

SPARK EMPLOYMENT SERVICES

2020-2021 ANNUAL REPORT

WWW.SUDBURYEMPLOYMENT.CA

SPARK@SUDBURYEMPLOYMENT.CA

(705)-671-2544

435 NOTRE DAME AVE, #102, SUDBURY, ON, P3E 5K6

MESSAGE FROM THE CEO & CHAIR



“UNPRECEDENTED TIMES” - THE NEW CATCH PHRASE

Like the rest of the world, Spark entered this fiscal year adjusting to a new reality. On March 11th, 2020 the World Health Organization declared a worldwide COVID-19 pandemic. Very quickly our experiences were termed 'unprecedented times' and imposed health regulations and multiple stay-at-home orders changed the way we did business.

As the world turned upside down and the race for toilet paper began, we saw unemployment rates go up and businesses forced to close. It was clear to us that to survive the tide we needed to learn to embrace it and go with the current.

Through a positive outlook on a dark, unprecedented situation, Spark pivoted fast and transitioned all our in-person services to online programming. Additionally, with our commitment to keep engaged with our community during this difficult time, a spark of imagination emerged many creative ideas which we launched in the early days of the pandemic. For example, our social media presence increased significantly with Sparking Conversations, Feel Good Fridays, Open "Mike". As time went on and as we toggled back and forth through the various waves of the pandemic we gained new knowledge and skills and continued to adjust course to meet the evolving needs of our clients and staff.

As we look back on this year, it is important to acknowledge the challenges while not forgetting to celebrate the many successes. This year we accomplished many achievements. For example:

- Developed and implemented the E.D.G.E program
- Trained and implemented a Cognitive Motivational Approach to service delivery
- Trained and prepared to implement Contemplating Change workshop
- Developed and delivered online training
- Built and established new partnerships
- Established a loaning of technology protocol for clients
- Increased our marketing efforts
- Additional recruitment to the Board of Directors with a firm commitment to support the work of Spark and meet monthly via Zoom

Our organization stands strong today because of the strength, resiliency, perseverance, and dedication of each one of us. We can honestly say our values led the course for us and helped us through the most difficult days. Together we approached each day with compassion for one another and offered guidance in time of need.

As we transition into the 2021-2022 fiscal year still facing a world impacted by uncertainty, we do so with the comfort of knowing we are resilient, we are adaptable and motivated to embrace any challenge that may come our way with a positive outlook and ability to ride the wave with continuing support and encouragement from the Board of Directors.

Regards,


Jim Burke
Chair


Chantal Makela
Chief Executive Officer

OUR STORY



**EMPLOYMENT
ONTARIO**
Your job is out there. We'll help you find it.

Spark Employment Services is a non-profit, charitable organization established in 1986 focused on providing employment and education services to Ontarians facing barriers as well as cyclical and compounding challenges related to working. We offer personalized employment solutions to help enrich our community while assisting job seekers to create a life that supports meaningful and suitable employment. Our integrated approach to service delivery, including job development, helps us understand and find people work that fits, and provide them the support they need to be successful there. We are governed by a Board of Directors that is highly committed to maintaining a productive, warm and friendly environment where employment and training information can be obtained.

MISSION, VISION & VALUES

Mission - We deliver exceptional employment and educational services

Vision - A dynamic and prosperous community

Values - Guidance, Compassion, Respect

OUR PRIORITIES

With a focus on client's needs and success, Spark Employment Services' Board of Directors leads the agency of the following three (3) priorities for 2019-2022

SERVICE EXCELLENCE

GOAL

Be the employment and training service provider of choice

DIVERSITY & GROWTH

GOAL

Serve a larger and more diverse clientele through new programs and services

COMMUNITY AWARENESS

GOAL

Be recognized as a leading service provider

PROGRAMS & SERVICES



Spark Employment Services facilitates personal growth and continued learning as individuals are guided through making the required changes to create a life that supports meaningful and suitable employment. We offer a wide variety of programs and services to assist jobseekers within the community through their journey to employment.

Employment Services

We support jobseekers by providing supports to build job readiness including: individualized employment counselling, career development services, and more.

Job Development

We work closely with many employers within the community to help create access to a hidden job market and to effectively match jobseekers to the right employment opportunities to satisfy both the employer and their needs.

Literacy & Basic Skills

We offer an adult learning environment to support individuals' essential, digital literacy, and on-the-job, skills. We provide personalized learning plans based on each individual's goals, needs and abilities to help them successfully transition to employment, school, apprenticeship, and increased independence.

Workshops & E-Learning

We offer many workshops and e-learning options designed to help develop and improve individuals' skillset and credentials, including: Soft Skills Solutions®, Résumés and Cover Letters Done Right, Customer Service, Food Handler's, WHMIS, Working at Heights, and more.

Canada-Ontario Job Grant

The Canada-Ontario Job Grant provides an opportunity for employers to invest in their workforce, and for individuals with the skills necessary to maintain employment and advance in their careers with help from the government.

Contemplating Change

A program that recognizes that change is hard, and assists individuals in moving through the cycle of change towards "preparation", where they can successfully participate in job development and placement services.

E.D.G.E. Leadership+

A 12 week program designed to help youth aged 15-30 facing barriers navigate through the labour market and successfully transition into sustained employment.

Second Career

Second Career is an Ontario government program designed to help unemployed workers transition to new careers by providing skills-training and financial support to those who qualify.

