

Bringing you a world-class workforce

ANNUAL REPORT 2019 – 2020



Message from the Chairperson

The 2019–2020 fiscal year was another year of achievements for Employment Solutions for Immigrants Inc. This year, we welcomed almost 5,000 newcomers through our doors. 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 2019-2020, Manitoba Start served 4,765 newcomer clients. 3,711 clients registered for Manitoba Start Career Services, of which 3,051 were either employed or furthering their education. Throughout this fiscal year, the Job Matching Unit actively engaged with 1,775 employer contacts. Out of these employer contacts, 65% are existing partners, whereas the remaining 35% partnerships are new contacts.

Our business and community partnerships are the cornerstone for our clients' successful integration into the Manitoba labour market. Manitoba Start supported 2,424 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. We look forward to continuing to build relationships and to expand our potential for opportunities while supporting our clients' success.

I am delighted to report that Manitoba Start has now served 51,116 new immigrants since beginning operations in October 2010. I want to acknowledge the immense contributions that each Manitoba Start staff member makes towards our clients' success. The team at Manitoba Start continues to strengthen the services that they provide to our newcomer and business clients.

Innovation and responsiveness to needs have always been a core strength of our program. This came to the forefront when the Covid-19 pandemic presented us with an unprecedented challenge, and we had to make the switch to providing services virtually. The whole team came together to ensure continuity of service to our clients.

I look forward to the year ahead with optimism. I know that with our hard work, dedication, client-centered approach and the continued support of the Manitoba Start staff, the Manitoba Start Board of Directors as well as our clients and partners, we will continue to achieve success together. Thank you for your support!



Alisha Miguez
BOARD OF DIRECTORS
MANITOBA START

Message from the Executive Director

The 2019-2020 business year was another successful effort for Manitoba Start and can be attributed to strong funders with a belief in the work that the dedicated Manitoba Start staff provide to support Manitoba businesses and newcomer clients.

Our clients arrived from all over the globe with a strong desire to make Manitoba their home. From India, Nigeria, the Philippines, and China, to name just a few countries, provincial nominees, immigrants and refugees joined the local workforce and enriched the landscape of our province. Close to 5,000 newcomer clients arrived in 2019-2020 and more than 2,400 of those joined the labour market with help from the Manitoba Start staff.

Our Intake advisors met with clients and scheduled employment preparation workshops for those ready for employment or directed other newcomers to settlement supports within the sector in preparation for future employment. Our Career Coaches met individually with many job seekers in the thousands and provided the caring in-person information and support that resulted in the development of over 7700 resumes throughout the year. Our Job Developers made the many business contacts that resulted in 29% of new jobs being direct placements. Manitoba Start continued to develop strong business partnerships that remain the hallmark of our work. Through those business partnerships, we were also able to place newcomers in paid 8-week Work Start positions that culminated in a large number of permanent jobs (72%) in 2019-2020.

Manitoba Start staff continued to identify and refer refugee candidates for employment skills upgrading with our settlement partners through the REDI project – over 200 candidates with entry level language skills were referred for employment training opportunities this past year.

Amidst this busy client and business year, Manitoba Start, with funding help from government, was able to install a wheelchair lift to ensure access to all job seekers requiring our help.

In March 2020, COVID-19 placed even more responsibilities on the Manitoba Start staff and as usual, they accepted this new challenge with grace. In one weekend, our staff family received their home computers, our IT staff set us all up to work remotely from our new home offices and thanks to staff dedication, we barely missed a beat as we transformed into online delivery and complete remote services for our newcomer and business clients.

Our board, our funders, our staff have provided the strength to ensure services continue that support newcomers, businesses and the economy necessary for Manitoba to thrive, even in these unprecedented times. I want to sincerely thank all the members of the Manitoba Start team that allowed our organization to continue providing the services we are recognized for as we all struggled with the personal impacts of this new reality. I look forward to the 2020-2021 year with pleasure as we forge new approaches to virtual business, take direction from our Board and continue to collaborate with funders, business and community partners to ensure a world class workforce from every corner of the globe is available to the province of 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

2020-2021 Board of Directors

Alisha Miguez
CHAIRPERSON

Perri Jorek
VICE CHAIRPERSON

Brahim Ould Baba
SECRETARY

Maninder Saini
TREASURER

Carolina Fridman
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DIRECTOR

Mwansa Bwalya
DIRECTOR

Stephanie Olson
DIRECTOR

Timothy McGorman
DIRECTOR

Kelly House
DIRECTOR

Core Services

Centralized Intake

Manitoba Start is the first step for all new immigrants, including successful Manitoba Provincial Nominee Program applicants. Each year, approximately 5,000 newcomers from over 11 countries visit Manitoba Start to connect to settlement, orientation, language, and employment services.

