



ANNUAL REPORT 2015

*Changing Lives
... Forever*



Changing Lives Forever

Our Vision:

*Changing Lives
... Forever*

Our Mission:

YES believes employment is empowerment and the cornerstone of safe and healthy communities. YES leads the Canadian youth sector with innovative programs that empower disadvantaged and vulnerable youth to become self-sufficient contributing members of society.

YES Participants 2015



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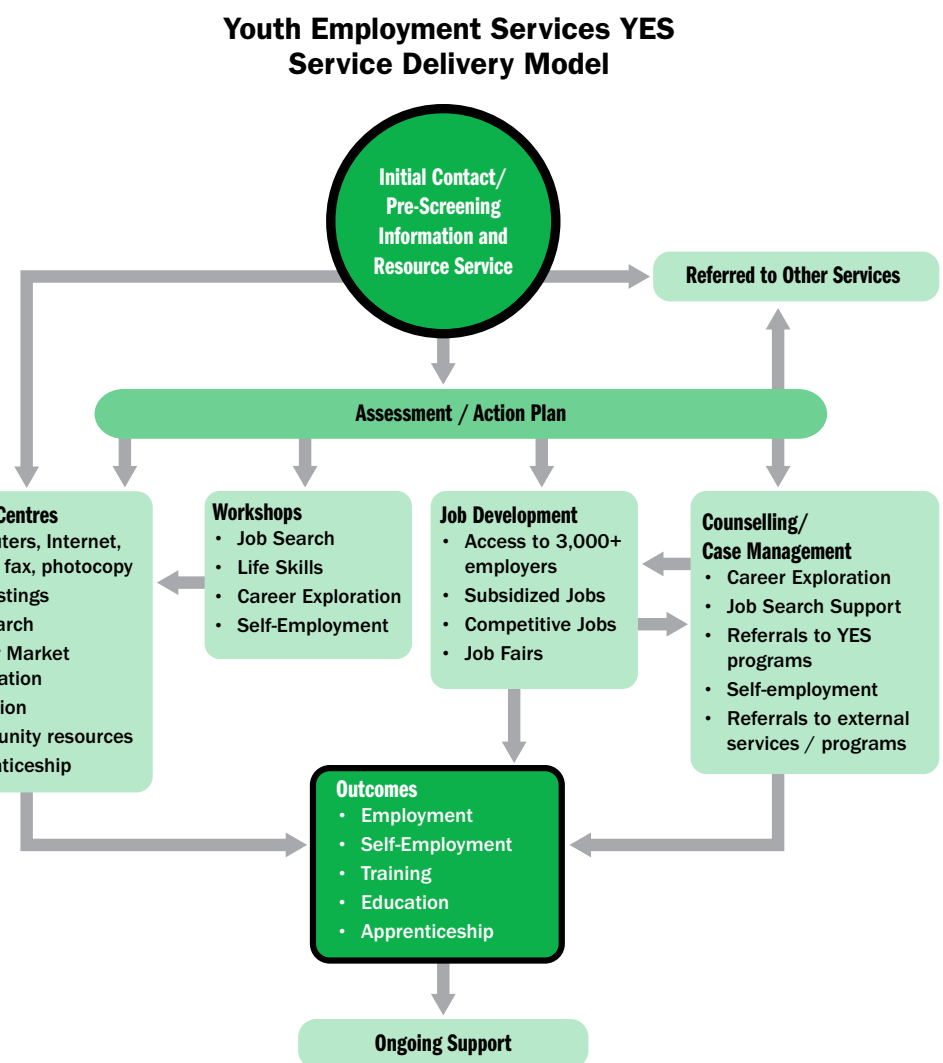
"I was facing many difficulties. My father recently had a stroke which forced him to retire. My mother is retiring next year and soon I will be the breadwinner of the household. Before attending YES I was hopelessly pessimistic about my future. YES has given me a source of inspiration and hope. I have improved my job/career prospects by learning new methods/strategies/approaches I can take in my own life in order to secure a healthy and worthwhile job/career." – **RAYMOND**

Changing Lives... Summary of Operations

Youth Employment Services YES is a not for profit organization that provides employment training, counselling, job development and job placement for youth across the Greater Toronto Area. YES is the Canadian Leader in Youth Employment Services and has helped hundreds of thousands of youth become contributing members of society. Since our founding in 1968, we have been committed to helping young people find and maintain employment. Today, our services are focused on supporting youth aged 15-30 with an emphasis on at-risk and disadvantaged youth. With a youth unemployment rate in Toronto of 18.1%, more than double the general rate of 8.4% and higher than our provincial and national youth unemployment rates (17.1% and 14.5%), we recognize the increasing challenges our youth face in finding decent work. YES has been at the forefront of youth employment for more than 47 years, and in that time we have built a successful toolbox of programs and services to support the diverse mix of youth in our city.

Our organization has seen many changes over the past 47 years, but there is always one constant: *youth need the support and leadership of the community to empower them in order to reach their potential.* Unemployment has disastrous effects on young people. They have a higher risk of poverty; increased drug and alcohol use; increased risk of incarceration; increased mental health problems and reduced life expectancy compared to those that are employed and; loss of motivation and reduced level of happiness. This also has detrimental effects on our community including: increased costs for social assistance; fewer taxpayers; less growth and productivity and; a risk of loss of talent, skills and innovation. Given this, it is critical that organizations such as ours are available to help break this cycle.

In the past year, YES has experienced an increased demand for our services and programs. We were able to provide support to more than 10,000 youth thanks to the hardworking efforts of our team. Our programs and services range from a Resource Information Centre where youth can drop in to access our job board, printing and photocopying services, and employment advice, through to intensive programs that teach pre-



employment training skills to youth over a number of weeks. YES has a well defined service delivery model which outlines the services and client pathway.

Our programs and services have been designed to meet the needs of all youth in our community. We have specialized programs focussing on:

- Entrepreneurship
- Graduates
- Summer students
- Youth with disabilities
- Homeless youth
- Youth with mental health issues

We are continually adapting and revising our materials to best suit the needs of our community. Program curriculum goes through annual review processes, and every youth who comes through YES completes an evaluation. These are used as part of YES's larger annual evaluation process.

As part of our engagement with the community, YES works with multiple partners to better serve our youth. Not only do we provide first class employment training, but we also provide wrap around supports such as meals for those youth at-most risk, TTC tokens to ensure youth can get to their interviews, and clothing allowances to help youth who otherwise could not obtain suitable interview clothing. We also provide referrals to services such as housing and counselling. We have dedicated staff that provide outreach services in the community and will talk to youth where they are, be that on the street or in shelters. In the past year, we worked with 1,304 employers and placed 1,819 youth into work experience positions. Our community partners include the Centre for Addiction and Mental Health (CAMH), Children's Aid, Pathways to Education, YWCA/YMCA, and Toronto Police Services, among many others.



