



Annual Report

2022

2023



MESSAGE FROM THE CEO & CHAIR

Reflecting on the Year Past & Looking Ahead to 2023-2024 with Familiarity and Determination

As we come to the end of another year, we want to take the opportunity to express our sincere appreciation for the ongoing contribution, hard work and dedication of each staff and Board member throughout the year. Despite the lingering challenges faced due to the pandemic, you have shown an unwavering commitment to our shared goals, and we are proud of the progress we have made.

This past year has been an extraordinary one for us, and we are delighted to report our impressive accomplishments, including completing 30% of our 3-year Strategic Plan in year one, achieving a 100% success rate of no formal complaints, engaging in a Skills for Success pilot project in partnership with the MidNorth Network, expanding the EDGE – Youth Employment Skills & Strategies program, developing and launching the Care Companion for Seniors program in collaboration with Goshenite Senior Services Inc., developing and launching the Digital Danger – Cybersecurity Awareness training workshop, developing a partnership with VisionarEase Affiliate program, offering access to Board Governance Training, and participating in the Young Leaders On Board program through United Way.

With our collective ability to make necessary changes and our experiences gained this past year, we are confident that we will move forward into the future with strength and resilience. We are proud to work alongside each of you as we navigate the ever-changing landscape, continuing to innovate and create value for our clients.

We are immensely grateful to our clients, employers, community partners, and funders for their trust and support in our mission to provide meaningful employment opportunities for everyone. We look forward to continuing to work together to create a better future for all.

We are also incredibly optimistic about the potential of the future. We have seen the success of our teams and initiatives this past year, and we are confident that we will only continue to grow and develop as we look ahead.



Chantal Makela
CEO



Jim Burke
CHAIR



ABOUT SPARK EMPLOYMENT SERVICES

Our Story

As a leading Employment Ontario service provider, Spark Employment Services bridges the gap between employers and jobseekers by delivering exceptional and innovative education and employment solutions. Established in 1986, Spark has been proudly connecting our community with meaningful employment and education for over 35 years.

We support our clients in their journey to employment success by facilitating personal growth and continued learning as individuals are guided through making the required changes to create a life that supports meaningful and suitable employment.

Our integrated approach to service delivery including job development and our motivational approach helps our clients understand which stage of change they are starting at, and more effectively plan their path to success!



Mission

To provide quality, accessible services responsive to the needs of jobseekers and employers through individualized solutions and mutually beneficial partnerships.



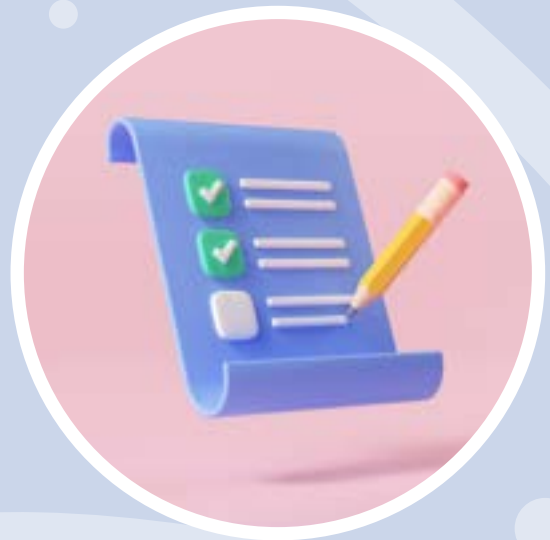
Vision

A dynamic and prosperous community.



Values

Inclusivity, empowerment, compassion, respect.



STRATEGIC DIRECTION PRIORITIES

Strategic Plan 2022 - 2025

With a client-centered approach, the Board of Directors of Spark Employment Services leads the agency towards our Vision of: **A Dynamic & Prosperous Community. With the support of staff and our focus on the following priorities, our clients will succeed.**



SERVICE EXCELLENCE

GOAL:

Be the lead employment services support provider

STRATEGIES:

1. Attain charity Accreditation through Imagine Canada
2. Maintain our positive culture through growth & learning
3. Prioritize internal professional development to support strategic goals
4. Strategize new funding opportunities to build organizational resilience
5. Focus on mental health in the work environment



DIVERSITY & GROWTH

GOAL:

Expand & individualize programs & services to meet the needs of a diverse community

STRATEGIES:

1. Develop partnerships to support a growing, diverse & multi-lingual population, including multicultural and vulnerable groups
2. Recognize Indigenous peoples' rights and needs, while supporting their employment success
3. Build a successful social enterprise entity
4. Continue to offer client options for access to programs and opportunities



COMMUNITY ENGAGEMENT

GOAL:

Foster prosperity by bridging the gap between employers & jobseekers

STRATEGIES:

1. Utilize effective marketing strategies to increase visibility and connect with the community
2. Build partner collaborations to increase referrals
3. Innovate to educate and support the community towards prosperity
4. Collaborate with employers to develop working opportunities, including mentorships


CORE STRATEGY

Strengthen organizational sustainability & resilience through strategies including expanded, diversified funding.

