

IMPACT REPORT

2020/2021







91,134
Clients



11,769
Newcomers



3,600
Employer Partners



724
Community Organizations



47,505
Women and Girls



12,027
Youth



273
Volunteers



4,905
Seniors



3,443
New Jobs



7,400
Language Assessments



Achēv brings together leading employment, newcomer settlement, youth and language assessment services under one roof to make it easy for our clients to get the support they need. We are one of the largest providers of these services in the GTA.

Achēv puts each client at the centre of our work. We are always improving our service delivery model to ensure our clients' needs are met seamlessly across a wide range of programs and services.

Every day, we focus on helping our clients **achieve** their goals.



Vision

Changing people's lives as they discover their potential and achieve their purpose.



Mission

Achēv is a human capital development organization. We optimize the dynamic relationship between our people, processes and technology, enabling communities to thrive, businesses to succeed, and individuals to prosper.



Diversity, Equity and Inclusion

Achēv is committed to promoting diversity, equity and inclusion and to creating opportunities that empower people to achieve their potential. We invite staff and client input. We strive to attract and retain a diverse workforce where employees are inspired to provide an atmosphere of respect for and encouragement of all. We aim to increase awareness and reduce barriers in order to positively influence the communities we serve.

Message from the CEO

There has never been a more important time than now for the work we do at Achēv. In fact, it's why I felt so fortunate to assume the helm at Achēv last spring.

Since the start of the pandemic, the needs of the people we serve have increased and the challenges they face are more complex. Women, newcomers, youth, people with disabilities and people from racialized communities have been most adversely impacted.

As 'Achēvers', our staff worked tirelessly throughout the pandemic to serve our clients. They quickly transitioned our services online and went above and beyond in ensuring all clients had the support they needed, when they needed it. Whether by phone, email, FaceTime or Zoom, staff put the client at the centre of every interaction. We can't thank them enough

for this commitment. They make a difference in the lives of our clients each and every day. The impact of their work and commitment is illustrated in this report.

As our economy begins to rebound, I am excited about the future. We look forward to working collaboratively with our incredible team and partners. This includes over 3,600 employers across the GTA and over 380 community organizations. Our innovative workforce development, newcomer settlement, language and community engagement approaches focus on supporting our community and fostering a more equitable recovery.



Tonie Chaltas | Chief Executive Officer

Message from the Chair of the Board

The past year has challenged us to be nimble, decisive and responsive to our clients' changing needs in ways we have not had to be in the past. As a result, it has made us stronger and readied us for the exciting years ahead.

I would like to thank our Board members for their time and commitment to supporting the organization throughout this incredibly busy year. While helping steer the course, the board also looked boldly ahead. We planned for the transition of leadership at Achēv, continued to enhance our governance structures, finalized the Strategic Framework for Vision2025, and recruited and welcomed our new CEO.

I would also like to recognize the immense contribution of our former CEO Merv Hiller, who retired this year. Under Merv's leadership, Achēv

established a sound foundation for the organization's continued success. He and the team established rigorous reporting, superior operational practices and developed a strong business culture. This resulted in a strong financial performance for Achēv.

Finally, I would like to echo Tonie's appreciation of Achēv's employees, particularly the senior management team whose hard work sustained the health and resilience of the organization over the past year. Your dedication and commitment to our clients are a testament to our strong culture.

We cannot thank you enough.



Andrew Gall | Chair

Responding to the COVID-19 Pandemic

At the onset of the COVID-19 pandemic, Achēv successfully moved to an online service model to ensure our team could continue to meet the employment, newcomer settlement and language needs of the people we serve.

Putting our clients at the centre of our response, we modified our service delivery model to ensure the increasingly complex and urgent needs of our clients were met seamlessly across a wide range of programs and services. This included addressing food insecurity, childcare, and social isolation as well as the need for digital literacy skills.

We quickly realized that some clients could not access virtual services. Low digital literacy, unreliable internet and limited access to technology are key barriers for many of the people we help. In response, we loaned devices to people who needed them and helped them access better internet services. We also provided much-needed training on how to use technology, the internet and virtual communications platforms for 300 newcomer and visible minority women.

Achēv also launched an innovative language assessment protocol to allow assessment from a client's home. This enabled immigrants across Canada to access online English classes.

The pandemic created unforeseen demand for essential workers, such as care assistants, security personnel and cleaners. We supported the surge in demand for these occupations, hosting virtual hiring fairs for job seekers and

employers and customizing training programs to meet labour market demands.

Achēv's service navigators worked closely with our clients and employers to share accurate information about relief supports such as CERB, enhanced EI, wage subsidies, and rent relief.

And we supported the business community with guidance and resources about safety protocols, virtual workplaces, and training and recruitment.

When food insecurity emerged as the top need in Spring 2020, we worked closely with our community partners to provide 9,500 meals, PPE and check-ins for newcomers through private donations and the Local Love Fund initiative. We led 120 educational and recreational virtual events for seniors in Peel and Halton, and distributed non-perishable food packages and PPE to 150 isolated seniors.

As childcare centres and schools closed across the GTA, our clients struggled to attend virtual workshops and information sessions while keeping their children safely occupied and engaged. This was particularly challenging for newcomer women. In response, our Care for Newcomer Children program went virtual. Through 8,283 virtual child visits, children ages 4-14 had an opportunity to participate in interactive and educational group sessions such as arts & crafts activities, show & tell, puppet shows, and educational sessions on coping during the pandemic.

