



Bringing you a **world-class** work force



ANNUAL REPORT 2018 ► 2019

Message from the  
CHAIRPERSON

Manitoba Start is the leading provider of career development and job matching services for immigrants and employers in Manitoba. Each year, over 5,000 newcomers visit Manitoba Start for information and employment supports with a goal to integrate into the Canadian workplace. At Manitoba Start, we recognize the value of each individual's professional experience and facilitate employment outcomes that both match newcomers' interest and skills to meet local hiring needs.

In 2018-2019, Manitoba Start served 5,012 newcomer clients. 3,704 clients registered for Manitoba Start Career Services, of which 2,712 were either employed or furthering their education by fiscal yearend. Throughout this fiscal year, the Job Matching Unit actively engaged with 1,570 employer contacts. Out of these employer contacts, 66% are existing partners, whereas the remaining 34% partnerships are new or re-established contacts. Our business and community partnerships are the cornerstone for our clients' successful integration to the Manitoba labour market. We look forward to continuing to build relationships and to expand our potential for opportunities while supporting our clients' success.

Manitoba Start supported 2,570 clients to enter the Manitoba Labour Market. This was a result of the Job Matching and Career Services supports that provided clients with the resources to navigate the work search process, and access direct employer leads and networking opportunities. The Team at Manitoba Start continues to strengthen the services provided to support our newcomers as they enter the Manitoba Labour Market and they continue to develop relationships in our communities to our success.

I am delighted to report that Manitoba Start has now served 47,312 clients from its inception in October 2010. I want to acknowledge the immense contributions that each Manitoba Start staff member makes towards our clients' success. Their passion and caring is evident as they provide services and guidance to our newcomer clients. I look forward to the year ahead and the success that Manitoba Start staff, the Manitoba Start Board of Directors as well as our clients and partners can achieve together. Thank you for our support!



**Alisha Miguez,**  
*Board of Directors,  
Manitoba Start*

Message from the  
EXECUTIVE DIRECTOR

I am pleased to provide some background on how the Manitoba Start Operational Plan took shape in the 2018/19 fiscal year. Our strategic decisions continued to be guided by the online Manitoba Start Business Dashboard and our client centered approach to achieving our goals.

Manitoba Start had another excellent year where we were able to successfully work with our client groups: newcomers to Manitoba and businesses in Manitoba. Our newcomer clients included internationally trained professionals and skilled workers including international students and refugees while our business clients spanned all sectors of the Manitoba labour market. Our staff were the secret sauce that was able to help our newcomer clients highlight their skills and make the connection to businesses where their internationally acquired skills helped Manitoba grow. Our Intake Advisors welcomed newcomers (sometimes with the use of interpreters) and provided registration and referral if settlement services were required. For those newcomers ready for employment our Career Coaches trained on resumes, interview skills, Canadian workplace culture, credential recognition and job search. Our Job Developers kept in the know about labour market needs and matched our newcomer clients to businesses in need of skilled workers. They worked with business to help identify, screen and support recruitment of internationally trained workers into often their first Canadian job. Our cultural services supported businesses with the integration of newcomers into the Manitoba labour market. It was a coordinated effort at Manitoba Start and I am very proud to have provided leadership to such a dedicated team.

In the 2018/19 fiscal year, with direction from our board of directors, we were also able to initiate a new partnership program where we coordinated skills training with job matching resulting in a resounding success for internationally trained IT professionals. We also worked closely with the University of Manitoba to support the integration and skills development of social work students interested in working in the settlement sector. We joined forces with IKEA Canada to provide employment opportunities to newcomer refugee clients and gained national recognition for our involvement in this life changing program. Finally, Manitoba Start was able to forge a unique partnership with the highly recognized indigenous educational organization – Children of the Earth School – where we were able to support learning by delivering a 6 week employment focused workshop for youth preparing to enter the Manitoba labour market. Our fifth annual Business Awards Luncheon once again brought all our partners together to celebrate their contributions to the Manitoba Start vision.

Our work in 2018/19 highlighted our commitment to a coordinated partnership approach for Manitoba business and community and laid the groundwork for many strong partnerships in the coming year that will benefit our newcomer clients, businesses and communities throughout Manitoba.