PROGRAMS & SERVICES

Spark Employment Services helps transform lives by connecting our community with meaningful employment and education services, resources and opportunities.

We offer a wide variety of programs and services to assist jobseekers within the community through their journey to employment.

 [Take a look and hear more about our services on our YouTube channel: YouTube.com/@sparkemploymentservices5845](https://www.youtube.com/@sparkemploymentservices5845)



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.

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: PowerSkills, Résumés and Cover Letters Done Right, Customer Service, Retail Training, Food Handler's, WHMIS, Working at Heights, and more.

 [To learn more about our services, visit our website: sudburyemployment.ca](https://sudburyemployment.ca)

Canada-Ontario Job Grant

The Canada-Ontario Job Grant provides an opportunity for employers to invest in their workforce, and for individuals to gain 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 ages 15-30 facing barriers navigate through the labour market and successfully transition into sustained employment.

Better Jobs Ontario

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

SUCCESS STORIES: QUOTES FROM OUR CLIENTS

I am writing this letter to express my deepest gratitude for your invaluable guidance and assistance in helping me secure employment. Without your support, the process would have been considerably more challenging and time-consuming. I have been highly impressed with the exceptional service provided by Spark Employment, and as a result, I have confidently recommended your agency to several individuals in my network.

Emily, I would like to extend a special thank you for taking the time to thoroughly understand my candidacy and providing the necessary guidance. Your dedication and attention to detail have been instrumental in my successful job search. I am grateful for your expertise and support.

Mike, I cannot thank you enough for being an exceptional mentor and teacher. The knowledge and skills you imparted to me have not only greatly benefited me in my professional endeavors but have also positively impacted my social life. Your guidance has been invaluable, and I am incredibly appreciative of your efforts.

Lastly, Teresa, I am incredibly grateful to you for swiftly finding a job that perfectly aligns with my requirements. Your ability to match me with a position that not only provided me with much-needed Canadian experience but also met my career aspirations is truly commendable. I am thrilled to inform you that I have started my full-time role as the Digital Marketing and Production Associate at Gold Leaf Financial Group on May 1st.

Once again, thank you all for your unwavering support and commitment to my success. I am sincerely grateful for the opportunities you have provided me.

- D.B.

I just wanted to say thank you to Mike DeGagne and Spark Employment services for helping me obtain my GED certificate.

Initially I was worried about learning subjects I hadn't learned in high school and being out of school for over 23 years, but the instructor (Mike) at Spark was extremely helpful and broke things down extensively so I could learn what I needed to. Mike and Spark were also supportive and understanding as I have an ongoing injury and health issues which made it difficult to get to class at times. Spark was flexible with their learning options and provided in-class and online classes as well as being there via email and phone for any questions that I may have had.

I could not obtain my GED without Spark and Mike's help. Thank you Spark and Mike DeGagne.

- J.G.

I got a 6 week paid placement, and there might be a permanent job in it for me! Thank you so much for giving me the skills I needed for this placement! I've been doing really well and all my co-workers are treating me with respect and kindness. I'm so grateful that I got this opportunity partly due to you!

I also wanted to tell you about something. Recently, something happened at my placement that made me uncomfortable, so I emailed my boss about it and stood up for what I believed in using my own knowledge as well as the stuff you taught me. If you hadn't trained me in Retail and Customer Service, I don't think I would've ever had the confidence to stand up to an authority figure like my boss. So thank you very much for that!

But anyways, I'll explain what happened. I don't think it's right that they follow customers around the store just because they look sketchy, so I explained to my boss why I believe it is wrong to judge someone based on their appearance, as well as explained how you're supposed to treat customers in retail. I explained how it doesn't matter what the customer does or how they look: you have to give them the benefit of the doubt until you can prove or see that they're stealing. I also explained how you shouldn't stop people from stealing because it can be dangerous to do so. I told her that I find that following people around the store because of how they look is discriminatory, prejudice, unkind and inappropriate.

