutions like the HSBC Career Accelerator Program, which help make a difference and change lives.

<https://www.bnnbloomberg.ca/video/youth-unemployment-during-pandemic-could-have-long-term-impacts-yes-ceo-2055752>



## YES CEO On CTV Discussing Youth Employment Search During The Pandemic

October 19, 2020

YES President & CEO, Timothy Lang, was featured on CTV Ottawa to discuss tips and ideas for youth to leverage in their job search during the pandemic. Top of the list was to leverage free resources to help train, upskill and find employment from providers like YES.





*I was really upset about not being able to find employment even with the amount of experience I had. The challenges I faced were not getting calls for interviews or getting to the next step after finishing interviews. The pandemic made it really hard for me to compete with people who had been laid off, who were applying to the same positions as me. YES helped me get a full time job in my field, I couldn't be happier.*

**Asher\***

*\*name changed*



# YES Programs and Services

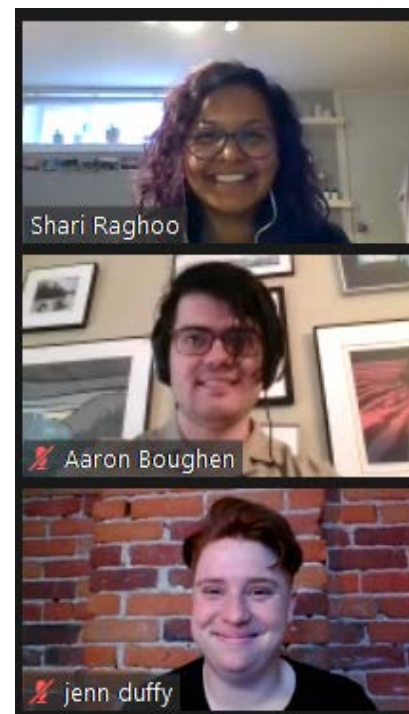
All job seekers can access a variety of services and supports at YES to aid them in their career planning, job search, and job maintenance. All services were hosted virtually throughout 2020/21, and YES also has seven offices located across the Greater Toronto Area that make it easy for youth to find help when and where they need it.

<b>BizStart Entrepreneurship</b>	BizStart is a full-time, 6-month entrepreneurship training program.
<b>Canada Ontario Jobs Grant</b>	Canada-Ontario Job Grant (the Job Grant) provides an opportunity for employers to invest in their workforce, with help from the government.
<b>Employment Services</b>	Employment Service provides employment services for all job seekers, including students.
<b>HSBC Career Accelerator</b>	The HSBC Career Accelerator Program provides youth facing multiple barriers to employment with specialized pre-employment training to help them obtain the soft skills and global skills needed for the labour market of today and the future.
<b>Job Central</b>	Job Central assists youth ages 15-30 living in the under-serviced neighbourhood of Keele/Eglinton to find employment.
<b>Lighthouse Project</b>	The Lighthouse Project assists job seekers living with mental health issues who are looking to obtain and maintain full-time (30 hours per week or more)
<b>Ontario Works Career Discovery</b>	Career Discovery provides career testing and assessment services for those receiving social assistance.
<b>Pre-Apprenticeship Program</b>	YES, in partnership with Labour Education Centre (LEC), is offering an 8 week full-time pre-apprenticeship program for those interested in working in the construction trades. The 8-week program allows for participants to attain both the hard skill training and workplace readiness skills needed to be successful in the construction trades.
<b>Ontario Works Career Opportunity</b>	The Career Opportunity Program assists job-ready individuals to find and maintain employment. Individuals must be on social assistance and be referred by a TESS caseworker.
<b>Street to Jobs</b>	The focus of the Streets to Jobs program is to aid homeless youth overcome the key barriers to employment that keep them out of work.