**Judith Hayes,**  
*Executive Director  
Manitoba Start*

STRATEGIC FRAMEWORK

VISION

A stronger Manitoba workforce built on cultural diversity and global talent.

MISSION

To welcome and empower newcomers as they build their careers in Manitoba by establishing and strengthening connections between skilled newcomers and businesses for mutual success and prosperity.

VALUES

Cultural Competence

Demonstrating an understanding and respect for different cultures

Solution-Driven Approach

Finding innovative ways to deliver programs and services

Partnerships

Collaborating with others

Learning Centered Philosophy

Supporting and encouraging ongoing continuous learning by all

International Training and Expertise

Benefiting from and enhancing newcomers' skills

2019 – 2020  
BOARD OF DIRECTORS

Alisha Miguez	Chairperson
Perri Jorek	Vice Chairperson
Brahim Ould Baba	Secretary
Maninder Saina	Treasurer
Carolina Fridman	Director
Kenny Hazell	Director
Mwansa Bwalya	Director
Stephanie Olson	Director
Timothy McGorman	Director



# Core Services

## Centralized Intake

Manitoba Start is the first step for all new immigrants, including successful Manitoba Provincial Nominee Program applicants. Each year, over 5,000 newcomers from more than 115 countries visit Manitoba Start to connect to settlement, orientation, language, and employment services.

## Career Services

Manitoba Start is the leading provider to career development services to newcomers to the Province. Newcomers benefit from employment workshops, personalized career coaching, resume development, interview skill practice, job search assistance, and networking opportunities to achieve their professional goals.

## Job Matching

Manitoba Start addresses employers' hiring needs by connecting employers to highly skilled, job-ready newcomers. Thousands of internationally educated professionals and skilled workers immigrate to Manitoba each year. Manitoba Start matches qualified individuals with employers' specific job requirements through direct engagement, employer cafes, and job fairs.

## Diversity Management Solutions and Business Supports

**Diversity and Intercultural Training**  
Provides employers with customized tools and human resources supports to attract and retain a diverse workforce to create more inclusive workplaces.

**Cross-Cultural Coaching**  
Cross-cultural coaching is a powerful tool for organizations that are committed to investing in the development of their diverse workforce and assists both managers and employees to better understand and adapt to new ways of interacting in the workplace.

# Intake Services

In 2018-2019, Intake registered and referred 5,012 new clients from 115 countries. Intake Advisors provided newcomers to Manitoba with an overview/referrals to various settlement, language upgrading, and employment support services. In addition to the new clients registered, Intake saw 1,131 clients who returned to access a second consultation with their Advisor. The majority of referrals were made to Manitoba Start's Career Services department with a combined total of 6,143 first and secondary client assessments within Manitoba Start's Intake Services.

In support of the national plan to settle refugees across Canada, Manitoba Start is part of the Manitoba Refugee Planning Response Committee to ensure effective co-ordination and support for refugees destined for Manitoba. Manitoba Start welcomed and registered 324 refugees during this fiscal year.

# Demographic Overview of New Clients at Intake 2018-2019

TOP 7 Immigration Categories	Clients	%
Provincial Nominees	2439	49%
FC Spouses & Partners	600	12%
Study Permit	453	9%
Resettlement - Private Refugees	390	8%
Work Permit	375	7%
Refugee Claimant	324	6%
Skilled Workers	202	4%

TOP 7 Countries of Origin	Clients	%
India	1293	26%
Philippines	620	12%
Nigeria	571	11%
China, People's Republic	418	8%
Eritrea	297	6%
Brazil	155	3%
Somalia	126	3%

WELCOME  
WORLD

The average client's age is 34.82 years old and average years of education is 15.03 years.

- Intake Services also hosted 113 exploratory visits for client who have applied to the Manitoba Provincial Nominee program and/or are considering moving to Manitoba
- Intake Services uses a client-focused approach where newcomers discuss their specific settlement needs with an Intake Advisor and work together to prepare a service pathway that reflects the newcomer's assessed needs and priorities. Intake advisors bring consistency in delivering information that is both relevant and timely for newcomers, therefore eliminating duplication of service and building a seamless referral pathway between partner agencies that enhances accessibility.



# Career Services

Manitoba Start is the leading provider of career development services to newcomers to the Province. 3,704 newcomers benefited from employment preparation workshops, personalized career coaching, qualification recognition guidance, resume development, interview skills practice, job search assistance, and networking opportunities to achieve their professional goals.