Career Services

Manitoba Start is the leading provider of 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 placements, 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

4,765
new clients
from over 115
countries

- In 2019-2020, Intake registered and referred 4,765 new clients from over 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 890 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 5,655 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 Refugees Planning Response Committee to ensure effective co-ordination and support for refugees destined for Manitoba. Manitoba Start welcomed and registered 913 refugees during this fiscal year.



Welcome World

The average client's age is 34.71 years old and average years of education is 15.7 years.

- Intake Services also hosted exploratory visits for clients who applied to the Manitoba Provincial Nominee program and/or considering moving to Manitoba.
- Intake Services uses a client-focused approach where newcomers discuss their specific settlement needs with an Intake Advisor and they collaborate 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.

Average
client's age
34.71

Average
years of
education
15.7

Demographic Overview of New Clients at Intake 2019-2020

TOP 8 Immigration Categories	Clients	%
Provincial Nominees	2066	43%
FC Spouses & Partners	611	13%
Resettlement - Private Refugees	513	11%
Study Permit	478	10%
Work Permit	377	8%
Skilled Workers	265	6%
Refugee Claimant	204	4%
Resettlement - Government Refugees	180	4%

TOP 10 Countries of Origin	Clients	%
India	1110	23%
Nigeria	556	12%
Philippines	420	9%
China, People's Republic	352	7%
Eritrea	319	7%
Ethiopia	119	2%
Somalia	111	2%
Iran	104	2%
Brazil	103	2%
Ukraine	97	2%

Career Services

Manitoba Start is the leading provider of career development services to newcomers to the Province. 3,764 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 2019 -2020, Career Services had 3,704 client registrations. Within this fiscal year, 4,393 files were closed and of this number, 3,051 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
3,764
Total Registrations

Young Professionals
1,468

Employment Foundations
575

Pre-Employment Foundations
125

Professionals
1,596

Client Resumes Created by Career Services in 2019/2020

7,712

Career Coach /Client One-on-One Meetings in 2019/2020

3,160

2-week Employment Preparation Workshops Completed in 2019/2020

158

TOP 10 Client Foreign Occupations

- Secondary School Teachers
- Financial Auditors and Accountants
- Other Business Services Managers
- Registered Nurses and Registered Psychiatric Nurses
- Other Customer and Information Services Representatives
- Administrative Assistants
- College and other Vocational Instructors
- Administrative Officers
- Retail Salespersons
- Retail and Wholesale Trade Managers

Job Matching Unit

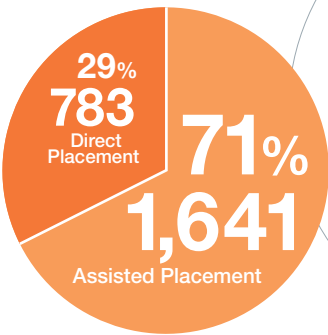
Manitoba Start offers a full spectrum of staffing solutions to connect Manitoba employers with internationally educated professionals and refugees who are ready to enter the workforce. The Job Matching Unit actively engaged with 1,570 employer contacts this fiscal year.

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.

In 2019-2020 Manitoba Start supported 2,424 clients to enter the labour market!