*Continued...*

<b>This Way ONward Program</b>	This Way ONward, presented by Gap Inc., is a life skills and paid store internship program to help teens and young adults from low-income communities land their first job. The program provides the opportunity for youth graduates of YES' job readiness training programs to apply their learning through paid internships at Old Navy stores in the GTA.
<b>Toronto Youth Job Corps</b>	The Toronto Youth Job Corps (TYJC) program assists youth 15 – 30 years of age to find employment through group-based employability skills training, personal development, and work experience.
<b>YES On Demand! Program</b>	YES On Demand! (YOD), generously supported by Citi Foundation, provides low-income youth in the GTA with specialized services to help them obtain employability and entrepreneurship skills and become employed or start their own income-generating business through three key elements: online employability and entrepreneurship skills training, mentorship, and specialized programming for youth with mental health issues. A knowledge transfer component will also see youth impacted in Vancouver, Winnipeg, Calgary and Ottawa.
<b>YES2Tech</b>	The YES2Tech program, generously supported by Citi Foundation, prepares young job seekers with the skills and training needed to make a place for themselves in the GTA's growing technology field. This program offers youth a supportive environment to obtain in-demand skills and, with YES' leadership and employment opportunities, to become empowered in their employment goals.
<b>YES2Tech Learn &amp; Earn</b>	The YES2Tech Learn & Earn program prepares young job seekers with the skills and training needed to make a place for themselves in the GTA's growing technology field.
<b>YES2Cloud</b>	The YES2Cloud program allows clients to access free cloud technology training, earn badges and certificates through our partners IBM, SAS and Amazon Web Services AWS, and access entry-level or advanced cloud jobs
<b>YESAbility</b>	YESAbility is an employment program for youth and adults with disabilities.
<b>Youth Collaboration</b>	Youth Collaboration assists youth ages 15-30 to find employment through group-based employability skills training and work experience.
<b>Youth Job Connection</b>	Youth Job Connection is a program to help youth, 15 – 29 years old, find and keep jobs. It is a paid program with several components.
<b>Youth Job Connection Summer</b>	Provides summer, part-time and after-school job opportunities to high school students, aged 15 to 18, who are facing challenging life circumstances and may need support transitioning between school and work.





## Our Donors

YES continued to see strong support from the community and thanks to the generosity of existing and new partners, fundraising exceeded its planned target in 2020-21. YES gratefully acknowledges all the individuals, businesses and foundations that have donated and helped to empower our youth to become self-sufficient contributing members of our community. None of this great work would happen without you. Thank You for helping us to change lives.

## Visionary (\$250,000+)

Citi Foundation



The Leonard and  
Gabryela Osin  
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## Champion (\$100,000 - \$249,999)



RBC Foundation

## Hero (\$30,000 - \$99,999)

Government of Canada's  
Emergency Community  
Support Fund and Toronto  
Foundation



LesLois Shaw Foundation



## Leader (\$10,000 - \$29,999)

Anonymous

The Catherine & Maxwell  
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The Rotary Club of Toronto

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Jackman Foundation



The Christina Mary Hendrie  
Trust

The Bickle-Wilder Foundation



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(\$5,000 – \$9,999)**

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The Andy and Beth Burgess Family Foundation  
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The Hylcan Foundation

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7 Anonymous Donors

## Government

Without government support and recognition of the employment needs of young people, many of our programs and services would not be possible. We thank the City of Toronto, Provincial and Federal governments for their various contributions.



Revenue	2020/21	2019/20
Provincial Government	\$8,535,319	\$8,924,962
Federal Government	\$3,482,280	\$3,536,380
City of Toronto	\$1,021,035	\$942,628
Miscellaneous Income	\$84,341	
Interest income	\$14,988	\$41,437
Amortization	\$176,465	\$165,908
Fundraising	\$1,236,976	\$1,087,900

# YES Volunteers



YES thanks the extraordinary people who give of their time and energy to volunteer in our programs.