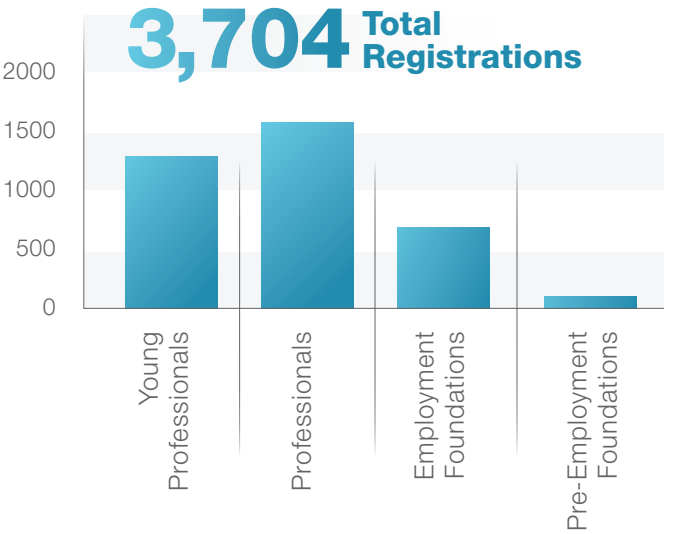
In 2018- 2019, Career Services had 3,704 client registrations. Within this fiscal year, 3,915 files were closed and of this number, 2,712 were either employed or enrolled in educational programs. Manitoba Start Career Coaches continue to support the remaining clients that accessed our services and are actively seeking to enter the labour market.

Career Services curriculum is based on career development frameworks that support actively creating the life one wants to live, and the work one wants to do. Topics are linked to the immigrant experience and focus on developing Essential and Employability skills.

Modules covered throughout the 2-week workshops offered at Manitoba Start are:

- Change and Transition
- Career Planning
- Effective Work Search
- Writing Resumes
- Career Portfolio
- Writing Cover Letters
- Completing Applications
- Outstanding Interviews
- Success in the Workplace
- Understanding Regulated Professions and Trades

Career Services Registrations *By Stream*



Client Resumes Created by Career Services *in 2018/2019*

4,803

Career Coach/Client One-on-One Meetings *in 2018/2019*

3,266

2-week Employment Preparation Workshops Completed *in 2018/2019*

158

## TOP 10 Client Foreign Occupations

- Registered Nurses
- Financial Auditors and Accountants
- Sales, Marketing and Advertising Managers
- College and Other Vocational Instructors
- Secondary and Elementary School Teachers and Educational Counsellors
- General Office Clerks
- Administrative Officers
- Elementary School and Kindergarten Teachers
- Retail Trade Managers
- Customer Service, Information and Related Clerks

# Job Matching Unit

Manitoba Start offers a full spectrum of staffing solutions to connect Manitoba employers with internationally educated professionals and refugees who are ready to enter the workforce. The Job Matching Unit actively engaged with 1,570 employer contacts this fiscal year.

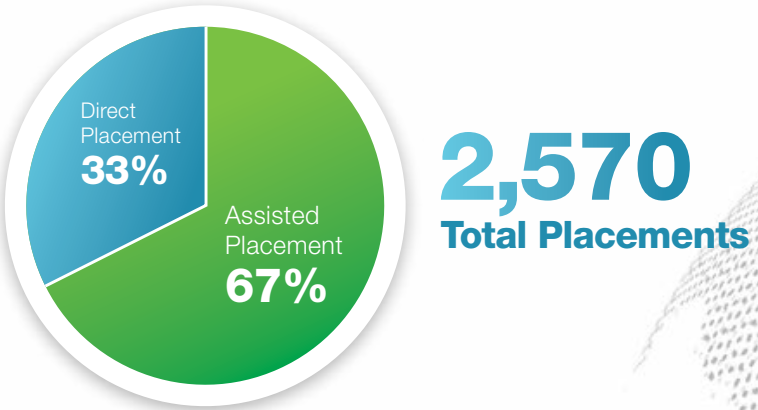
Tapping into the abilities and new perspectives of skilled immigrants helps business to expand market reach, maintain a competitive edge and build a forward thinking, productive and diverse workforce.