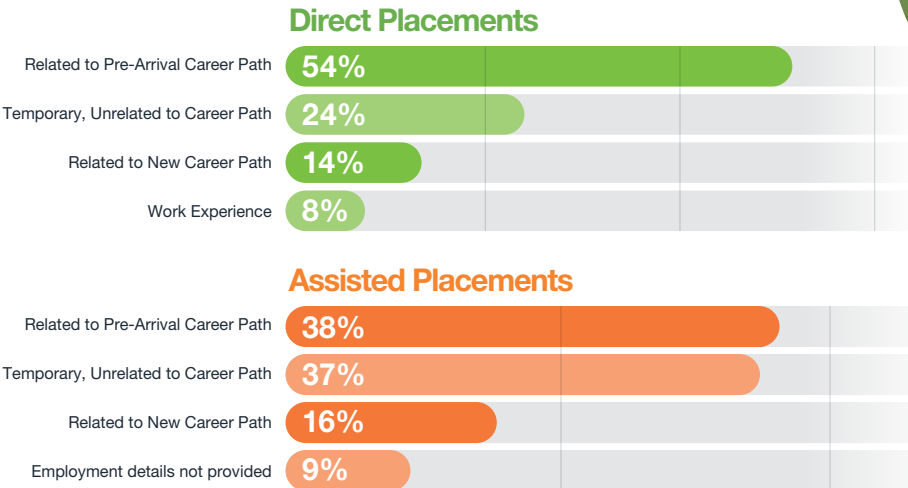
Through the Job Matching Unit, we provide:

- Specialized services 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
2,424
Total Placements

Total Placements by Employment Type



Top Employers

SkipTheDishes

Canada Goose

Loblaws

Deer Lodge Centre

Trailblazers Life Choices

Partners for Home

Altered Minds

Priority Restoration

Skybridge Americas

Bayer/Monsanto Canada,
FleetHunt Technologies,
Main Shoppers Drug Mart,
TransX Limited



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 their 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' transition to current job opportunities with host organizations.

For the year 2019-2020, a total of 141 immigrant youth were placed with various organizations and out of the 126 who completed their placements by year-end, 101 (72%) secured employment.

WorkStart reinforces the importance of work placements as a way of securing employment opportunities for clients who have difficulty accessing such jobs on their own due to perceived barriers or lack of a "Canadian" work experience.

— Work Experience — Top Employers for Placement

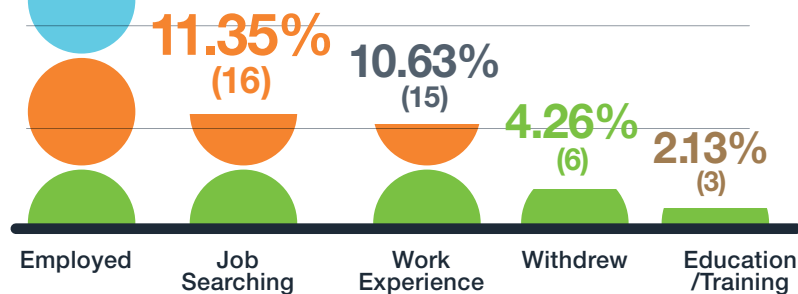
Deer Lodge Centre	12
Partners for Home	9
Trailblazers Life Choices	8
Entry Program	6
Loblaw Companies	5
TransX Ltd.	5
Shoppers Drug Mart	4
ALS Laboratory Group	3
FleetHunt Technologies	3
Ingress Immigration & Education Consulting	3

71.63%
(101)

72%
resulted in
employment

WorkStart Participant Outcomes

— 2019-2020 —



Working in a Virtual Environment

Manitoba Start recognizes the importance of technology and the capabilities it provides staff, clients and partners. During late March, Manitoba Start Staff moved out of their office space and into their home office spaces. While working in a virtual environment, Manitoba Start Staff have adapted successfully during uncertain times with the COVID-19 pandemic in order to continue to provide service with the use of technology. Manitoba Start's IT Department enhanced technologies including:

For Manitoba Start

- Equipped staff with remote computers to enable continuity of service; introduced Microsoft Teams as the medium of virtual communication for staff.
- Participated in IRAES updates to National Occupational Classification list and the IRAES User Manual
- Conflict of Interest and Confidentiality Agreement forms added to SkillSoft
- Information Technology Acceptable Use Policy added to SkillSoft
- Technical support provided remotely

For Clients

- Acquired digital signage technology to simultaneously update TV screens
- Added Share to Job Postings allowing share from email
- In partnership with the University of Manitoba and University of Winnipeg, via FaceBook, Manitoba Start hosted its first live stream on 'Continuing Your Education Online'
- Added Winnipeg Transit App for ease of access on client resource computers
- Developed Fillable Registration Forms for clients and made them accessible on Manitoba Start's website.

REDI! Refugee Employment Development Initiative

This was Manitoba Start's 4th year with the REDI program, the first year running as a pilot project.