Adam Delville	Brian Ng	Erik Halliwell	Leona Liu	Norma Hung	Sara Slimane
Adam Devine-Turriff	Brittany Pepper	Fannie Mann	Lieven De Groodt	Orlando Karam	Sekh Samuel
Adaina Thomas	Brooke Cromar	Gillian Fishbayn	Luki Danukarjanto	Pallavi Kelshikar	Shak Natho
Adam Hogan	Caitlyn Smith	Guillermo D'Acosta	Madhav Malhotra	Pallavi Suri	Shannon Pole
Addison Jiao	Chad Upmanu	Helen Adrien	Marcel Beals	Pawan Agarwal	Sharon Peck
Adrienne Mapp	Chintan Bhatt	Hemanta Dahal	Maria Paschali	Payvand Zamanian	Shriayh Sadana
Aftab Sheikh	Chris Gostling	Irfan Ali	Mark Santoro	Philomina Oiwo	Simon Beck
Alana Gould	Christopher McDonald	Jamie Singh	Marleigh Cheaney	Piyush Bothra	Smita Kachroo
Ali Phillips	Claire Buetow	Jeanette Emery	Marsha D'Cruz	Poliana Vierira	Stella Yu
Amanda Pereira	Courtney Ruebsam	Jean-Pierre Reilly	Marushka D'Cruz	Priscila Robles Gardea	Suvidha Chopra
Amita Choudhary	Cristina Calina	Jerzy Wielowieyski	Mary Festa	Priyank Shah	Swara Naraynan
Amol Hirulkar	Dassler Coutinho	Jessica Freitas	Matthew Bu	Raffaele Innocente	Thiru Yogi
Amreen Poonawala	David V Mendez	Johnnie Vu	Maximilien Boulanger-Cieslak	Rebecca Vandersleen	Tim Finley
Andre Albuquerque	David Windeler	Jonathan Vassallo	Melissa Weise	Rob Brown	Tim Kellers
Andrea Thompson	Dharpal Sharma	Joshua D'Silva	Meron Demissie	Roberto Alas	Utkarsh Choudhary
Angela Xu	Dollena Brake	Juste Songailaite	Miguel Fondaire	Romina Fuoco	Vaibhav Singh
Ankita Kulkarni	Ed Caffyn	Justin Wager	Mitchelle Merowitz	Roshan Pandey	Valeria Ponis
Anthony Fiore	Elena Caraus	Karolina Budrewicz	Moizuddin Syed	Rosie Seth	Victoria Merchant
Antonella Corno	Elham Attari	Kayode Ademuwagun	Nehashree S	Roza Moshfeghian	Werter Maiani
April Thompson	Emily Pearson	Kirsten Bowen-Willer	Neil Thompson	Ruby Cortez	Workers' Health and Safety Legal Clinic
Bella Kiguta	Emma Oliver	Krupa Todankar	Nikita Shah	Sam Elkebbi	Yuwei Liang
Bharti Chaubey	Emmanuel Palmero	Leigh Robinson	Nina Vujosevic	Sameer Mohan	



# YES Board of Directors



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Director



**Kofi Achampong**  
Director



**Timothy Lang**  
Ex-officio Committees

*Changing Lives  
... Forever*

# YES Staff

YES appreciates the dedication and professionalism of our staff in helping our clients each and every day.

Sepo (Justice) Achampong	Mei Fatima Cantos	Dima Farsoun Karlie Fisher	Maria Jordan- Barzaga	Adith Mathew Sinead McCarthy	Rachel Shin Ryan Thompson
Funmilayo Adegbesan	Joseph Castro Dorina Ciobanu	Carolina G'ala Stacey Gawrylash	Heema Joshi Raymond Ju Jennifer Kim	Chinelle McDonald Sally Mistica	Abdullah Tok Chagla Tok Kirsten Toney
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Shanaz Baksh Caroline Bokuba Lori Bottrell	Sharon D'Souza Elena Dziouba Sheema El- Khallil	Jorge Henriques Sarah Marie Hugh Aisha Issac	Winston Luc Hannah Luke Daisy Lyman	Puneet Sahota Rebecca Sanderson	Sakib Yasar Derek Yearwood JieYing (Kaitlyn) Zhou
Benjamin Brezner Stacey Brookes DiAnne Brooks	Halah EL Shater Graham Engel Gabriella Evans	Mary-Ann Johnson	Alyssa MacLean Carolyn Masse	Lisa Schoonderbeek	
Sonia Buchanan Kristina Bui					

*YES went above and beyond in terms of my career development. The instructors made learning so easy. I gained certificates and built social skills. YES shows you how to navigate these uncharted waters especially in the construction industry. Even during a global crisis, they still found a way to accommodate me. My coaches were amazing from interview preparation to job skills. I am currently attending a union training program and I have been offered employment!*