Manitoba Start supported 2,570 clients to enter the labour market!

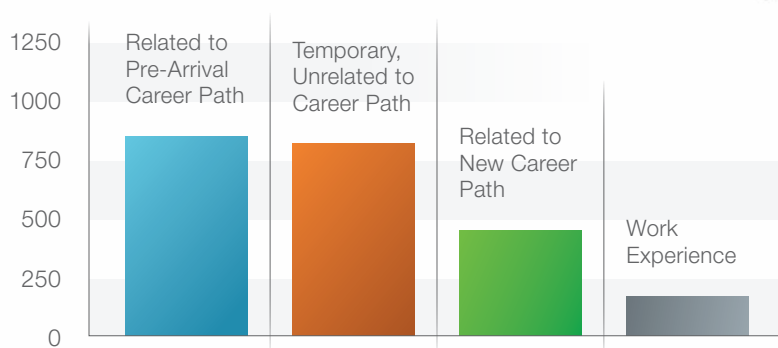
### The Job Matching Unit Provides:

- Job-Matching organizations hiring needs with job-ready, skilled immigrants who have the specific experience businesses require
- Pre-screening of selected candidates
- Post hiring follow-ups to facilitate a seamless workplace transition
- Advertising for job postings
- Coordination of work experience opportunities that fill employers' HR needs and may lead to full-time employment
- Opportunities to meet and recruit skilled immigrants through information sessions and hiring events.

Total Placements *Direct / Assisted*



Total Placements *by Employment Type*



# TOP Employers

- Skip the Dishes
- Loblaws
- Deer Lodge Centre
- Certified Green Cleaning
- E-Shine Cleaning Services
- Home Instead Senior Care
- Park Indigo
- Maple Leaf Consumer Foods
- IKEA Canada
- Cormer Group Industries

# WORKStart

## Work Experience Program

The WorkStart program provides immigrant youth with 8 weeks of paid work experience in various roles that are a match with previous work and education background, skills and interests. Work placements are supplemented with Friday employability skills sessions on Canadian workplace expectations, culture, and communication, to assist with participants' transitions to current job opportunities with host organizations.

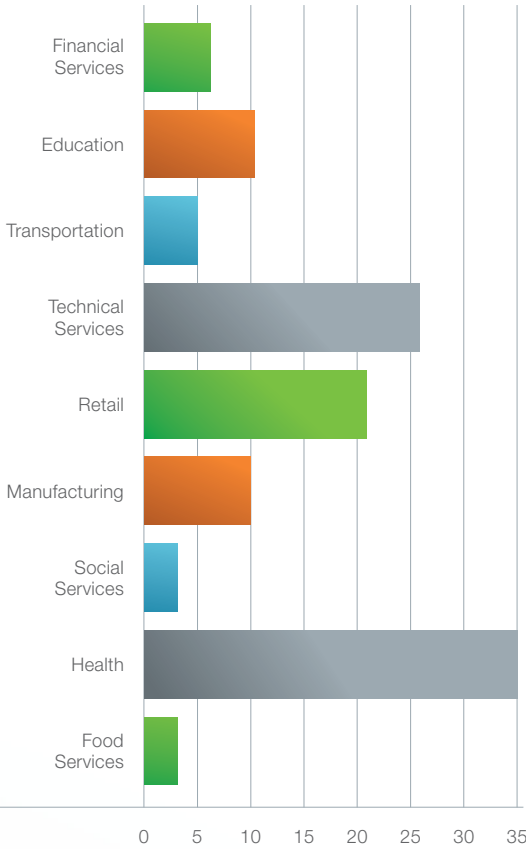
For the 2018-2019 year, a total of 157 immigrant youth were placed with various organizations and around 147 who completed their placements by year-end 119 (81%) resulted in employment.

WorkStart reinforces the importance of work placements as a way of securing employment opportunities for clients who would otherwise have difficulty accessing such jobs on their own due to gaps.

### Top Employers for Placement (Work Experience)

2018 - 2019	Clients
Deer Lodge Centre	22
Cormer Group	11
Loblaws	10
Home Instead Senior Care	9
Central Testing Labs	5
TransX	5
Altered Minds/Entry Program	4
Medisystem Pharmacy	4
Nova Physiotherapy	4
Poseidon Care Centre	4
Skip The Dishes	4

WorkStart Employment by Industry



WorkStart Participant Outcomes



# REDI

## Refugee Employment Development Initiative

**AIM** To offer refugees the opportunity to learn skills transferable to the workplace and to ensure they work placements can serve as stepping stone into the labour market.