I know that's not what you said word for word but I think I got the just of it. But anyways, thank you so much for everything you've done for me. I hope you're doing well.

- A.C.



PLACEMENT SUCCESS STORIES

SHARED BY: **TERESA**

Engagement Specialist/Job Developer

Client “M” completed an intake with Spark Employment Services and worked with the employment specialist for a while to assess their job readiness.

It was concluded that M was highly motivated to enter the workforce, however, they do have major barriers to employment and were referred to a Job Developer (JD).

M had not worked or not entered the workforce for six years. It was concluded that M was afflicted with a brain injury that had affected their movement and speech. They are also a recipient of ODSP (Ontario Disability Support Program). It takes M longer to complete a task and requires an accommodating employer.

The JD was assigned to M and was impressed with their passion and ardent desire to work.

During the meeting it was concluded that M was interested in working in the construction industry as purchaser/estimator.

After successful prospecting, the JD presented two employers. M decided to work for a proud equal opportunity employer that has a proven record of working with people with disabilities. The JD requested to put M on placement to assess their job readiness.

Due to the good relationship with Spark, the company agreed to put M on a job placement. During monitoring, the employer found M to be the best of their employees and provided continued employment to them once they completed the placement. From April 2022 to date, M continued to be an employed staff at the company.



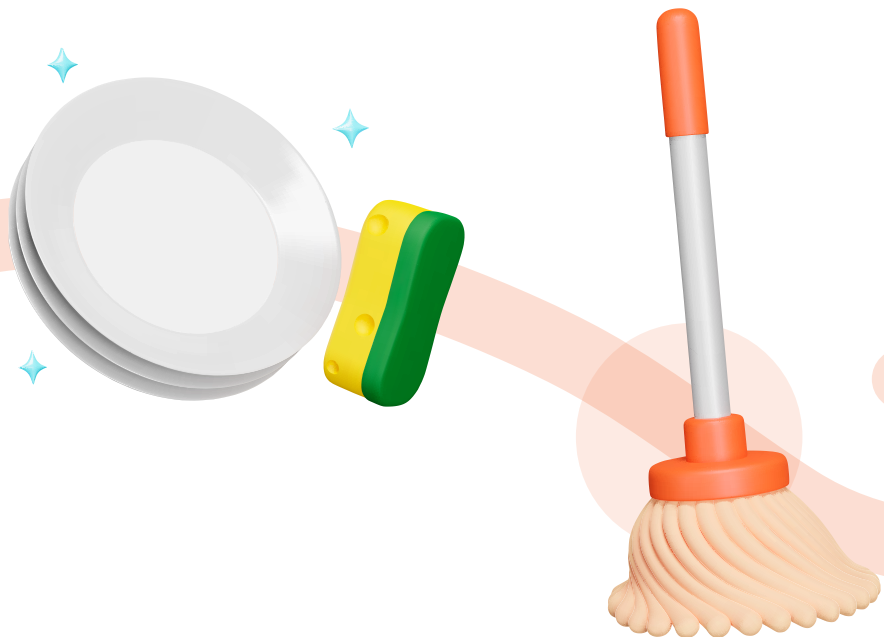
PLACEMENT SUCCESS STORIES

Client “J” is a youth with a physical disability who has no previous paid work experience.

J completed an intake with Spark Employment Services and completed the EDGE program in 2021. From then they worked with an Employment Specialist to assess their job readiness. Due to their physical disability and other existing barriers, J was referred to job developer. During the meeting it was concluded that J is highly motivated to work and is looking for a light duty job opportunity. J does not drive and requires a job on the bus routes. They also shared that they would like to work and continue to acquire their high school diploma. J requires a flexible and adopting employer.

The JD presented two employers to J, and they decided to work as a customer services representative for a cleaning company - a proud equal opportunity employer that has a proven record of working with people with disabilities. The JD requested to put J on placement to assess their job readiness.

Due to the ongoing relationship with Spark, the employer agreed to put J on a job placement. During monitoring, the employer shared that J is very hardworking and has good work ethics. The employer provided continuous employment to them after the placement. From December 2021 to date, J continued to be an employed staff at the company.



PLACEMENT SUCCESS STORIES

SHARED BY: DHWANI

Engagement Specialist/Job Developer

Client “D” was middle aged and was desperately looking for work. They had recently moved to Sudbury, they had a degree in Arts and had been working in Hospitality for most of their life.