Manitoba Start continued to see success with the (REDI) program. Manitoba Start provided Centralized Intake Services for Refugee Employment Development Initiative (REDI) 3.0. In order to select 120 job-ready candidates who met the criteria, Manitoba Start conducted over 7,700 pre-screening phone calls and invited over 500 interested clients to 16 Information Sessions for Manufacturing Sector (English Program), Welding Sector (English Program) and Manufacturing/Restaurant Sectors (French Program).





Bringing you a world-class workforce

10
Workplace
Integration Series
workshops
delivered, training
374 clients

120
newcomers
were recruited for the
REDI program

2,424
clients received
direct or indirect
supports/matching
from the JMU

101 WorkStart
job placements that
resulted in employment
72%

34.71
years old
average age
of client

890
clients returned
to access
second or third
consultation

98%
of clients said Career
Services met their
expectations

61%
of clients have
16 years
of education
or more

51,116
new immigrants
served since
October 2010

10 Diversity
Workshops:
**Training 374
clients**

601
new employer
relationships have
been forged

14 Diversity
Workshops to
**14 Manitoba
business partners:**
Training 225
employees

1,390
referrals were
made to JMU
for active job
leads

115
number of countries
Clients who
registered
arrived from

4,765
first time clients
were served

3,711
newcomers registered
for Manitoba Start
Career Services

164
2-week workshops
were completed

98.65%
of clients said
information
received at Intake
was helpful

95%
of clients were
satisfied with the
service they received
from the JMU

56
employer events
were held

70
educational
events for clients
were held

1,775
employers
were actively
engaged
with JMU

14
external
workshops
were delivered, training
225 clients

706
refugees were
served

Diversity AND Intercultural TRAINING PROGRAM

Diversity Topics

Defining and Achieving Workplace Cultural Awareness

Workplace Communication: The Impact of Culture

Canadian Workplace Culture

Recognizing Cross Cultural Conflict in the Workplace

Engaging your Diverse Work Team (Supervisory)

2SLGBTQ+ Inclusive Communication at Work

Innovation and Respect for Diversity are Manitoba Start's core values which motivate us to continually seeks ways to improve employment outcomes, 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 support organizations in building cultural competence.

Manitoba Start Diversity Model

Our diversity model called Developing Cultural Roadways, forms the foundation for our intercultural programming. Through our model, participants are able to identify cultural clues then learn specific strategies to develop common roads when faced with conflicting cultural situations in the workplace.



Wheelchair Lift Access

Under the Building Sustainable Communities Program Project - Municipal Relations, Manitoba Start successfully applied for a Government of Manitoba grant. With their approval, we received a grant to install a Disability Elevator in compliance with the Manitoba Government's Accessibility for Manitobans Act. The Accessibility for Manitobans Act became law in 2013.

The Facts by Numbers (Source: Statistics Canada, Canadian Survey on Disability, 2017)

About **6.2 million** Canadian adults, or 22%, self-identifies as having a disability.

25% of Manitobans report they have a disability.

Most disabilities affecting working aged Canadians (15 to 64) **are invisible.**

During the COVID-19 pandemic, the installation of a Disability Elevator has begun on the main floor and we anticipate for it to wrap-up within a few months.

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

(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 conveniences; whether they are at your workplace or at Manitoba Start.



Contact us for more information:

Email: jobs@manitobastart.com

Successful Clients in Stepping Stone Positions

PILOT

T came to Manitoba Start with a resume that stated he had worked for a Chinese Airline and had logged over 6,000 miles as a Captain of a Boeing 737. The challenge was to ensure that all his logs and certifications were up-to-date and recognized in Canada. A Manitoba Start Job Developer reached out to an Air Canada pilot and got from him the exact requirements needed for Canadian certification.

The client eagerly complied with these requirements and within 6 to 8 weeks returned with the required approvals. The client then took his materials and flight logs to a hearing with the licensing body and was granted his license to fly commercially in Canada. However, there was one limitation: he could not fly into America without also passing their requirements.

The Job Developer and the client then focused on local airlines that did not travel internationally. These airlines flew jets provincially or regionally, where our client was

licensed to fly. Coincidentally, a local airline tradeshow was just around the corner, so the client registered and made plans to meet with each of the airlines at the event. Within days of the tradeshow, he got an interview with a regional airline flying in Manitoba and Ontario, Keewatin Air. A few days later they offered him a captain role in one of their jets.