This was Manitoba Start's 3rd year within the REDI program, the first year running as a pilot project. Manitoba Start's 2018/19 REDI 2.0 program consisted of 50 participants with a focus on employment within Material Handling, Cleaning & Services and Food & Services (females only). We are pleased to report that our successful REDI 2.0 program, helped to transition 85% of the participants into permanent employment!

The REDI 2.0 program consisted of four separate intakes of concentrated language, employment preparation and on-the-job supports to clients and employers throughout the year. Participants attended three (3) months of language for the workplace training at Red River College followed by six (6) weeks of pre-employment essential skills training, which included understanding Canadian Work Culture, Interviewing Skills, Budgeting, Health & Safety. Clients then received a paid six (6) week work placement along with occupation specific practical training and job placement support.

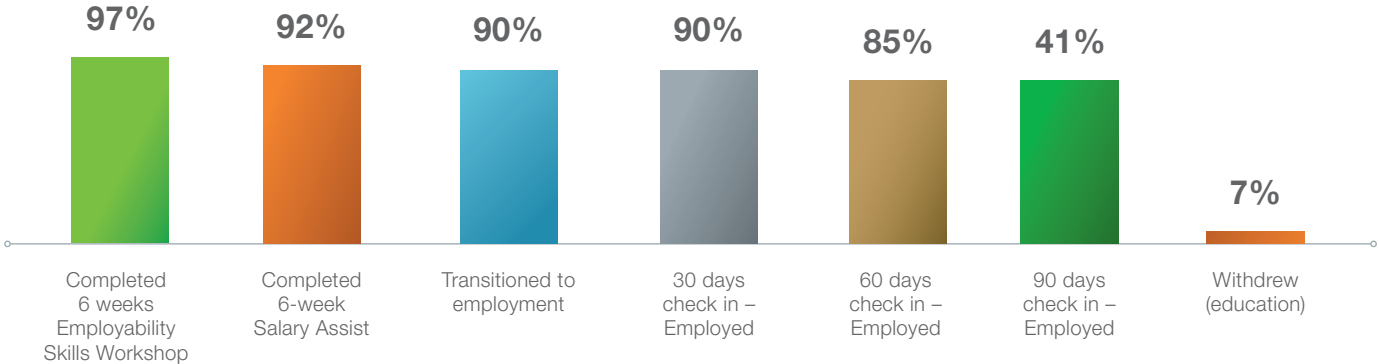
### Sectors Include:

MATERIAL HANDLERS

CLEANING & SERVICES

FOOD & SERVICES

All Intakes / Clients Participation in REDI Program Stages





119 WorkStart job placements  
that **resulted in employment** **81%**

**47,312 new immigrants** served  
since October 2010.

**12 diversity workshops** to  
**463 of our clients**

**16 diversity workshops**  
to 16 Manitoba business partners:  
Trained 354 employees

**115 number of countries** Clients who  
registered arrived from

**5,012 first time clients served**

**3,704 newcomers**  
registered for Manitoba  
Start Career Services.

**158**  
**2-week workshops**  
were completed

**2,570 clients**  
received direct or  
indirect supports/  
matching from the JMU

**1,570 employers**  
were actively engaged  
with JMU

**33.7** years old  
Average age of clients

**96% of clients were satisfied** with the service  
they received from the JMU

**1,131 clients returned** to access  
second or third consultation

**60 newcomers were accepted** to be a part  
of the REDI program

**98%** of clients said  
**Career Services met their expectations**

**59 employer events**  
were held

**98.57%** of clients said  
**information received at Intake was helpful**

**63.2% of clients**  
have 16 years of  
education or more

**538**  
**new employer relationships**  
have been forged

— Bringing you a **world-class** work force.