D appeared deeply passionate about the tourism industry. They were also connected to CMHA for mental health issues that they chose not to disclose initially. They were homeless at the time they came to Spark and was living off their savings. They were also very hesitant to use any technology including mobile phones, thus making it extremely difficult to connect to them.

The Employment Specialist (ES) and the Job Developer (JD) worked together with D to create an employment action plan to assist them in finding and retaining employment. The JD presented them multiple opportunities in the hospitality industry including housekeeping at a popular hotel chain. D expressed their interest in the hotel. They had some pleasant memories with the place. They later disclosed to the JD that them and their son would often come to Sudbury and stay at the hotel. They then told the JD about how their son had passed away and how working there could be a source of peace for them.

The employer was willing to give D a shot at the job. A job trial was set up for a day where the JD took the client to meet the employer and briefly show what the job would look like. The meeting went smoothly, and all the parties agreed to set up a placement.

The employer had created a concrete training plan for D and followed that during the placement and was very flexible to work around their schedule. It was a learning curve for both the employer and them to connect outside of their shift as D had no access to a phone or emails making it a

little bit challenging to provide them with their shift sheets, pay stubs, any information on unforeseen shift changes etc. The employer was very accommodating and worked around the mentioned problem. D was performing well on the job but there was only one concern, they would randomly start talking aloud and cursing while cleaning. D shared that they are apologetic for the same, but they sometimes does not know how to act in the workplace. A job coaching session with our instructor was scheduled and there was a slight improvement in the client’s behaviour but they would sometimes still act the same. D then shared that they have a mental illness that prompts them to act unusually if they forget to take their medicine. An action plan was made to accommodate their need to get an additional break during their shift for consuming their medication. The employer was kind enough to understand their condition and continued to employ them. This issue was resolved, and D continued their employment the hotel. In the last follow-up with the employer, the JD was informed that D has been promoted to the lead housekeeper.

PLACEMENT SUCCESS STORIES

Client “L” was 38 years old who recently moved to Canada from Chile. L had a degree in Kinesiology and another in business administration. Unfortunately, L’s education was not recognized in Canada. Their primary language of communication is Spanish.

They had no French communication skills and very minimal English skills. L was here in Canada with 3 dependents. They had no Canadian work experience or references and was also living off their savings at that time and thus was very eager to find work. Their residency status in Canada allowed them to work full-time but only in specific industries. L also shared that they were suffering from PTSD and had to flee their country. L had applied for their G license test and was interested in driving jobs, but also in jobs where they could improve their language skills. They also had limited working hours and could only work after 3pm.

The JD shortly connected L with 2 opportunities. They expressed interest in housekeeping/chores clerk position at a hotel as it paid more and was closer to their residence. The employer was slightly unsure of how the client would be able to perform the job if their language skills were not conversational, so the JD proposed the idea of placement. This placement would provide an opportunity for the employer to assess their suitability for the job and would allow L to assess if this kind of work is interesting to them. The training placement agreement was signed, and the orientation date was set.

The training plan was followed by the employer to ensure that L is given all opportunities to fit into the role. The employer was also very accommodating to ensure that they can work around their schedule. The employer and L agreed to communicate more in a written format to ensure that they can take their time to translate and understand the information. The placement went smoothly, and the employer offered L a permanent full-time role at the organization with a higher wage than previously discussed. After follow-up, it was discovered that L is now working 2 jobs to meet their financial and family obligations. The JD connected with them to congratulate them and observed that their English communication had significantly improved.



EMPLOYER SERVICES & HIGHLIGHTS

We will work with employers to create a customized approach to meet their business needs.

A simplified solution to all human resource needs. We have a multitude of services to ensure that employers fill job vacancies with the right people quickly and efficiently.

Benefits to our services:

- Training incentives
- Job coaching
- Job matching
- Reduced training and employment costs
- All candidates referred by the Employment Specialist will be pre-screened
- Post your jobs for free
- Access to a large inventory of potential employees
- Subsidized job placements

The Canada/Ontario Job Grant

The Canada/Ontario Job Grant provides direct financial assistance to employers who wish to purchase training for their workforce. Employers choose the individuals they would like to have trained and the training that meets their workforce development needs. Government will cover 2/3rds of direct training costs up to \$10,000.00 per trainee.

Employer Highlight

As a non-profit organization and a pillar in our community, we at Independent Living Sudbury Manitoulin rely on our dedicated members, staff, and volunteers to ensure that we continue to operate at the highest standard. Spark Employment has provided us with high quality, motivated candidates who are eager to learn and work.