This is an excellent example on how Manitoba Start can help clients target their job search and expedite their journey to positions that aligns with their career goals.

OPERATIONS MANAGER

R was a Supply Chain and Logistics professional who was working as an Operations Manager in her country of origin. After arriving in Winnipeg, she was struggling to find relevant positions that aligned with her work experience.

A local Parking Management Company, Park Indigo had been looking for an Operations Manager for their parking lot operations for a long time. The MB Start Job Developer referred the client to Park Indigo. They invited her for an interview where she made a terrific impression. After her interview, she received an employment offer as an Operations Manager. The client accepted their offer for a

Full-time permanent role that included excellent benefits.

This is one of the many success stories showcasing how Manitoba Start is instrumental in connecting our skilled newcomer clients to great opportunities, while fulfilling the hiring needs of our local businesses.

APPLICATION DEVELOPER

J holds an international Bachelor of Science Degree in Information Systems and is knowledgeable in Microsoft Office Applications, database environments, operating systems, and programming languages. After he completed Manitoba Start's two-week Employability Skills workshop, he applied for an Online Help Desk Operator position with a local Company and was

offered the role. This position was temporary and unrelated to his previous Career Path.

Although, the client was happy to have gained employment, he was not satisfied with this role because it did not match his background or career path. The client contacted Manitoba Start for further assistance.

A Job Developer assisted the client by placing him in an 8-week placement that was directly related to his Pre-Arrival Career

Path in Software Development. Before the 8-week placement finished, the client was offered a well paying position as an Application Developer that is directly related to his previous experience. The client was thrilled and accepted this position with one of Winnipeg's largest employers, Wawanesa Insurance.

This success story highlights the importance of the WorkStart program, which gives our clients the opportunity to showcase their skills to prospective employers.

RELIABILITY ENGINEER

C holds a Bachelor in Electronics Engineering as well as a Postgraduate Diploma in Quality Engineering from his home country. Early in March 2020, while working in a position not related to his pre-arrival career path, the clients' employer laid him off indefinitely as sales slowed due to Covid-19. He applied to several positions, but employers felt that he was either

overqualified for the position or did not match the qualifications. He needed work to be able to support his family. With the assistance of his Career Coach and Job Developer, the client targeted his resume and started applying for entry level positions within his field of expertise.

The client expressed interest in a position within a Maple Leaf meat processing plant in April. His Career coach worked with him

on his resume and his Job Developer made the referral to the employer. Within days, he received an entry level position with Maple Leaf. He worked hard and the employer recognized his talent. In June, he got promoted to the position of a Reliability Engineer.

Here, we see the example of an individual who did not get discouraged and used their first job within an industry as a stepping stone in their journey to success.

SUPERVISOR

A client arrived at Manitoba Start in December 2018 and he registered to join a workshop for Young Professionals led by a Career Coach. The client worked on two resumes with his Career Coach: one for his Laboratory background in the Middle East and a second for his Health and Safety skills. By the time he completed the workshop, his resumes were ready for marketing to employers. The Job Matching Unit

spotted his resume with laboratory skills and put him forward to Bayer/Monsanto as a candidate for a 6-week placement in their Canola Laboratories.

The client transitioned into the work smoothly and at the end of his 6-week placement, he received an extension of a few weeks. The client applied for an open Full-time position and was successful in securing it. Within a year, he accepted a Supervisor position and was responsible

for hiring for the exact term positions he initially worked in, a year earlier.

He immediately called the Job Developer at Manitoba Start who had placed him at Bayer/Monsanto, The Job Developer referred eleven qualified applicants. The client interviewed six candidates and hired three candidates.

This success story exemplifies the confidence that our clients have in Manitoba Start's services.

TESTIMONIAL from John Emmanuel Tan

I came to Winnipeg as a newcomer in October 2019 and I immediately enrolled myself in the Manitoba Start program as suggested to me by my wife. After the 3-weeks program, I started applying for all kind of jobs online, even not in my line of career, got some initial interviews but had no luck nailing one.