YES Job Developer with YES client

We expect to see a further increase in the demand for our services in the next year, and with the launch of our Lighthouse Program for youth with mental health issues, we anticipate an increase in the number of youth with such issues approaching us for support. Our main objectives for the coming year include:

- Enriching our services to youth by including online training workshops
- Creating further opportunities for youth to find employment by offering hard skills training such as Smart Serve certification
- Implementing enhancements to our service delivery model
- Continuing to strengthen relationships with community funders

Meeting these objectives will enable YES to continue to empower those youth in most need in our communities and empower them to become self-sufficient, contributing members of the community.

We are honoured to be able to support so many of our young people. They are the future, and with the help of our supporters, our community partners, our experienced staffs, our volunteers, our Board and our inspiring Leadership team we look forward to working hard to changing more lives in 2016.

Youth need the support and leadership of the community to empower them in order to reach their potential

Chair's Message



Despite
increased demand
90%
of clients achieved
success

2015 has been a year of transition for YES.

We said goodbye to Nancy Schaefer, who retired as President and Chief Executive Officer of YES after 26 years of dedication and service. Under Nancy's leadership for the past quarter-century, YES has helped more than 100,000 young people in the Toronto area find jobs. This is a remarkable achievement: our younger citizens have gained the dignity and respect that employment confers and Toronto is a better place for all of us. Thank you Nancy.

In anticipation of Nancy's retirement, the Board struck a CEO Search committee ably chaired by YES past chair, Lincoln Caylor. Following an exhaustive process, a large field of prospective candidates was narrowed down and the Board appointed Tim Lang as the new President and Chief Executive Officer of YES. Tim has held executive and senior management positions in the corporate and not-for-profit sectors, with an extensive leadership record of success. Most recently, Tim served as Vice President at St. Francis Xavier University. We are delighted to have attracted such an outstanding and dynamic new leader for YES. Welcome aboard Tim.

Over the course of the year, YES witnessed a rise in demand for our services. The number of clients served in the past 12 months totalled 10,408 (2014 – 9,293). Despite the increased demand on our resources, 90% of clients achieved success (2014 – 86%). We are proud of our clients' achievements. I would like to thank all of our hard-working team at YES for their commitment to empowering Toronto's youth.

We were honoured to host Minister Reza Moridi, Ontario Minister of Training Colleges and Universities, at our 555 Richmond Street West office in January. Minister Moridi announced that the

province's Youth Employment Fund initiative had exceeded its goal to place 25,000 youth into employment. We were pleased to have been part of this successful initiative.

Also, in 2015, we launched our new Lighthouse Project. The Lighthouse Project is a collaboration between YES and the Centre for Addiction and Mental Health (CAMH). The Lighthouse Project will address the urgent need for a specialized employment service for Ontario youth who are affected by mental health issues. We look forward to showcasing results from the pilot stage of the program next year.

I would like to thank my fellow directors for their continuing volunteer service on the Board of YES. We come from disparate backgrounds but we are united in our desire to give something back to our community – to be part of a team that helps young people, just as we, when young, were helped and guided by others along the way.

A handwritten signature in blue ink that reads "James Hunter".

James Hunter
Chair

President's Message

I am excited to be joining YES' strong team, who have an extraordinary history of achieving its vision of "changing lives...forever".

YES has had a direct impact on hundreds of thousands of individuals over its nearly fifty years, and in turn it has helped enhance the lives of individuals, families, communities and our economy. The objective is so important, and I am committed to helping YES achieve results and help even more youth become empowered and contribute to our society. Building on the strength of the programs and services that have been so effective, we will look to innovate, energize and replicate the best practices from around the world in order to continue to be Canada's leader in youth employment services and help thousands of people each year. Our mission is an important one, and so many lives continue to depend on YES.

Toronto is one of the most diverse regions in the world and a shining example of a harmonious city that is safe and prosperous. At the same time, youth unemployment is a serious problem, and in Toronto, it is double the national average. This issue will lead to greater unrest and hardship if there are no

solutions or alternatives for our youth. YES provides a clear solution that helps enhance individuals' skills and confidence, and which helps lead to employment and contributes to our economy. A strong, well-trained, adaptable workforce is critical for Canada's success globally. YES helps provide this to our clients as well as instilling a greater sense of passion for success, healthy lifestyles, and self-worth and dignity. YES is so grateful for the support it receives, as we see first-hand how this support helps change lives.

Together, we can make our community and region stronger through YES. YES' success ultimately means even more lives are being changed, forever.



Timothy Lang
President & CEO, YES

"I was very depressed due to my lack of employment, experience and guidance. But I'm leaving with an interview, guidance and a good chance of getting a job. My depression has gone down a lot." – TAVON

Changing Lives... Empowering Our Youth: Domanique Grant



Domanique grew up in Alexandra Park, the third largest government housing community in Toronto.

She was raised by a single parent mother who immigrated to Canada.

Growing up, she was told that she'd become a common statistic: Black female; low income community; never attending university.

Domanique faces numerous challenges.

Prior to YES, Domanique was out of school and working part time jobs that did not coincide with what she wanted to do.

Domanique dreamed of making music her full time career, but did not have the business skills or understanding of how to do so. She was performing locally in the community but did not understand planning, budgeting, business plans, etc. Then she found YES.

YES first helped her make a shift mentally, which was the biggest obstacle that she needed to overcome. The YES program has helped her overcome the many negative beliefs and obstacles that she once had growing up. YES allowed Domanique get to the core of what her strongest skills were and how they could be integrated into a company. Creating her first business plan literally changed her life.

Flash forward to today. Domanique is now an award winning artist and public speaker. She is an official ambassador and entertainer for The 2015 Pan Am/ Parapan Am and has received \$20,000 in funding to record her first commercial album to be released in October 2015. She is also working with a multi-Juno and Grammy nominated production team to record and release her first debut album across Canada. We are proud of Domanique and her remarkable determination and look forward to following her adventures as her career soars.



Changing Lives... YES Highlights

Minister Moridi Visit January 2015

YES was pleased to host Minister Moridi in January 2015 as he announced the exciting news that The Youth Employment Fund had exceeded its goal of helping 25,000 young people get work experience, start a business or build job skills.

YES was proud to be selected to run this program for the Ontario Government. In total, we helped 717 youth connect with employers and get a job placement of four to six months. We also provided incentives to employers to help cover the cost of wages and training for new hires and helped youth cover costs like transportation or tools required for the job.

L-R: YES Board Chair Jim Hunter, Les Hansen President of Benetech, Benetech employee Hailm Khairallah, MPP Han Dong, Minister Moridi and YES President Nancy Schaefer.



Les Hansen from YES employer Benetech Inc attended alongside Halim Khairallah, the employee he hired thanks to YES.

Funding Partners Visit YES

YES was thrilled to have a number of our funding partners past and present come and visit us in 2015. Thank you from your commitment to our programs!