We have worked with Spark Employment to develop a 2-week placement program for candidates from Spark Employment to learn transferable skills and real work experience to ensure workplace readiness. The work and job readiness program focuses on building communication skills, adaptability, teaching and learning, entrepreneurship, and critical thinking. The collaboration on this program has proven to be detrimental to the professional development of the participants and has been equitable for all parties involved.

Working with Spark Employment Services has been majorly impactful to our organization, and we are excited to continue to work with Spark Employment to build a stronger workforce and adaptable workplace.

Angela Gray | Executive Director at Independent Living Sudbury Manitoulin



 To learn more about Employer Services, visit our website: sudburyemployment.ca

COMMUNITY PARTNER HIGHLIGHT

The Mid North Network

The Mid North Network is a dynamic organization dedicated to responding to the unique literacy training needs of adults in Northern Ontario. Serving as a catalyst and coordinator for community-service planning, the network offers valuable information and referrals, while creating diverse learning opportunities and support systems for adult learners. By facilitating collaboration and partnerships among member organizations, the Mid North Network strives to meet identified service needs and host relevant events. With a mission rooted in strong leadership and innovation, the network is committed to providing quality support and knowledge to learning communities. Its vision is to empower adults to prosper through lifelong learning, acquiring essential literacy and skills to actively contribute to their communities. The network upholds values such as knowledge, innovation, cooperation, and leadership as the guiding principles of its work.

Partner Highlight

Our collaboration with Spark Employment Services has been instrumental in our efforts to address the literacy training needs of adults in our region. Participating in the Skills for Success pilot project has been a remarkable experience that has allowed us to identify workplace needs and develop effective training programs to tackle the challenges faced by businesses. The impact of the Skills for Success pilot project has been tangible and inspiring.

Our ongoing partnership with Spark Employment Services continues to yield positive outcomes as we expand our reach and deliver tailored programs to address the literacy training needs of adults in Northern Ontario. I am grateful for Spark Employment Services' commitment, expertise, and dedication to empowering individuals and businesses in our community. Together, we are making a meaningful difference in the lives of job seekers and contributing to the economic growth and prosperity of Northern Ontario.

Lorel-Ann Martel | Executive Director at The Mid North Network



OVERVIEWS

Care Companion Overview

In partnership with Goshenite Seniors Services, Spark offered the 6-week Care Companion for Seniors program. The program was available in English and French and allowed participants to gain the skills and experience required to be a successful care companion to older adults, or to enhance their skills to reach their career advancement goals as a healthcare professional. Participants in the program benefitted from training delivered by experienced instructors who either have worked or were working with older adults. The program was designed to build a resilient and confident labour workforce who would play a critical role in addressing current labour market shortages in the healthcare industry and to ensure employee retention.

Care Companions provides peace of mind for families! Many adults with older parents live in different cities, provinces even countries. A regular scheduled visit from a Care Companion can provide reassurance that those parents are in good physical and mental health, that they are well cared for, and provide a communication link between parents and children. Goshenite offers fully trained bilingual Care Companions throughout the Sudbury area.

Care Companion Caregivers are caring and flexible individuals with experience in household management for non-medical, in-home support services including:

- home management (light housekeeping, laundry, bed making, trash removal)
- meal planning and preparation
- grocery shopping
- client transportation (errands, appointments, shopping trips)

E.D.G.E. (Experience Development to Gain Employment) Overview

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

This program is designed for:

- Have limited to no work experience
- Have been off of work for a period of time & are ready to re-enter the workforce
- Recently graduated school and are looking for work
- Are currently not in school but interested in developing new skills
- Have been laid off or lost their job
- Are looking to gain an EDGE in the labour market

Participants can expect:

- Up to 8 weeks of Skills and Leadership Training
- 4 weeks of Work Placement
- Requires a commitment of 35 hours per week for 12 weeks
- Paid living allowance while participating

 To learn more about the E.D.G.E program, visit our website: sudburyemployment.ca



OVERVIEWS

Help Wanted Club 2022-2023 Overview

Facilitated by the Employment Coach, 64 jobseekers and learners have attended our on-site HWC. We've taken the show on the road to many community organizations as well. The goal has been to provide resources, information, and guidance to individuals implementing a job search strategy, preparing for interview, developing job search tools like resume and cover letter, and learning about career development topics that support them in taking control of their own employment outcomes.



Virtual Reality Program at Spark Allows Jobseekers to Explore Career Options

Spark Employment Services was thrilled to announce they've partnered with CareerLabsVR to offer exploration simulations that allow jobseekers to gain insight into experiences they would encounter "on the job".