After a few weeks, I received an email from Manitoba Start inviting me to attend an info session with Wawanesa, and so I participated. Luckily, there was an opportunity for me to be part of the 8-week Work Start program. I was so excited since the position offered was in my line of career.

A week before my start date, pandemic hit. Companies slowed down, some shut down, people were ordered to stay at home. I had to wait again for few more weeks and hoped that Wawanesa would still proceed with my Work Start program.

After 2 months, I finally was able to start my program. And again luckily enough, Wawanesa decided to hire me as a permanent employee after 6-weeks of working with them. It was an 8-month waiting process for me, but it is worth the wait.

I received the offer from Wawanesa today and I accepted it. I'll start on July 27, after my WorkStart contract ends. The base salary is on \$60-65,000 range.

To be honest, I feel very blessed having this job right now, in the middle of the COVID-19 pandemic, where finding a job seems impossible. This would not be possible without the help of people from Manitoba Start. I want to take this opportunity to thank Manitoba start team, especially Norm, for pushing to get this opportunity for me.

Again, my huge thanks to everyone.
John Emmanuel Tan

September 23, 2020

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, 2020, and the statement of operations and statement of 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, 2020, 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

For this communication, together with the work done to prepare this communication and for opinions we have formed, if any, we accept and assume responsibility only to the addressee of this communication, as specified in our letter of engagement.

SCARROW & DONALD, CHARTERED PROFESSIONAL ACCOUNTANTS, LLP
100 – Five Donald Street • Winnipeg, Manitoba • R3L 2T4 • Business: (204) 982-9800 • Fax: (204) 474-2886 • www.scarrowdonald.mb.ca
Scarrow & Donald, Chartered Professional Accountants LLP is a Canadian owned Limited Liability Partnership established under the laws of Manitoba.

Manitoba Start

Financial Highlights for the Year Ended March 31, 2020

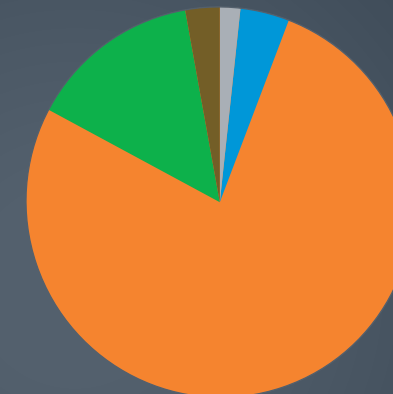
Statement of Financial Position

CURRENT ASSETS	2020	2019
Short term Investments	297,887	183,492
Accounts and Grants Receivable	138,866	253,701
GST Receivable	10,670	10,510
Prepaid Expenses	54,754	105,499
	<u>502,177</u>	<u>553,202</u>
CURRENT LIABILITIES	2020	2019
Bank Indebtedness	176,475	131,678
Accounts Payable	62,032	125,278
	<u>238,507</u>	<u>256,956</u>
UNRESTRICTED NET ASSETS	2020	2019
	<u>502,177</u>	<u>553,202</u>

Statement of Revenue And Expenses

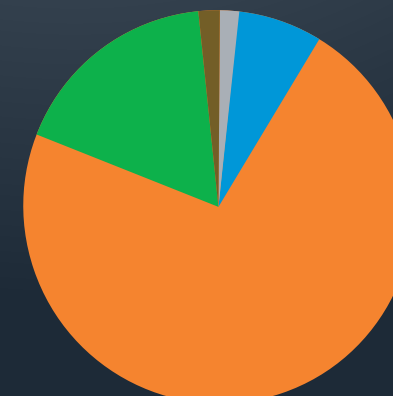
REVENUE	2020	2019
Grants	3,793,487	3,923,321
Fee for Service/ Other income	108,819	62,881
Interest	3,656	2,470
Donations	252	227
	<u>3,906,214</u>	<u>3,988,899</u>
EXPENSES	2020	2019
	<u>3,938,790</u>	<u>4,066,005</u>
Difference between Revenue and Expenses	(32,576)	(77,106)