# Information Technology

Manitoba Start has a learning centered philosophy and strongly believes in supporting continuous learning for both staff and newcomer clients. In 2018-2019 fiscal year, Manitoba Start's IT Department enhanced technologies including:

## For Manitoba Start

- **Migrated to Office 365 for e-mail services**
- **Upgraded phone system**
- **Platform update for IBM Kenexa Assess, formerly Kenexa Prove It!**

## For Newcomer Clients

- **Improved guest wi-fi access**
- **Website update**
  - Improved Job Posting page with email and text notification
  - Improved Search function
  - Events synchronization with Social Media (Facebook, Twitter and LinkedIn)



# Diversity AND Intercultural TRAINING PROGRAM

Innovation and respect for diversity are core values of our organization and motivate us to continually seek ways to improve employment outcomes and inclusiveness for newcomer clients and to respond to the workplace needs of business partners. Manitoba Start's Diversity and Intercultural Training Program is customized diversity training for management and frontline staff to meet workplace needs and supports organizations in building cultural competence.

## Diversity Topics

- Defining and Achieving Workplace Cultural Awareness
- Workplace Communication: The Impact of Culture
- Recognizing Cross Cultural Conflict in the Workplace
- Engaging your Diverse Work Team (Supervisory)
- Strategies for Supporting Refugee Employees
- Intercultural Communication at Work
- Strategies for a Successful Diverse Workforce

## Manitoba Start Diversity Model

During 2018/19, we focused on refreshing our diversity program. We re-designed our curriculum (course objectives, activities, and case studies) and course offerings. This led to the development of our own Manitoba Start diversity model called Developing Cultural Roadways. Through this model, participants are able to identify cultural clues then learn specific strategies to develop common roads when faced with cultural situations in the workplace.



# How can Manitoba Start Help Fill your Hiring Needs?

Manitoba Start is proud to create connections between employers and internationally – trained talent. Employers benefit from the opportunity to promote their workplaces and gain access to skilled, job ready workers; and newcomers benefit from the opportunity to directly interact with employers and demonstrate their skills and expertise.



## Employer Hotline

Single number, 204-942-JOBS (5627), for your hiring needs



## Online Job Submissions

We can post your employment opportunity on our Job Board to have interested candidates apply directly.



## Onsite Hiring Events

Facilitated through Employer Cafes and Information Sessions. We can set-up your own hiring event and/or information sharing event, where you can hire the right candidates for your organization as well as increase your organization's visibility.



## Pre-Screening Services

We can pre-screen the most appropriate candidates based on your hiring needs and then send resumes for your review.



## Schedule Interviews On-/Off-Site

We can set-up interviews at your convenience; whether they are at your office or at Manitoba Start.



## Contact us for more information:

### Employer Hotline

**PHONE:** 204-942-JOBS (5627)

**EMAIL:** jobs@manitobastart.com







2019 PROGRAM AGENDA

Manitoba Start Co-Hosts

Norman Umali | Sajid Khan  
Manager, Youth Programs | Manager, IT & Building Operations

Welcome from Manitoba Start  
Judith Hayes, PhD, Executive Director

Greetings from the Province of Manitoba  
Hon. Kelvin Goertzen, Minister of Education and Training

Greetings from  
Title Sponsor  
CPA Manitoba

Geeta Tucker, FCPA, FCMA  
President & CEO of CPA Manitoba



Inside Manitoba Start

Namrata Naz, Supervisor Intake Department

Lunch / Dessert Sponsor

Keynote Speaker  
Obby Khan

Awards Presentation

Employer Partner of the Year

NFI Group

Legacy Award for Excellence



THANK YOU for attending our 5th annual Manitoba Start Employer Awards event, held on May 16th, 2019 at The Met. It was a resounding success as a result of your interest in the work that Manitoba Start does.

We welcomed 320 attendees representing 111 Manitoba businesses who helped us celebrate the pivotal role that 11 employers play in driving change and building inclusivity within an increasingly diverse society, which starts with the workplace



Following his 9-year CFL career, Obby has made Winnipeg his home, and has kept busy carving out his name in the restaurant scene, including Shwarma Khan. Whether it is his involvement with charities, his work with different faith communities, or how he approaches everyday conversations.

Obby always aims to act on the values he's learned from his family, his community and his religion.

CONGRATULATIONS  
2019 RECIPIENTS

The Manitoba Start Employer Awards recognize business community leaders who hire internationally educated professionals from Manitoba Start's talent pool of skilled immigrants and employ a diverse workforce.

EMPLOYER PARTNER OF THE YEAR

Canada Goose Inc.