CareerLabsVR originated in Brockville, ON, in 2019 and was created with the intention to use the system in employment agencies to support career practitioners with their client's career exploration journey. The program combines career exploration with virtual reality (VR), allowing users to experience what it's like to perform common tasks in hands-on careers, using fully interactive VR, from the comfort and safety of an office or classroom.

"Our goal is to provide jobseekers with the opportunity to explore exciting, high-demand career opportunities which can lead to better career placements and a higher level of job retention," said Jessica Suban Hamilton, Organizational Change Manager of Spark Employment Services.

"The program can also help clients overcome fears and anxieties related to on-the-job learning and lack of

experience while empowering them to set goals, build confidence and develop transferable skills."

Spark currently offers nearly 25 different career path simulations, many of them consisting of high-demand jobs in the trades. Each simulation allows users to be immersed in an environment that is typical of a chosen career where you are performing common tasks that someone in that job might do on a daily basis.



OVERVIEWS

Digital Danger Overview

The program provides comprehensive training to individuals currently seeking to work remotely or wanting to pursue working from home options. The program delivers general cybercrime awareness training with a focus on identifying working from home scams, before and after assessments as well as tips and tricks to remain safe online, designed to give participants the required skills to attain online employment without being caught in employment and recruitment fraud. The project targets individuals seeking working from home opportunities, individuals who have previously been victims of cybercrime, and/or barriered individuals furthest away from the labour market who are exploring employment options.

Story about one of our sessions at St-Charles College

The Digital Danger class was performed for 4 classes of students within the Co-Op program over 2 sessions, totaling 36 individuals including the teachers. Almost all the students indicated they were aware and comfortable with their habits online. The students were quickly made aware of how much they didn't know, and how many of their habits put them in more danger!

I even tricked the class into giving me some of their security answers without them knowing - don't worry, I didn't keep any! That got an amazing reaction, and we had a great conversation about who we choose to trust with our information and why.

The classes were excellent and we "sparked" some awesome conversations about how cyber attacks can happen and be prevented, and many students and teachers vowed to change their passwords (some did it on the spot!)

Overall, I think it was a great experience and helped bring some extra awareness to the learners, especially as they move into the working world, where many will be responsible for personal information of their clients.

Jesse Kraft
TRAINING FACILITATOR



SKILLS FOR SUCCESS

Organizational Needs Assessment (ONA) is a process used to identify workplace needs. ONA results are used to identify training and other activities that can address some of the challenges businesses face.

What is Skills for Success?

There are nine (9) skills that can set workers up for success with work, learning, and life. They are the foundation for learning all other skills, and they enable people to evolve with their jobs and their lives and to adapt to change in the workplace and in life. These 9 skills are updated to reflect the rapidly changing skill needs and requirements:

- Numeracy
- Communication
- Collaboration
- Problem solving
- Writing
- Adaptability
- Reading
- Creativity & Innovation

Spark Employment Services worked with each of our staff individually and created an open and supportive environment. They allowed our staff to feel comfortable enough to talk openly with their needs to help improve our work environment. Spark's team helped us recognize our blind spots and prioritized the needs of both the staff, management and the agency.

Giulia Carpenter | Executive Director at Sudbury Women's Centre



YOUNG LEADERS ON BOARD

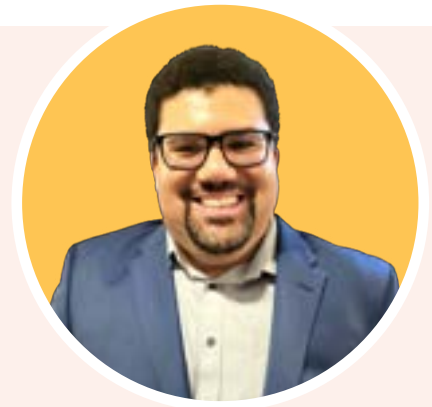
The Young Leaders on Board Program offered by United Way provides a valuable opportunity for individuals between the ages of 20 and 39 to engage with the community at a leadership level and gain insights from experienced leaders in the social sector. This program aims to equip participants with the necessary skills and knowledge to shape the future of their communities.

Throughout the program, Young Leaders on Board participants are assigned as interns to local voluntary sector boards and they receive guidance from experienced board mentors who support and assist them throughout the program's duration.

This year, Spark was privileged to be able to recruit Steven Boothe as a Young Leader on Board. Steven's passion for community engagement and his desire to make a meaningful impact aligned perfectly with our mission. We are thrilled to have him on board and are confident that his dedication and fresh perspectives will contribute significantly to our organization's success.