Donor Spotlight – Tippet

YES is proud to have been partnering with the Tippet Foundation for more than 20 years. In that time, they have funded a wide range of YES programs and services, including our Youth Business Centre, the MINDyouth Mentorship program, our Job Camp program and most recently our Youth Employment Champion Fund which helps ensure that there is a safety net for those youth who need it most. Thanks to the support of Tippet, we have been able to support thousands of youth in that time. We are incredibly grateful for the commitment and dedication of organizations such as Tippet.

“The Tippet Foundation has been a proud supporter of Youth Employment Services (YES) since 1992. YES helps to change lives and the Tippet Foundation is honoured to be a part of that change.”
– Tippet Foundation

Thank You Microsoft Canada!

YES was honoured to have been selected as a funding partner by Microsoft Canada. As part of their 2014 Toronto Eaton Centre store launch, Microsoft Canada donated \$60,000 in software and \$8,000 in hardware to YES! This incredible support has helped ensure that YES receives vital technology upgrades in our programs and throughout our offices. Thank you Microsoft Canada!

You can view a video of the store opening at this link:

www.microsoftproductreviews.com/xbox/recap-video-microsofts-newest-downtown-toronto-store-opening/



YES Staff members Heema Joshi and Nadia Kishunlal with a YES client attend the Microsoft Canada store opening



Carrie-Ann Goodfellow and Nancy Schaefer accept the donation of \$60,000 in software and hardware from Microsoft Canada.

YES Raises Over \$13,000 at the Scotiabank Waterfront Marathon

YES participated in the Scotiabank Charity Challenge on October 19, 2014. Thank You to everyone who supported and participated in the Challenge! We raised over \$13,000 for our programs and services.

YES staff, Board members and volunteers participated in the marathon to raise funds for YES. The Scotiabank Waterfront Marathon is a great opportunity for community engagement, profile building and fundraising. YES is also participating in October 2015 and we are always looking for new volunteers.

Contact: Justine Katz, Development Coordinator @Justine_katz@yes.on.ca



“Right after finishing my college, I was looking for a job related to my studies. I had no experience and no idea about how to find a job. Then I came to know about YES. I found the best place to get help. They helped me in every step of my search and got me a job. The best part is they don’t leave you once you get a job. YES helped a lot in terms of arranging my first month of travelling expenses too. Thanks!” – JAIDEEP

2014 Client Achievement Awards

YES hosted the third annual Client Achievement Awards in September 2014. Thanks to the generosity of our partners RBC, we were able to award three of our outstanding young clients with a gift of \$500 each, presented by RBC representatives Raymond Lee and Gord Hundal.



COSMO HOSTEN had a fascination with cars from an early age. Completing an automotive course in 2012, his goal was to work in the automotive sector. Determined to secure a good future for himself, Cosmo went from shop to service centre trying to get a chance to prove himself but being rejected at every turn. He received no help from his friends, who all thought he was trying to get ahead and be better than them. They were constantly trying to influence him to make fast money, but staying true to his greater goals he didn't give in. Depression started to lurk in. He was mentally exhausted and struggling financially. At his lowest point, he found YES and his life changed forever. YES gave him an opportunity for a job with Canada Tire as a Service Advisor in their automotive shop. 7 months later he is now the Service Manager.



CHARLEENE LAWRENCE came to YES in May 2013. A recent divorcee and a single mother of 3 young children, she wanted to be financially independent and provide for her kids but had little confidence in her skills. Her Career Counsellor helped her to see that she could do anything she put her mind to. After participating in our Employability Skills program Charleene was able to secure a temporary position at the Syme Woolner Neighborhood and Family Services offices. A year later and she is still there. Having gained the respect from her peers through her hard work and dedication, she was given a promotion and new responsibilities to manage other departments.



TARA MULDOON came to BizStart with a dream of running her own PR firm, but didn't have the knowledge of where to begin. Having experienced a sexual assault in University, Tara had PTSD where fear had previously created limitations for her. Tara found YES and our BizStart program which is designed to help young entrepreneurs. The Program Manager saw her potential and helped her to focus on her abilities. After completing the yearlong program, Tara went on to launch her own PR firm: TMPR. Some of her clients include UFC Fighters and Wild Wing restaurants. Thanks to BizStart, Tara also found the confidence to launch F YOU: The Forgiveness Project dedicated to helping survivors of trauma share their story and through doing so gain strength. Through this project she has written a book and met the Pope. She will next embark on a partnership with Desmond Tutu.

"I have many mental health issues and a history of being abused which has resulted in agoraphobia. The staff at YES are amazing and I now have multiple interviews set up. The group made me comfortable coming here." – SEAN

Changing Lives... YES by The Numbers

2014-2015

- YES helped 10,408 youth, including 8,493 in all our programs, and a further 1,915 students who attended our workshops. We achieved a 90% success rate in job, training or education results.
- 568 New Canadians gained valuable Canadian work experience. Newcomer youth have a shocking unemployment rate of 27%.
- 524 clients ceased taking social assistance and gained employment. For a three month employment period alone, this reduced the burden on social assistance by approximately \$1,031,232 (based on single rate for basic need and shelter allowance).
- 881 clients from designated Neighborhood Improvement Areas with low incomes and incomes below the poverty line earned a more sustainable wage.
- 856 clients that had been out of work, school, and training for more than one year found employment. This is a great achievement as job candidates that have resumes with periods of inactivity are often disregarded by employers.
- 1,361 clients with a low level of education were able to maintain a job for at least three months. 1,073 had Grade 12 education but not post-secondary and 288 had Grade 11 or less.
- 170 clients with disabilities found employment. This is changing the lives of a group that face higher unemployment rates than their peers. 12-33% of Canadians with disabilities have reported being refused a job because of their disability.



YES Client

5 to 1

For every \$1 spent,
\$5 was returned to
the economy

\$9,094,806

Income earned
in 3 months
which contributed
to the tax base

YES ROI

Of the clients who came through our Employment Services program, 1,653 remained employed for three months. They earned \$9,094,806 in income in those three months which contributed to the tax base. This realised a return on investment of 5 to 1, or for every \$1 spent on the program, \$5 was returned to the economy.

Changing Lives... Empowering Our Youth: John*

In January 2015, John was accepted into the Youth Collaboration program. During his assessment John was hesitant to discuss the gap in his employment history, eventually disclosing that he had been released from prison approximately two months prior to coming to Youth Employment Services (YES). He said he felt ashamed and did not want to be viewed as a “criminal.”



John had the opportunity to gain some culinary experience while in prison. When he joined Youth Collaboration, he knew he wanted to pursue a career in a culinary field, but did not know how to explain his prison experience on a resume.

Through his experience in Youth Collaboration, John was able to create a fantastic resume that reflected his experience and skillsets rather than focusing on where he gained the skills from. John went on several successful interviews and was offered employment after each one.

In the end, John accepted a position as a Line Cook for a gourmet burger restaurant and has since been promoted to one of the restaurant's main cooks. His employer shared that he *“wished all the line cooks were like John. He exhibited a real passion for cooking and has proved himself a very valuable employee.”*

**Name changed to protect identity*



Changing Lives... YES Programs & 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. Four offices located across the Toronto Area make it easy for youth to find help when and where they need it.