OUR IMPACT



The effects of COVID-19 posed many challenges for Spark Employment Services and altered the overall operation of most organizations around the world. However, through this adversity, and with the determination, flexibility, and adaptability of Spark's client's, staff, and community partners, we were able to overcome and embrace new, innovative ways to serve our clients virtually. Although this pandemic was still very much affecting our community at the end of our fiscal year, it's important to recognize that all of our efforts have not been in vain. Some of our accomplishments include:



68%

**gained employment
or registered in
education/training**



998

**assisted
clients**



187

**local employers supported
with services & nearly
\$150,000 in funding**



7,481

**unique visitors
on our website**



1,125

**social media
followers**



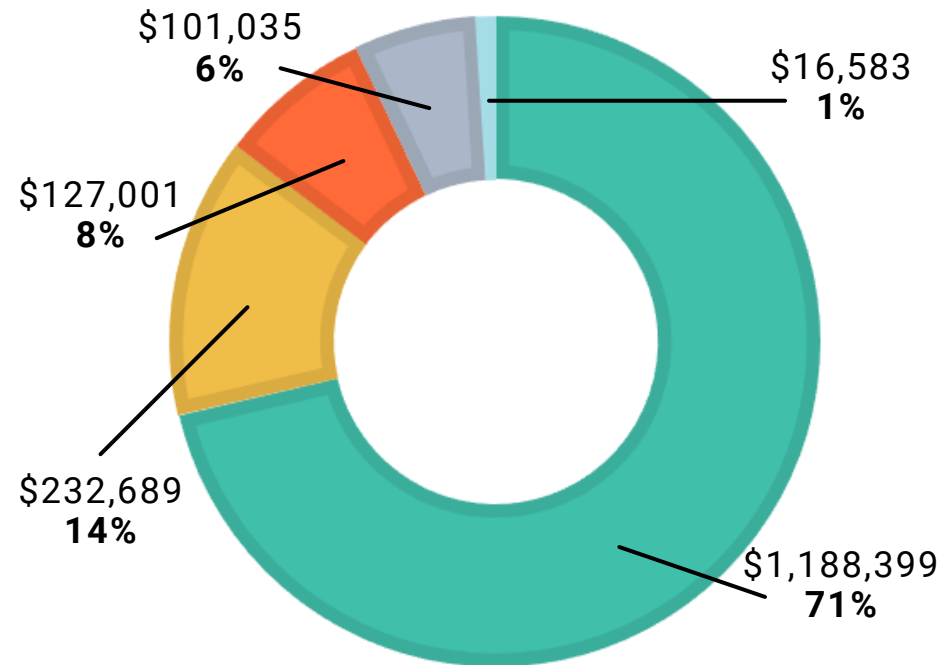
1,563

**unique Facebook
page views**

FINANCIALS



REVENUE



Funded by the Ministry of Labour, Training & Development (MLTSD)

- EMPLOYMENT SERVICES
- LITERACY & BASIC SKILLS
- CANADA-ONTARIO JOB GRANT

Funded by Employment & Skills Development Canada (ESDC)

- YOUTH EMPLOYMENT & SKILLS STRATEGY (YESS)

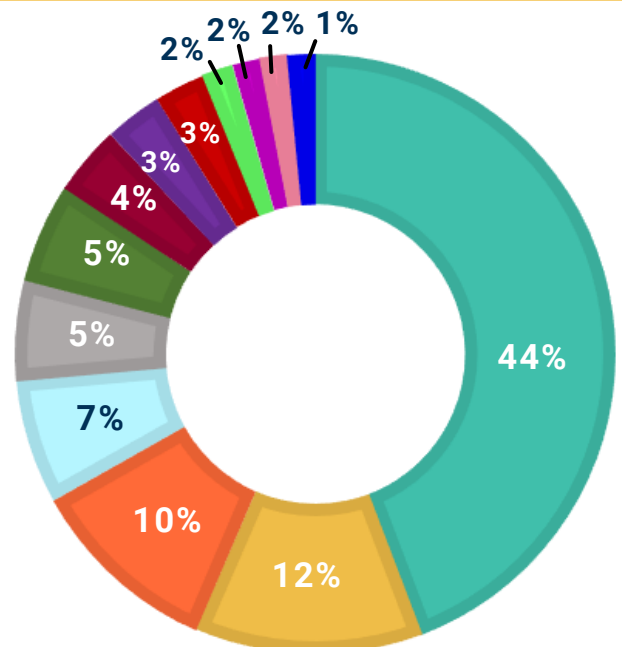
Funded by the Northern Ontario Heritage Fund Corporation

- NORTHERN ONTARIO INTERNSHIP PROGRAM

TOTAL REVENUE: \$1,665,707

EXPENSES

- SALARIES/WAGES
- GENERAL OPERATING EXPENSES
- ADMINISTRATIVE FEES
- EMPLOYER COSTS/BENEFITS
- RENT
- EMPLOYER SUBSIDIES INCENTIVES
- MARKETING & ADVERTISING
- EMERGENCY RESPONSE PPE
- TELEPHONE/EQUIPMENT EXPENSE
- OFFICE SUPPLIES EXPENSE
- AUDIT EXPENSE
- CLIENT SUPPORTS EXPENSE
- INSURANCE



TOTAL EXPENSES: \$1,818,295