Sources of Revenue 2020

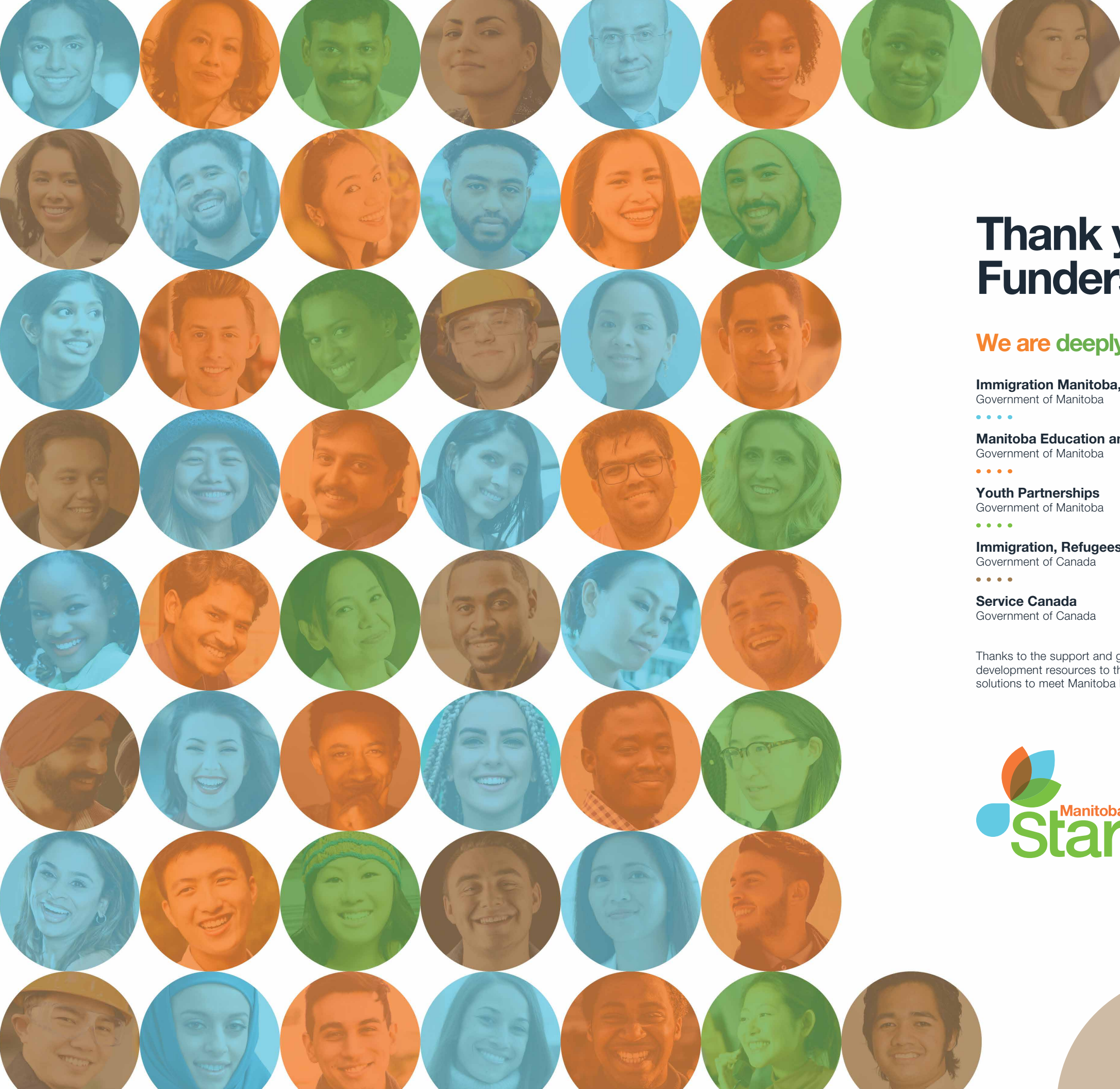


2%	Youth Employment Services Manitoba
4%	Manitoba Education and Training (REDI)
77%	Manitoba Education and Training (Core Programming)
14%	Service Canada (WorkStart Program)
3%	Fee for Service / Other Income

Sources of Revenue 2019



2%	Youth Employment Services Manitoba
2%	Manitoba Education and Training (REDI)
73%	Manitoba Education and Training (Core Programming)
17%	Service Canada (WorkStart Program)
3%	Fee for Service / Other Income



Thank you to our Funders and Partners

We are deeply grateful to our funders:

Immigration Manitoba, Manitoba Economic Development and Training
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 2019-2020

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