Dubois Global Logistics

Home Instead Senior Care

IKEA Canada

Les Saj Restaurant

Partners for Home

The Wawanesa Insurance Company

West End Radiators

LEGACY AWARD FOR EXCELLENCE

Assiniboine Park Conservancy

MediSystem Winnipeg

SkipTheDishes

Canada

Manitoba



## ComIT .NET Programming Language

In 2018/19, a successful partnership between Manitoba Start and ComIT was created.

The partnership project was a 3 evening a week, 13-week training program, followed by a 4 to 8-week work placement. 25 Manitoba Start clients participated, learning to code in .NET language. For some clients this was a refresher course, for others it filled in training gaps to enhance their skills and knowledge.

Manitoba Start secured work placements for all of the participants that completed the program. With assistance from Manitoba Start's Job Matching Unit, the clients were placed in organizations for their paid work placement. As a result of the work placement experience, participants were successful in securing positions as:

- Web Developers
- System Analyst II, Network & Security Infrastructure
- IT Manager, Document Solution Consultant
- Junior Product Manager
- Application Developer
- Junior Software Developer
- Desktop Publisher
- Application Support Developer

*"We were definitely happy with the placement and working with Arnold. He is a smart and talented guy with a lot of integrity. We are open to connecting with more folks in the future!"*

– Alex Varricchio, **UpHouse Inc.**



Amanpreet Kaur received an offer of employment as a Web Developer at ThinkShift, after she completed her 4-week Work Placement.

## Children of the Earth School Programming Project

Children of the Earth School provides education that is culturally-based, flexible, and centered on the needs of the students. The partnership between Children of the Earth School and Manitoba Start originated through their Community Support Worker, as this unique topic could not be fulfilled through their school division.

In February, 2019 one of Manitoba Start's Career Services Supervisor, Harpreet Dade, held a programming class at Children of the Earth School as part of their Journey and Succeed Program.

Over a 6 week period, Harpreet met with up to 15 students once a week for 2 hours and taught Microsoft Office 2013 skills including a component of Visual Basic programming using Excel.

Topics included Excel, PowerPoint, Publisher and Word. In this age of computers and technology, many of these students were unfamiliar with these programs and the techniques that can be used.

Students were invited to attend the classes. No cell phones were allowed which was a bit of a hurdle but each took it in stride.

The students had been asked to complete a survey to indicate what brought them to the class and what they wanted to learn. Based on that Harpreet took them through a number of exercises.

### Student Feedback:

*"These past workshops have been very helpful and I really enjoyed Harpreet's vision ... I've gained good knowledge and experience."*

*"Learning how to design posters and business cards is a very valuable skill I am grateful to have learned in this course. The lesson on resumes was also tremendously helpful."*

*"How you taught us to work in Publisher will be good for my future self."*

### Topics included:

**Publisher** – they developed a poster for an event.

**Excel** – they built a Truth or Dare simulation game which proved to be a huge success. Each of the students were taught how to design an interactive game while creating user forms and Visual Basic programming. Many of the students chose Dare when they played the game in class. Some of the Dares were to sing a song, do a dance move, or hug someone. This last dare lead to a discussion on how personal space is treated in different cultures. Harpreet shared that traditionally, in many parts of India, the custom was that women did not touch members of the opposite sex unless they were a close family member – father, brother.

**PowerPoint** – the students created a presentation on "The Story of My Life". The presentation focused on likes / dislikes; goals / aspirations. The idea came from the students and each student shared their presentation with the class.

**Word** – the students created a party invite and completed a mock online application form. Some of the students were so motivated they actually submitted the job applications.

As a final part of the training, the students were provided with a template for resumes in preparation for the next session which was on Resume Development and Career Planning.

Each student received a Certificate of Participation.

## IKEA Canada Refugee Employment Program

IKEA Winnipeg and Manitoba Start have maintained a strong partnership since 2012. From April 2012 until January 2019, IKEA Winnipeg has supported 39 Manitoba Start clients of which 12 (31%) are Refugees, in entering the labour market.

In 2017/2018, Manitoba Start was chosen as a service provider to deliver the Refugee Employment Development Initiative (REDI Program) in Winnipeg. Manitoba Start's REDI program is a unique multi-part program that offers Refugees with lower level English skills the opportunity to increase their language and workplace skills and enter the Canadian labour market. IKEA Winnipeg has been a strong supporter of the REDI Program, providing opportunities to 14 Immigrants, of which 12 (86%) are Refugees.