BizStart Entrepreneurship	BizStart is a full-time, 6-month entrepreneurship training program. www.yes.on.ca/bizstart/
Passion for Fashion	For 6 years YES teamed up with the Toronto Fashion Incubator (TFI) to create an opportunity for youth to learn about entrepreneurship and fashion design. The program focused on youth living in priority neighbourhoods.
Employment Service	Employment Service provides employment services for all job seekers, including students. www.yes.on.ca/employment-ontario/
Great Grads	The Great Grads program provided a range of activities that enabled highly qualified youth make more informed career decisions.
Job Central	The Job Central assists youth ages 15-30 living in the under-served neighbourhood of Keele/ Eglinton to find employment. www.yes.on.ca/job-central/
Job Camp	Job Camp gives disadvantaged young people the opportunity to thrive and change their lives in a positive way. www.yes.on.ca/job-camp/
Ontario Works Employment Placement Program	The Ontario Works Employment Placement Program assists unemployed individuals who are receiving social assistance with their job search efforts.
Ontario Works Career Discovery	Career Discovery provides career testing and assessment services for those receiving social assistance. www.yes.on.ca/ontario-works-career-discovery/
Street to Jobs	The focus of the Streets to Jobs is to aid homeless youth overcome the key barriers to employment that keep them out of work. www.yes.on.ca/streets-to-jobs/
YESAbility	YESAbility is an employment program for youth and adults with disabilities. www.yes.on.ca/yesability/
Youth Collaboration	Youth Collaboration assists youth ages 15-30 to find employment through group based employability skills training and work experience. www.yes.on.ca/youth-collab/
Youth Employment Fund	The Youth Employment Fund was part of the Ontario government's new Youth Jobs Strategy, which helped young people across the province get work experience and build job skills.
YES Student Services	YES helps students looking for part time work all year round. www.yes.on.ca/student-services/
Summer Company	Summer Company is a program designed to help enterprising young people ages 15-29 to start up and run their own summer business. www.yes.on.ca/summer-company/
Summer Jobs Service	Summer Job Service offers job opportunities for high school, university and college students seeking summer employment. www.yes.on.ca/summer-job-service/
Jobs for Youth (summer and after school)	The Jobs for Youth Program is a paid skills training and job placement program that supports youth (aged 15 – 18) living in Identified Neighbourhoods looking to gain part-time, after-school jobs during the school year. www.yes.on.ca/jobs-for-youth/
Lighthouse Project	The Lighthouse Project assists youth with mental health issues gain paid work experience while also offering counselling supports.
5 Star	The 5 Star Entrepreneurship program introduces high school students to entrepreneurship as an additional or alternative career pathway.
Minding My Own Business (MMOB)	The Minding My Own Business program offers hands on start up training to young people.



Changing Lives... Engaging Our Community

Working with Employers

So much of the success that YES and our clients enjoy is thanks to the generous support of those in our community. Our most important partner is those employers that work tirelessly with YES to give our clients an opportunity to realize and meet their potential.

We worked with 1,304 employers last year that resulted in 1,819 work experience placements. We paid out over \$3,200,000 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.

YES hosted numerous hiring events for employers including Shopper Drug Mart which attracted more than 130 youth. We also hosted fairs for BelAir Direct, Tim Hortons, Freshii, Mr. Lube, Lush, and Aroma Coffee.

Our employers also include hotdocs, Cineplex, Coca Cola Canada, Canadian

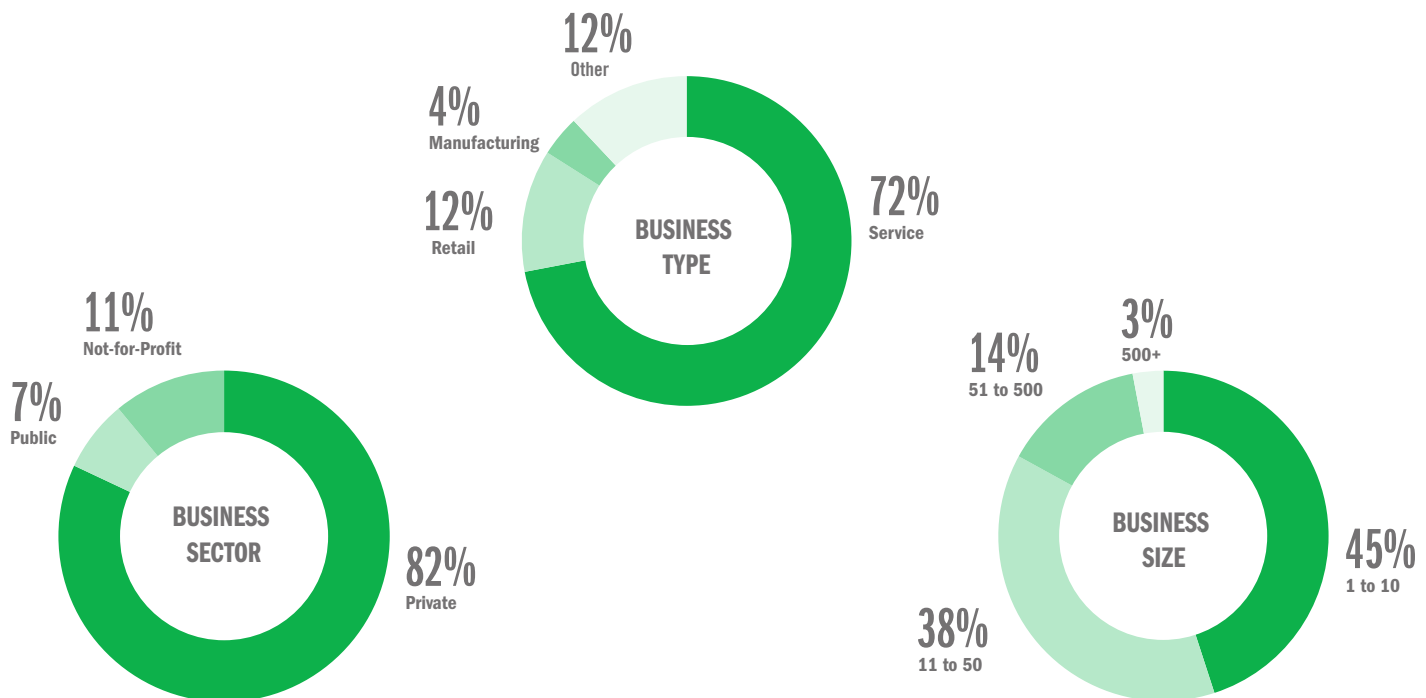
Tire, Rogers, Café Crepe and Liberty Entertainment Group. These are just a handful of the more than 1,000 employers we are proud to work with annually.

"The employee we hired turned out to be a great addition to our team. He proved to be skilled in not only the technical expertise required for the original contract, but in other areas that were valuable to our business as well. As a result, we were able to justify hiring him into a full-time position when his contract ended. We were very pleased to have found him, and thankful to YES for bringing him to us."