“Young Leaders on Board is a highly valuable program, aimed at educating the future leaders of tomorrow on how to give back to their community. Presenters from notable local businesses and non-profit organizations provide invaluable presentations and discussions that not only help participants fulfill their roles on their volunteer boards, but also teach helpful life skills that can be used in both their work and personal lives. I recommend anyone that has ever considered how to give back to their community and did not know where to start to sign up to this program, as you will not regret it.”

- Steven Boothe



**United Way
Centraide**
East Ontario
Est de l'Ontario

CLIENT CENTERED GOVERNANCE

As Spark Employment Services celebrates another successful year for its clients, staff, and volunteers, we are honored to serve this remarkable organization. Spark has led the way in the nonprofit community by modeling client service as the absolute priority through three years of Covid 19 restrictions and now, in the pandemic recovery phase.

The Spark Board of Directors and Staff team are committed to their vision – A dynamic & prosperous community. We have supported the Spark Board-Leadership team in organizational development, including Client Centered Governance® certification. We have seen their commitment to the ‘positive client results’ approach. Part of this commitment for Spark, is innovating in support of Diversity & Growth – one of the agency’s top strategic priorities. In line with this priority, we are honoured to have established a collaboration with Spark, helping them innovate by launching a new social enterprise. Spark Employment Services is now an affiliate provider of Client Centered Governance® Essentials Certification for nonprofit Boards & Staff, in any sector. Spark-originated registrations for this 21st-century governance-leadership professional development generates significant income for the agency. Please join us in celebrating this addition to Spark’s client-centered services. We greatly appreciate the critical services this team provides to the communities it serves, and we look forward to Spark’s continued success. Onward!

Gisele Guenard

CEO, VisionarEase Inc. & associates



 For more information on Board Training, visit our website: sudburyemployment.ca

OUR IMPACT & ACHIEVEMENTS



EMPLOYMENT SERVICES:

- ✓ Served **927 clients**
- ✓ Assisted **134 employers** with their human resource needs
- ✓ **Referred 396 clients** to organizations to help support their employability including health/counselling services, educational services, financial planning, housing services, newcomer services and more.
- ✓ **Exceeded** our service quality standard
- ✓ **Received no** formal complaints
- ✓ Customer satisfaction rate of **98%**



TRAINING AND SKILLS DEVELOPMENT:

- ✓ Served **138 clients**
- ✓ Obtained a **96%** completion rate
- ✓ Provided close to **\$6,000** in supports to clients, things like training materials, like transportation, assistive devices, etc.
- ✓ **79 (69%)** of LBS clients were closed to employed or in training/education
- ✓ **Exceeded** our service quality standard
- ✓ Offered **27** workshops on top of our regular classes

E.D.G.E. LEADERSHIP+

Served youth with barriers	31
Completed the Leadership + and employment skills training	29

CARE COMPANION FOR SENIORS:

Trained clients	36
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DIGITAL DANGER

Trained participants	42
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OTHER IMPACTS