Early in 2019, IKEA Canada launched their Refugee Employment Program Coast-to-Coast that will support the company in hiring 250 refugees over the next three years. The program will help refugees join the workforce and develop new skills, supporting their integration into local communities across the country. IKEA Canada will also benefit from their skills and talents in its stores and throughout its operations.

Manitoba Start was selected as one of 18 Canadian agencies who will help the company reach and recruit refugees seeking employment, as well as provide support and advice to help them succeed as IKEA co-workers.

"At IKEA, we are guided by a simple, yet powerful vision: to create a better everyday life for the many people," said Michael Ward, President of IKEA Canada. "Our national refugee employment program will not only provide refugees with career opportunities and job training, but it also provides IKEA the opportunity to create a diverse and inclusive work environment where individual differences are celebrated."

IKEA's local agency partners (Manitoba Start) have a strong record of helping newcomers in their communities by providing employment services. Throughout the successful pilot program which started in 2018, IKEA worked with Manitoba Start (REDI Program) to provide pre-employment support such as resume writing, interview skills and pre-screening, as well as post-hire support, including language training and long-term career counselling. As part of the pilot program, IKEA has also participated in and hosted job fairs and employment workshops for refugees seeking job opportunities.

IKEA has a longstanding commitment of supporting refugees through humanitarian efforts with the IKEA Foundation. Since 2010, it has partnered with the UNHCR, helping to providing shelter, care and education to families and children in refugee camps and surrounding communities in parts of Asia, Africa and the Middle East. Additionally, in 2015, IKEA Canada supported Canada's resettlement of Syrian refugees through a donation of \$190,000 in home furnishings to aid families while they settled into their new homes. Through this program, IKEA Canada was able to support nearly 200 families from across the country. Today's announcement continues IKEA's commitment to refugees a step further, moving from short-term settlement needs to long-term employment goals.

Manitoba Start looks forward to partnering with IKEA Canada in their Refugee Employment Program.

## University of Manitoba Social Work Department

The Field Education component of Social Work training is one of the most significant and critical components underlying the curriculum of the Bachelor of Social Work (BSW) degree program. Manitoba Start is proud to be able to facilitate the connection of theory and practice and to further developing students' professional identity during field placement. Manitoba Start's Manager, Career Services is a Registered Social Worker and trained Field Supervisor who can support students in achieving their learning goals.

Manitoba Start's partnership with U of M Social Work Department started in 2012 and we have taken practicum students each year since. In total there have been 10 students who have completed their field placement with our organization. Students are required to complete 420 hours of field work over the span of academic year. During this period, students at Manitoba Start have the opportunity to transition from the Intake department then into Career Services. They learn how to perform the role of an Intake Advisor, are able to facilitate our 2-week Employment Workshops and finally have an opportunity to coach clients in one-on-one sessions. Manitoba Start has also been fortunate to employ 5 of our practicum students as Career Coaches and Intake Advisors upon graduating with their Bachelor of Social Work (BSW) degree.



Saio's field placement with Manitoba Start was from September 2018 until March 2019. She is now in her final year of the program.



May 22, 2019

## INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of  
Employment Solutions for Immigrants Inc.:

### Opinion

We have audited the financial statements of Employment Solution for Immigrants Inc. (the Organization), which comprise the statement of financial position as at March 31, 2019, and the statement of operations and changes in net assets and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and other explanatory information.

In our opinion, the financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2019, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

### Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standard for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

### Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Scarrow & Donald LLP

Chartered Professional Accountants  
Winnipeg, Canada

## Thank you to our Funders and Partners

We are deeply grateful to our funders:

- Immigration and Economic Opportunities Division, Government of Manitoba
- Manitoba Education and Training Division, Government of Manitoba
- Youth Partnerships, Government of Manitoba
- Immigration, Refugees and Citizenship Canada, Government of Canada
- Service Canada, Government of Canada

Thanks to the support and goodwill of our funders and partners, we can provide career development resources to thousands of newcomers and offer staffing and diversity solutions to meet Manitoba labour market needs.







## ANNUAL REPORT 2018 ▶ 2019



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