Les Hansen, Benetech Inc.



Halim Khairallah, Operations Manager at Benetech and former YES client.

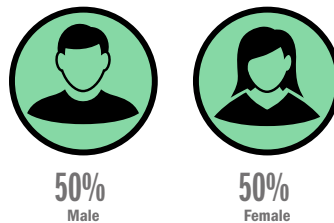


Changing Lives... YES Client Profile

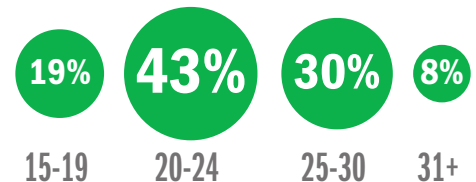
In 2014-15, Youth Employment Services YES helped 10,408 youth, including 8,493 in all our programs, and a further 1,915 students who attended our workshops. We achieved a 90% success rate in job, training or education results.

“Before attending YES I was frustrated on a daily basis. I was homeless, lacked proper interview clothes and no matter how many jobs I applied for I couldn’t find work. YES has found me employment and given me the skills to keep me employed.” – WENDY

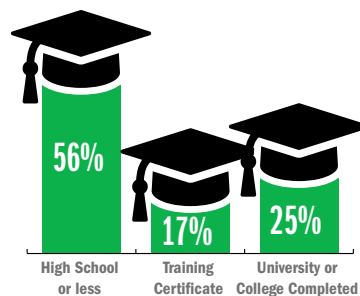
Gender



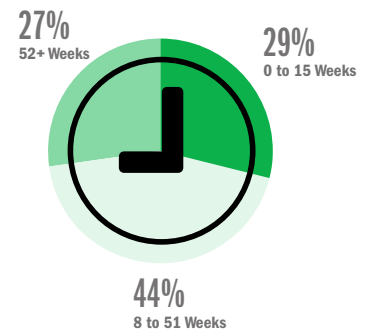
Age



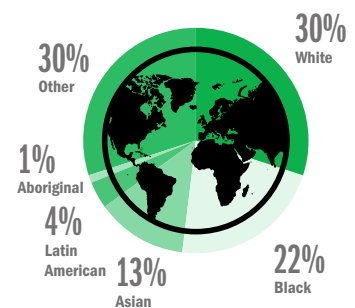
Highest Education



Time Out of Work, School or Training



Heritage



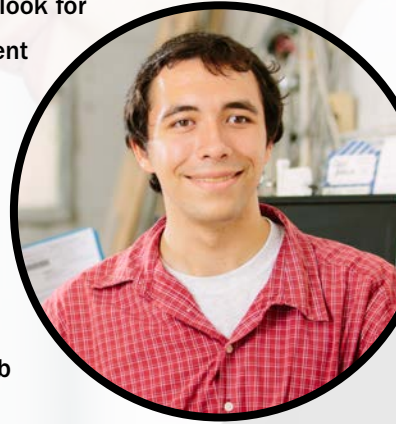
A YES client in our Resource Information Centre where clients can access free resources such as computers.

Changing Lives... Empowering Our Youth: Simon

Simon was unemployed for 4 years before joining YES.

Simon was motivated and willing to look for work. He tried reaching out to different employment agencies, but each place he visited told him the same thing: go search on the computer.

After some time, it was getting tougher for Simon to land a job. He fell into a depression and lost hope to the point he felt getting a job seemed unrealistic.



Simon's parents recommended to him that he visit YES. On the first day at YES Simon was impressed that he was getting the help he needed to build a better and stronger resume. "I did not know the resume could have different formats."

The very next day the Counsellor called and asked me to come to YES to meet the Job Developer who agreed to help me find an Administrative Assistant position. The Developer set up an interview with an employer and Simon got the job! He is currently working with the employer and is very happy with his job. Simon is grateful to everyone at YES for their help.

"For all you young people out there looking for work: Don't be afraid to ask for help, it took me a long time to get out of my rut because I had convinced myself that there was no hope." – Simon



Changing Lives... Engaging Our Community

Community Partnerships

YES works with multiple community partners across the Greater Toronto Area.

Pathways to Education

YES is represented on the Pathways to Education Research Advisory Council.



YES participated as a key advisor on a research project funded by CERIC to create the first of its kind Career Guide to better support people affected by mental health issues.



CivicAction

CIVIC Action Group

YES is proud to have been invited to the launch of the Civic Action Groups 'Escalator – Jobs for Youth facing Barriers' Initiative.

YES participated in their 'LinkedIn Coach' Program.

camh

YES partnered with CAMH to launch our new pilot program designed to help youth with mental health issues "The Lighthouse Project"

CAMH has also provided training for our Career Counsellors to enable them to better serve youth with mental health issues.

YES External Committee Partnerships – Snapshot

A team member from YES acted as a co-chair on the Toronto West Labour Immigration Partnership (TWLIP) Planning and Coordinating Committee

A team member from YES participated on the Alexandra Park Revitalization Committee.

A YES team member participated on the Work Connections Job Fair Committee. This annual student job fair is planned by the City of Toronto, TDSB and Toronto Catholic School Board and numerous employment agencies in the GTA.

Changing Lives... YES Plans & Goals for the Future

Deeply imbedded in all that YES does is our goal to continually look for improvement in the services we deliver to our community in order to achieve our vision of “changing lives... forever”. The 2014-2017 strategic plan was implemented from the ground up. Not only did all of our staff play a role in shaping the strategies of the plan, they are all helping to deliver on these strategies. The 2014-2017 plan is entitled ‘Change and Innovation’. The objective of the YES 3 year strategic plan (2014 – 2017) is to assist disadvantaged and vulnerable youth to develop more skills to assist them to secure and retain employment and improve client results. This will be achieved with new programs, more tools and approaches for youth and employers, reinforced and improved core activities

and strengthened fundraising. For 2014-17, there are 4 strategies to achieve this objective. Each goal has targets to measure progress.

Strategy 1: Enhance Pre-Employment and Skill-Based Programs

- Rebrand and redesign the Job Camp program
- Develop new targeted pre-employment skill-based program
- Introduce hard skills training in rebranded program
- Improve employment outcomes in targeted programs

Strategy 2: Pilot Online Training

- Develop new channel for learning
- Reach new audiences of youth

- Enhance computer literacy as well as designated area of training

Strategy 3: Evaluate Service Delivery Model in Targeted Programs & Strengthen Special Initiatives

- Validate, reinforce and improve core activities in targeted programs ensuring maximum impact and participation in workshops
- Coordinate activities across locations to ensure consistency of delivery

Strategy 4: Strengthen Fundraising From Private Sector to Support Targeted Programs

- Research and obtain new donors.