**Jamie**





# YES Financial Statements

## Youth Employment Services YES – Statement of Financial Position Year ended March 31

	2021	2020
<b>Assets</b>		
Current		
Cash	\$1,590,909	\$1,400,569
Investments	7,346,630	5,900,726
Accounts receivable	671,197	797,979
Prepaid expenses	61,518	52,978
	<b>9,670,254</b>	8,152,252
Leasehold improvements and equipment	219,591	295,479
	<b>\$9,889,845</b>	\$8,447,731
<b>Liabilities and fund balances</b>		
Current		
Accounts payable and accrued liabilities	\$2,417,306	\$2,012,258
Deferred revenue	1,407,634	1,246,767
	<b>3,824,940</b>	3,259,025
Deferred capital contributions	219,234	295,122
	<b>4,044,174</b>	3,554,147
<b>Fund balances</b>		
Operating Fund	(315)	(487)
Special Projects Fund	5,845,986	4,894,071
	<b>5,845,671</b>	4,893,584
	<b>\$9,889,845</b>	\$8,447,731

On behalf of the Board of Directors



Director



Director

A copy of YES' full audited financial statements are available at our website

**Youth Employment Services YES**  
**Statement of Operations and Changes in Fund Balance – Operating Fund**  
**Year ended March 31**

	2021	2020		2021	2020
<b>Revenue</b>			<b>Expenses</b>		
<b>Provincial Government</b>					
Youth Job Connections	\$3,609,231	\$4,253,038	Staff salaries and benefits	6,768,037	6,414,018
Employment Service	2,652,521	2,805,596	Participants stipends, training allowance and benefits	5,706,693	6,356,500
Canada-Ontario Job Grant	944,058	943,458	Program operating costs	1,798,392	1,638,326
Youth Job Connections - Summer	754,429	773,318	Amortization of leasehold improvements and equipment	176,465	165,908
YES2Tech Learn & Earn (Y2TLE)	404,695		Other expenses	1,068	865
YESAbility	170,385	149,552			
<b>Federal Government</b>				14,450,655	14,575,617
Youth Collaboration and Job Central	1,673,693	1,745,961			
BizStart	1,120,811	1,229,439	Deficiency of revenue over expenses	(1,236,804)	(1,087,502)
Lighthouse	687,776	560,980			
<b>City of Toronto</b>			Operating fund deficit, beginning of year	(487)	(885)
Toronto Youth Job Corps	615,560	604,524			
Toronto Social Services (Ontario Works)	334,439	269,557	Transfer from Special Projects Fund		
Streets to Jobs	71,036	68,547	GAP - This Way Ahead	250,662	301,978
			Citi Foundation - YES On Demand	214,076	240,348
Miscellaneous income	84,341		Citi Foundation - YES2Tech	165,729	
Interest income	14,988	41,437	HSBC - Career Accelerator	184,588	110,291
Amortization of deferred contributions	176,465	165,908	RBC Foundation	69,196	68,670
Less: deferred funding for leasehold improvements and equipment	(100,577)	(123,200)	Manulife	24,452	62,059
			HSBC - Ask A Business Consultant	14,756	52,983
			Additional restricted program supports	160,017	150,571
			Annual transfer	153,500	101,000
			Operating Fund deficit, end of year	\$(315)	\$(487)
	13,213,851	13,488,115			

A copy of YES' full audited financial statements are available at our website

*I had a successful career that came to an end due to COVID - it was stressful thinking about how I would cover my essential bills. I applied to the pre-apprenticeship program in order to gain experience in the home improvement industry. The program opened my eyes to all the potential trades and paths one could take to achieve their goals, and gave me the basic certifications needed to work on a job site. The program gave me confidence to put myself out there. As a woman, we are very few and far between in this industry so it can be a little intimidating when you're just starting out. Because of the pre-apprenticeship program, I was able to get a job in the construction industry within two weeks of my graduation date. Thanks to YES, I have learned so many skills that I can carry with me throughout my career path.*

**Aleesha**







**Youth Employment Services YES- Head Office**

555 Richmond Street West, Suite 711  
Toronto, ON M5V 3B1  
Tel: 416-504-5516

**YES – Job Development Services**

555 Richmond Street West Suite 602  
Toronto, ON M5V 3B1  
Tel: 416-504-5516

**YES – Youth Business Centre**

555 Richmond Street West, Suite 1005  
Toronto, ON M5V 3B1  
Tel: 416-504-5303

**YES Employment Centre**

1610 Bloor Street West  
Toronto, ON M6P 1A7  
Tel: 416-535-8448

**YES – Youth Job Centre**

2562 Eglinton Avenue West  
Toronto, ON M6M 1T4  
Tel: 416-656-8900

**YES – Toronto Youth Job Corps**

783 Lawrence West Units 8 and 9  
Toronto, ON M6A 1C2  
Tel: 416-789-5236