Social media followers	1,733
Unique users on our website	13,483



FINANCIAL STATEMENTS

Revenues 2022-2023

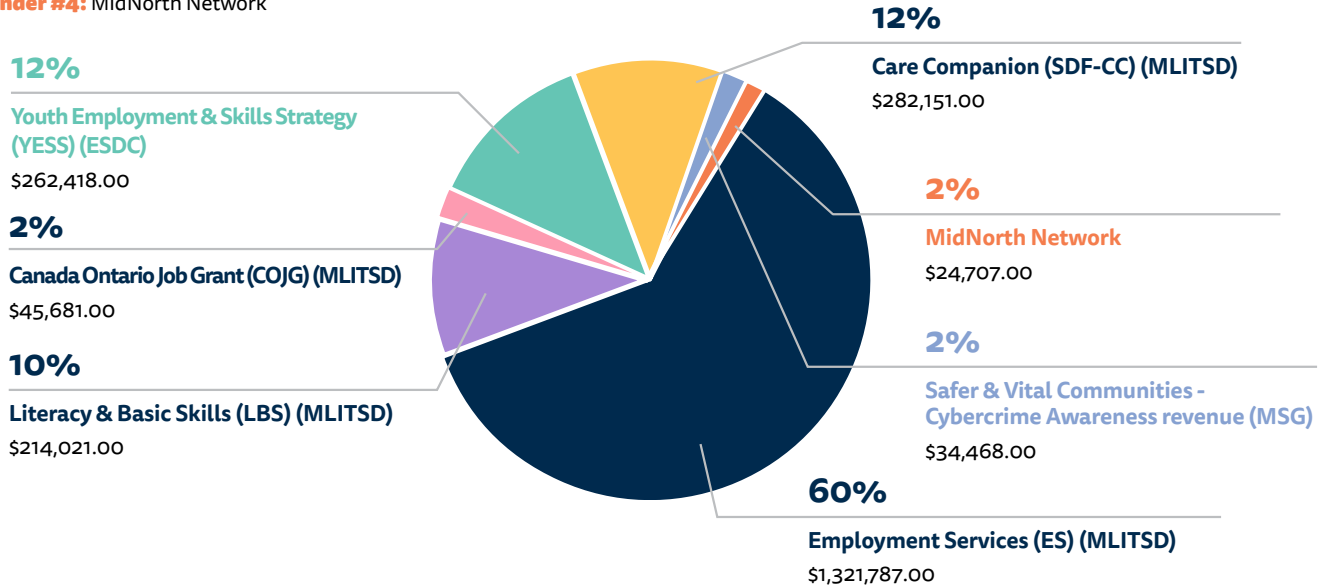
Total Revenues: \$2,185,233.00

Funder #1: Ministry of Labour, Immigration, Training and Skills Development (MLITSD)

Funder #2: Employment and Social Development Canada (ESDC)

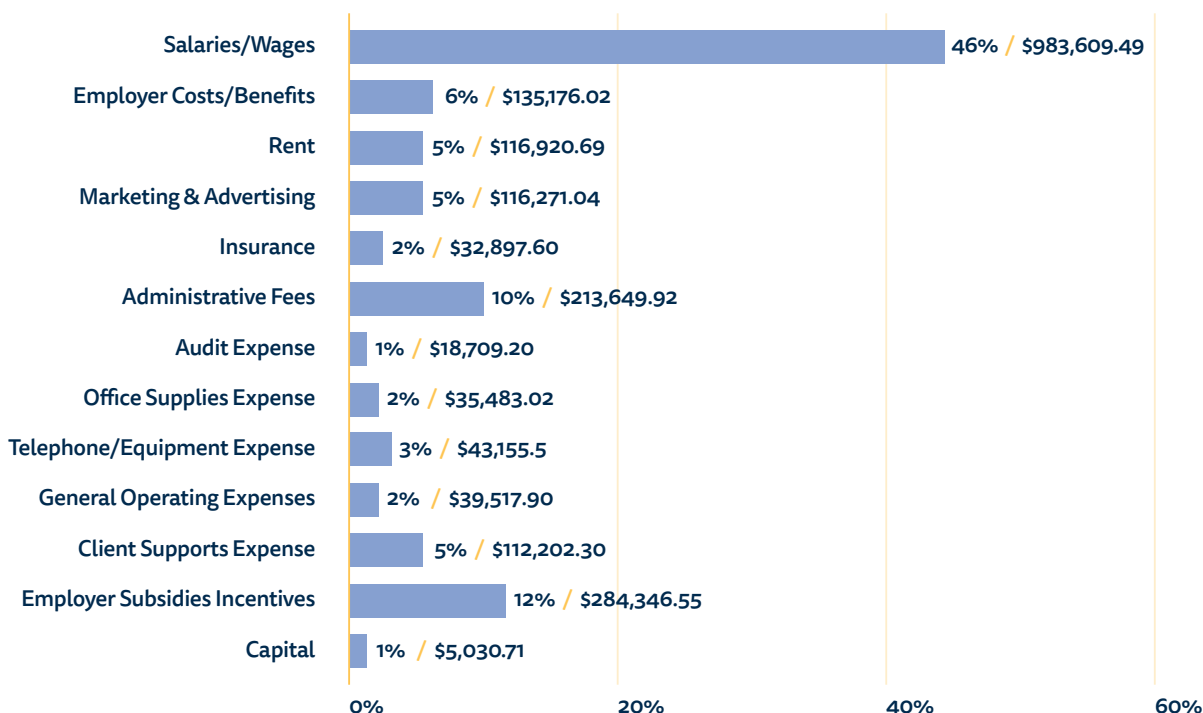
Funder #3: Minister of the Solicitor General (MSG)

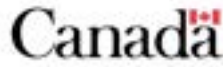
Funder #4: MidNorth Network



Expenses 2022-2023

Total Expenses: \$2,136,970.00





SudburyEmployment.ca

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