Highlights of Progress From the Past Year

- A business case was completed for Job Camp in February 2015. This involved strategies such as hosting focus groups with staff and clients, conducting an environmental scan of other services in our community and analyzing past data of the industries are clients are gaining employment in to make a recommendation on next steps.
- The recommendation was that YES should integrate hard skills training in the form of Smart Serve certification into the program.
- After approval from the Board, this has been introduced in April 2015.
- We will report on the outcomes from the first year of this new programming and review the potential to integrate further hard skills training in April 2016.
- A business case was developed to review the potential to develop online courses at YES.
- In the interim period, YES has created a partnership with Accenture which includes access to their online pre-employment training workshops. These workshops are currently being trialed at YES by two of our entrepreneurship programs.
- A business case was developed which reviewed the current YES service delivery model. The plan was developed using strategies such as focus groups with staff, analyzing our client's current needs, and analyzing the participation rates in our workshops over a three year period.
- Recommendations from the business case include updates to specific workshops, reviewing workshops to ensure consistency across YES and provide training to staff to ensure they can facilitate the enhanced workshops.
- These recommendations will be implemented throughout the 2015/16 fiscal and we will be in a position to report back on the outcome in the final year of the strategic plan.
- A new Development team was introduced at YES in 2014/15
- The team hit the ground running and put in place a new fundraising plan for the remainder of the 2014/15 fiscal which highlighted key activities such as re-connecting with past and present donors, engaging staff in fundraising activities such as the marathon, and building new relationships with funders.
- The team worked on creating new relationships which has already seen YES realize 4 new partnerships with Microsoft Canada, Accenture, State Street and Economical Insurance.
- We anticipate further relationships to actualize in the next year.

Changing Lives... YES Featured in the Media

In the past year YES have been featured multiple times in the media.



April 5, 2014

National Post – Past YES President Nancy Schaefer was interviewed in their ‘Youth employment boosts glimmer of hope, but it’s no victory yet’ article.

<http://business.financialpost.com/news/economy/youth-employment-boost-provides-glimmer-of-hope-but-its-no-victory-yet>

April 22, 2014

InsideToronto.com – YES Client Cosmo Hosten is featured in their ‘Funds help young people connect with jobs’ story.

www.insidetoronto.com/news-story/4476166-fund-helps-connect-young-people-with-jobs/

April 22, 2014

Toronto Star – YES Client Cosmo Hosten also appeared in their ‘Youth unemployment fund gives 10,000 disadvantaged youth a kick-start to jobs’ article.

www.insidetoronto.com/news-story/4476166-fund-helps-connect-young-people-with-jobs/

June 9, 2014

CBC Metro Morning – Past YES President Nancy Schaefer was interviewed as part of their ‘Part Time Jobs’ story.

www.cbc.ca/metromorning/episodes/2014/06/09/part-time-jobs/

July 8, 2014

Global News – Past YES President Nancy Schaefer was interviewed as part of their ‘More part time work while in high school results in better paid jobs and higher salary later in life: study’ article.

<http://globalnews.ca/video/1439770/more-part-time-work-while-in-high-school-results-in-better-jobs-and-higher-pay-later-in-life-study>

July 14, 2014

CBC Metro Morning – YES Client Andre Dsouza was interviewed for their ‘Unemployed’ story.

www.cbc.ca/metromorning/episodes/2014/07/14/unemployed/

August 6, 2014

Blog TO – YES Passion for Fashion program was featured in their ‘10 ways to break into the fashion industry in Toronto’ blog.

www.blogto.com/fashion_style/2014/08/10_ways_to_break_into_the_fashion_industry_in_toronto/

September 8, 2014

Toronto Star – Past YES President Nancy Schaefer was interviewed as part of their ‘Ontario private sector to play pivotal role in youth unemployment’ article. www.thestar.com/news/gta/2014/09/08/ontario_private_sector_to_play_pivotal_role_in_youth_unemployment.html

December 25, 2014

Toronto Star – YES former Executive Director featured in an article called ‘Norma Penner, 92, spent a lifetime fighting for the disadvantaged’.

www.thestar.com/news/gta/2014/12/25/norma_penner_92_spent_a_lifetime_fighting_for_the_disadvantaged.html

“My probation officer told me about YES. I attended Job Camp to get a job and learn about how to get a job. Now I have a job and I love y’all for that.” – BOB

Changing Lives... Empowering Our Youth: Najaire Duncan

Najaire was a recent immigrant to Canada and had only been in the country for two months. Unemployed and never experiencing an interview before, Najaire felt confused and didn't have a sense of direction. After attending a New Comer information session, Najaire was handed an information leaflet about YES. He arrived at our Keele and Eglinton office eager and willing to give our services a try.



After successfully completing his three weeks of intensive job readiness training, Najaire was placed with an employer. Unfortunately due to differences with the employer this opportunity did not work out. All hope was not lost as Najaire later came back to YES. Thanks to our Job Developers, a second opportunity came up just two days later.

Since then, Najaire has been hired full time by the employer in a field he is most interested in and received compensation more than minimum wage!

"Since attending Youth Employment Services I feel like my life has changed a lot. I feel more financially stable, independent, and confident, and I feel like the work experience I am gaining is helping me develop a career path."



Changing Lives... Thanks to Our Donors

Fundraising reached its planned target in 2014/15 despite challenges including the introduction of a brand new Development team to YES. Thanks to the incredible support of long term partners such as Tippet Foundation, RBC Foundation, J.P. Bickell Foundation and KPMG, among others, and new partners such as Microsoft Canada and BMO Financial Group YES was able to provide critical funding to two main areas: Job Camp which is 100% funded by private donors and; the Youth Employment Champion Fund, a special fund designed to provide a safety net and wrap around supports for those youth in most need.

Fundraising activities included YES participation in the 2014 Scotiabank Toronto Waterfront Marathon (see page 8 for further details), a Direct Mail campaign, and outreach to multiple Foundations and Corporations across the

community, some of who have funded YES in the past, and some who we hope to see become funding partners.

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.

Hero



Leader



RBC Foundation



JP Bickell
Foundation



The Christina Mary
Hendrie Trust

The Leonard and
Gabryela Osin
Foundation

Tippet Foundation

Warehouse
Properties Ltd

Partner

CIBC
Green Shield Canada
Foundation
Scotiabank Group
SEDI
The Henry White
Kinnear Foundation
The KPMG Foundation
The Marjorie and
Joseph Wright
Memorial Foundation

Investor

Aritzia
Edward Caffyn
Fiera Capital
Gamma-Dynacare
Medical Laboratories
Harry A. Newman
Memorial Foundation
James Hunter
Joan Prior
John and Kimberly
Taylor
Lawrence Foerster

Lincoln Caylor and
Melissa Nixon
Michael John St.
Pierre
Nick Vaney
Patricia E. Wright
Raymond James
Canada Foundation
Susie Hendrie
Toronto Foundation
Winners

Supporter





Amutha Vipulananda
Bill & Stephanie
Butler
Brian and Joyce
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Carolyn F. Swadron
Carrie-Ann Goodfellow
Clayton Wilson and
Donald W. Middleton
Colin L. and Marjory
Campbell
David Dimmer
Diane Karnay and
Stuart Bollefer
Diane McQuaig
Jack Robertson

James Hilborn
Jane Kierans
Janice & Hugh Rennie
John E.C. Carr
Jonquil Eyre
Leech, James and
Deborah Barrett
Mark J. and An
Richardson
Mary-Jane Jarvis
Matt & Natasha
Shoom-Kirsch
Michael H. Morgan
Nancy Schaefer
Neil Phillips
Nicole Musicco

Pat and Chris Snyder
Paul and Jannie Mills
Ria Jean McMurtry
Richard Shallhorn and
Nancy Baker
Ron Latvanen
Rosalind Waxman
Sarah Nixon-Suggitt
Sun Life Financial
Tim and Carol Devlin
Versent Corporation
ULC
William A. Moorhead
Xiaying Zhu
Ying He

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.

	BizStart	Skills Link, Human Resources and Skills Development Canada
	Job Central/Youth Collaboration	Skills Link, Human Resources and Skills Development Canada
	Lighthouse Project	Skills Link, Human Resources and Skills Development Canada
	Career Focus	Skills Link, Human Resources and Skills Development Canada
	Canada Summer Jobs	Canada Summer Jobs, Human Resources and Skills Development Canada
	Canada Ontario Job Grant	Employment Ontario, The Ministry of Training, Colleges and Universities
	Employment Ontario	Employment Ontario, The Ministry of Training, Colleges and Universities
	Employment Services	Employment Ontario, The Ministry of Training, Colleges and Universities
	Student Services	Employment Ontario, The Ministry of Training, Colleges and Universities
	Summer Jobs Service	Employment Ontario, The Ministry of Training, Colleges and Universities
	Youth Employment Fund	Employment Ontario, The Ministry of Training, Colleges and Universities
	5 Star	Ministry of Economic Development, Employment and Infrastructure
	A Passion for Fashion	Ministry of Economic Development, Employment and Infrastructure
	Summer Company	Ministry of Economic Development, Employment and Infrastructure
	Minding My Own Business	Ministry of Economic Development, Employment and Infrastructure
	YESAbility	The Ministry of Community and Social Service
	Jobs for Youth	The Ministry of Children and Youth Services
	Investing in Neighbourhoods	City of Toronto
	Ontario Works	City of Toronto
	Streets to Jobs	City of Toronto



YES Employment
Counsellor with YES client

Changing Lives... Thanks to Our Board, Volunteers & Staff

Board of Directors

Name		Position on Board
Jim Hunter		Chair, (Effective September 2014)
Lincoln Caylor	Partner, Bennett Jones LLP	Past Chair
Patricia E. Wright	Counsel at Sanguinetti + associates	Vice-Chair
John Taylor	Portfolio Manager, ScotiaMcLeod	Director
Nick Vaney	Executive VP & CFO Empathica Inc	Director
Sarah Nixon-Suggitt	ED, Timbercreek Asset Management	Director
Luzita Kennedy	Partner, KPMG Accounting Advisory Services	Director
Susie Hendrie	Senior Manager, Public Policy, Rogers Communications	Director
Lawrence Foerster	Investments, SunLife Financial	Director
Michael Kavanagh	Partner, Audit, KPMG	Director, (Joined 2015)
Nicole Musicco	VP Head of Funds, Ontario Teachers' Pension Plan	Director
Michael St. Pierre	VP, Chemtrades Logistics Inc.	Director, (Resigned 2014)

Youth Employment Services YES Board of Directors is a policy board with standing committees of the Board, each of which deal with different aspects of risk associated with the organization overall. The following chart outlines the mandate of the YES Board of Directors.

Board Sub-Committees	Membership	Mandate
Executive Committee	Jim Hunter – Chair Patti Wright Lincoln Caylor John Taylor Luzita Kennedy Susie Hendrie	1. Oversees the management of the operatives of YES, including review of the Presidents current and future objectives and related compensation. 2. Recommend to the Board changes in the President's objectives and compensation. 3. Reviews the President's succession plan
Investment Committee	John Taylor – Chair Nicole Musicco	To ensure that the financial resources of YES are utilized in a manner that maximises the returns from these resources while providing management and staff with ample reserves for normal operations.
Development Committee	Susie Hendrie – Chair Patti Wright Nicole Musicco Sarah Nixon-Suggitt Michael Kavanagh	Responsible for providing expertise, support and strategies on raising funds from the private sector.
Audit Committee	Luzita Kennedy – Chair Nick Vaney Lawrence Foerster Michael Kavanagh	1. Oversees the work of the external auditor. 2. Identifies and monitors the management of the principal risks that could impact the financial reporting of YES. 3. Reviews the annual budget 4. Monitor the integrity of YES financial reporting process and system of internal controls regarding financial reporting and accounting compliance.
Nominating and Governance Committee	Patti Wright – Chair Jim Hunter	Responsible for screening and nominating prospective Board members and the development of governance matters and assessing the effectiveness of YES's governance process.

YES Staff

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

Cynthia Ainslie	Sarah Clarke	Mustafa Essa	Aisha Isaac	Kimberley MacDonald	Fidan Rahimova
Kofi Agyei-Amoama	David Cohen	Jennifer Faulkner	Mary-Ann Johnson	Dave Khan Mago	Nancy Schaefer
Ilham Alam	Tara Cracknell	Jasmine Ferreira	Maria Jordan-Barzaga	Julie Martaus	Julia Shymanski
Denisse Alejo-Martinez	Utamika Cummings	Karlie Fisher	Heema Joshi	Jamie Matin	Ariel Smith
Floyd Anderson	Lorna Daley	Nicole Gauthier	Raymond Ju	Carolyn Masse	Tamara Thalman
Catherine Ankrach	Donovan Dill	Jessica Gayle	Justine Katz	Sinead McCarthy	Aleena Thomas
Haider Ashraf	Margaret Douglas	Carrie-Ann Goodfellow	Golam Khan	Deborah McLawrence	Amutha Vipulananda
Kamilah Ashraf	Christopher Douros	Melanie Gorlicky	Nadia Kishunlal	Sally Mistica	Dion Walcott
Sahil Batra	Julie D. Downs	Samantha Guerrero	Annie Lam	Anem Nomani	Robert Wharram
Rushel Briscoe	Brian D'Souza	Ferdous Haque	Timothy Lang	Karen Nguyen	Dominica Whittaker
DiAnne Brooks	Meshell Dupe	Ashley Haraburda	Leticia Lemus	Alan Ott	Chelsea Wright
Cecile Brown	Elena Dzyuba	Richard Healy	Colleen Lindberg	Delanie Padmore	Natalie Wythe
Sonia Buchanan	Kim English	Jorge Henriques	Dwight Loblack	Wanda Parsons	Elaine Yang
Joseph Castro	Rosita Esgard	Rosa Henriquez	Shane Lyons	Della Roberta Phillips	Jane Yang

Our Volunteers

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

Andréanne McKay	Charles Ruecker	Bernard Out	Daniel Schneider	Clive Riley	Larry Lewis
Sharmaine Sermonia	Michael Kaneva	Gil Koren	Tom Kaufmann	Femi Agbayewa	Joseph Cohen-Lyons
Maryan Sharif	Damien Mangar	Ryan Coelho	Tanya Tomlinson	Ari Cohen	Craig Rafla
Nadia Sharif	Tim Eccles	Daphne Charlemagne	Paige Gerber	Narinder Dhami	Martin Perelmuter
Melissa Marchese	Mark Dunn	David Cohen	Karen Bell	Morgan Smith	Dion Walcott
Emily Kovacs	Mark Tsipilevich	Alon Ozery	Jennie Bugg	Vikas Jain	Eleanor Edwards
Lucia Rhodes	Mary-Jo Wheldon	Debbie Horovitch	Jean Barrett	Daniel Pitoscia	JB Tommlinson
Aurthur Lockhard	Beixi Liu	Ric Phillips	Makeda Bramwell	Gregory Gilpin	Aaron Charles
Blake Carrington	Janielle McKoy	Valerie Copland	Henry Weiman	Pankaj Tripathi,	Diana Tadic
Sarah Blackburn	Tammy Pomeroy	Kevin Murdock	Mark Bowden	Harvey Weisfeld	
Carl Kaufman	Genevieve D'Iorio	Kevin Pennant	Kim Moffit	Ed Gough	



YES Financial Statements

Risk Management

The CEO and Senior Management team at Youth Employment Services YES identify and develop risk mitigation strategies for risks associated with operations. Risks that they manage are: Financial Risks; HR risks at employee level; Reputational risks; risks associated with mission drift and; risks associated with compliance. This is not an exhaustive list.

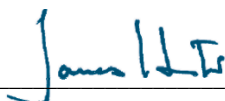
YES has in place detailed Governance, Management, and Human Resources procedures, as well as robust compliance systems, to manage risk effectively.

YES met the CRA distribution quota for 2015.

Youth Employment Services YES Statement of Financial Position

March 31	2015	2014
Assets		
Current		
Cash	\$ 828,081	\$ 978,450
Investments	2,703,359	2,096,974
Accounts receivable	421,295	436,368
Prepaid expenses	16,734	12,833
	3,969,469	3,524,625
Leasehold improvements and equipment	84,775	81,699
	\$ 4,054,244	\$ 3,606,324
Liabilities and fund balances		
Current		
Accounts payable and accrued liabilities	\$ 1,079,324	\$ 1,072,665
Deferred revenue	167,912	–
	1,247,236	1,072,665
Deferred contributions	84,418	81,342
	1,331,654	1,154,007
Fund balances		
Operating Fund	(3,949)	(4,497)
Special Projects Fund	2,726,539	2,456,814
	2,722,590	2,452,317
	\$ 4,054,244	\$ 3,606,324

On behalf of the Board of Directors


James Hunter Director


Patti Wright Director

Youth Employment Services YES
Statement of Operations and Changes in Fund Balance –
Operating Fund

Year ended March 31	2015	2014
Revenue		
Provincial Government		
Employment Service	\$ 2,822,398	\$ 2,822,398
Youth Employment Fund	2,277,600	1,702,000
Summer Jobs Service (SJS)	596,752	504,734
Canada-Ontario Job Grant	414,967	–
Jobs for Youth	367,454	403,982
Passion for Fashion	70,000	76,000
YESAbility	77,046	64,713
Summer Company	81,543	39,250
5 Star	49,692	–
Minding My Own Business (MMOB)	135,383	–
Federal Government		
Youth Collaboration and Job Central	698,826	–
Job Central	–	428,461
Youth Collaboration	–	377,697
BizStart	475,719	267,910
Career Focus – Great Grads	–	86,119
Lighthouse	3,976	–
City of Toronto		
Toronto Social Services (Ontario Works)	190,428	194,980
Streets to Jobs	62,806	58,002
Other		
Investing in Neighbourhoods	55,334	70,792
Canada Summer Jobs	5,196	5,553
Career Focus – Research	19,208	–
Interest income	8,721	5,971
Amortization of deferred contributions	46,345	49,748
Less: deferred funding for leasehold improvements and equipment	(49,421)	(58,339)
	8,409,973	7,099,971
Expenses		
Participants' stipends, training allowance and benefits	4,237,868	3,207,333
Staff salaries and benefits	3,484,214	3,273,158
Program operating costs	905,502	826,622
Amortization of leasehold improvements and equipment	46,345	49,748
Other expenses	1,496	1,075
	8,675,425	7,357,936
Deficiency of revenue over expenses	(265,452)	(257,965)
Operating Fund deficit, beginning of year	(4,497)	(5,532)
Transfer from Special Projects Fund	266,000	259,000
Operating Fund deficit, end of year	\$ (3,949)	\$ (4,497)

Youth Employment Services YES
Statement of Operations and Changes in Fund Balance –
Special Projects Fund

Year ended March 31	2015	2014
Revenue		
Unrestricted donations	\$ 215,448	\$ 207,349
Restricted donations	89,381	109,010
Investment income	245,000	181,739
	549,829	498,098
Expenses		
Investment fees	(14,104)	(12,697)
Excess of revenue over expenses	535,725	485,401
Fund balance, beginning of year	2,456,814	2,230,413
Transfer to Operating Fund	(266,000)	(259,000)
Special Projects Fund balance, end of year	\$ 2,726,539	\$ 2,456,814

Youth Employment Services YES Statement of Cash Flows

Year ended March 31	2015	2014
Increase (decrease) in cash		
Operating		
Excess of revenue over expenses		
Operating Fund	\$ (265,452)	\$ (257,965)
Special Projects Fund	535,725	485,401
Add (deduct) items not involving cash		
Amortization of leasehold improvements and equipment	46,345	49,748
Realized gain on disposal of investments	(63,475)	(21,496)
Unrealized gain on investments	(181,525)	(160,243)
Amortization of deferred contributions	(46,345)	(49,748)
	25,273	45,697
Net change in non-cash working capital items		
Accounts receivable	15,073	(153,772)
Prepaid expenses	(3,901)	(2,789)
Accounts payable and accrued liabilities	6,659	583,048
Deferred revenue	167,912	(27,743)
	211,016	444,441
Investing and financing activities		
Deferred contributions	49,421	58,339
Proceeds on sale of investments	1,267,553	1,179,129
Purchase of investments	(1,628,938)	(1,034,554)
Purchase of leasehold improvements and equipment	(49,421)	(58,339)
	(361,385)	144,575
Change in cash during the year	(150,369)	589,016
Cash, beginning of year	978,450	389,434
Cash, end of year	\$ 828,081	\$ 978,450

Changing Lives...



**Thank you for
making a difference**



Changing Lives Forever





Changing Lives Forever

*Changing Lives
... Forever*



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Job Camp

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YES Employment Centre

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Tel: (416) 535-8448

YES – Youth Job Centre

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

www.yes.on.ca

Charitable Registration Number: 83275 6720 RR0001