We are proud of our 383 employees who worked so tirelessly to meet our clients' needs, particularly in the early days of the pandemic.



150

seniors received
non-perishable food
packages and PPE

7,000

clients across Canada
assessed using Achève-
adapted language tool

181

youth received tutoring
support in Math,
Science and French

288

group activities for
children and youth

100

people received
loaned devices

120

educational and recreational
events for 586 seniors to
combat social isolation

9,500

meals distributed
to newcomers

Employment Services



For over 30 years, Achēv has developed a strong track record of fostering employment readiness and connecting people to jobs. We get Ontarians working through our Employment Service Centres and specialized programs that include wrap-around supports for people facing multiple barriers to employment. Each year, we combine our employment expertise and deep relationships with over 3,600 employers to connect our clients with jobs.

As one of the largest providers of employment and newcomer services in the GTA, we have a pipeline of highly skilled and diverse talent that businesses need to be competitive. During the pandemic, we have continued this work, evolving to meet the rapidly changing

needs of employers, workers and funders to foster employment readiness, develop job skills and connect people to employment.

Achēv is prepared to support Canada's post-pandemic economic recovery. We support employers in securing training grants to build the skills their employees need to remain competitive. We also help workers train for new careers by accessing supports through the Second Career program or participating in targeted pre-employment programs like Bridges to Employment. These programs were critical to our workforce development efforts during the pandemic, when many workers were furloughed and seeking to upgrade their skills for future opportunities.

Program Spotlight:

If finding a job is difficult, then finding one during a pandemic is even harder. We rose to the challenge to support our clients. Our **Employment Ontario Service Centres** teams worked closely with employers to identify demand industries and connect job seekers, particularly essential workers, with employment. We hosted virtual job fairs and networking events. We led workshops and provided fact sheets on health and safety, virtual interview skills (for hiring managers and candidates), virtual onboarding and working from home. We also proactively sought virtual job opportunities for our clients.

In 2020-21 Achēv's Employment Ontario Service Centres:



"Farida has been one of our most successful new hires and has expressed an interest in working with us long term. Her skills have grown exponentially since we hired her and she continues to be an important and vital member of the team."

Jacqueline Manji, President, Ultra Luxe Linens

"Thank you from the bottom of my heart. My Achēv career specialist was so nice and showed so much kindness in helping me find a job in Canada that I love every day. They called me many times to encourage me. Thank you."

Farida T.

"Achēv is our go-to service provider for our hiring needs. I have used Achēv services and find them to be one of the most efficient organizations. They cater to all the needs of both parties – employers and employees – with professionalism."

Dr. Anurag Sinha, President and CEO, Olympic Tool and Die Inc.

Youth Services



Achêv's youth-focused programs provide networking, pre-employment and skills training, digital literacy, career coaching and civic engagement opportunities to prepare youth to successfully enter the job market. This is particularly important for newcomers, LGBTQ2S+ and racialized youth who may not have the social capital to secure employment.

Some young people face even greater barriers to employment. Youth cannot begin to find and keep a job if they are hungry, homeless or alone. In 2020-21, Achêv provided wrap-around supports to youth in eligible programs to address needs such as homelessness, mental health, resilience and food insecurity. These supports have enabled more

of our clients to succeed in their pre-employment skills training. We anticipate the need for these services will increase and it will be even more challenging for youth to secure job placements in a post-COVID economy.

Youth have been disproportionately impacted by COVID-19, and many entry-level jobs disappeared during the pandemic. Some of these jobs, which are critical pathways to meaningful work experience, may never return. As the economy begins to recover, Achêv is working with employers and community partners to meet emerging labour market demands and connect youth with training and job opportunities.

Program Spotlight: EmpowHer

EmpowHer inspires and mobilizes young women to become more engaged in their community through volunteerism. Women gain personal confidence, build networks and learn skills to become agents of change and leaders in their community. Each volunteer participant volunteers for 140 hours over a 9-week period and completes 15 in-class workshops over the course of 12 weeks. In 2020-21, 59 women participated in the program.

In 2020-21, Achēv's Youth Services:



"I joined the youth **LEaD** program to earn my volunteer hours, but ended up with a ton of great experience from workshops on graphic design to financial literacy and entrepreneurship. My resume is much improved from when I started and have grown my leadership skills. This year, I will be leading an event planning team. If you are willing to grow, LEaD will give you the means to do so."

Yashvi P.

"I joined **EmpowHer** on my return to the GTA. It helped me network with legal professionals and connect to a mentor in my field. The program guided me and helped to develop my self-confidence and strength as a leader. I became comfortable speaking with large groups of people, and it helped me find my current job. **EmpowHer** really taught me the importance of becoming involved in my community."

Aanchal B., Lawyer, Deloitte

Newcomers Services



As the trusted first stop for newcomers in the GTA, Achēv's settlement navigators help people as they transition into a new country. Supported by our integrated hub model, we connect our clients seamlessly with the employment, settlement and language services they need to put down roots in their new community.

We meet people where they are and connect with them in ways that meet their needs. This was especially true during the pandemic, when a majority of clients accessed our services virtually. Our service navigators converse with clients in over 30 languages, in person, online, or whatever channel works for the client.

Newcomers don't always know how to navigate Canada's complex ecosystem of programs and services.

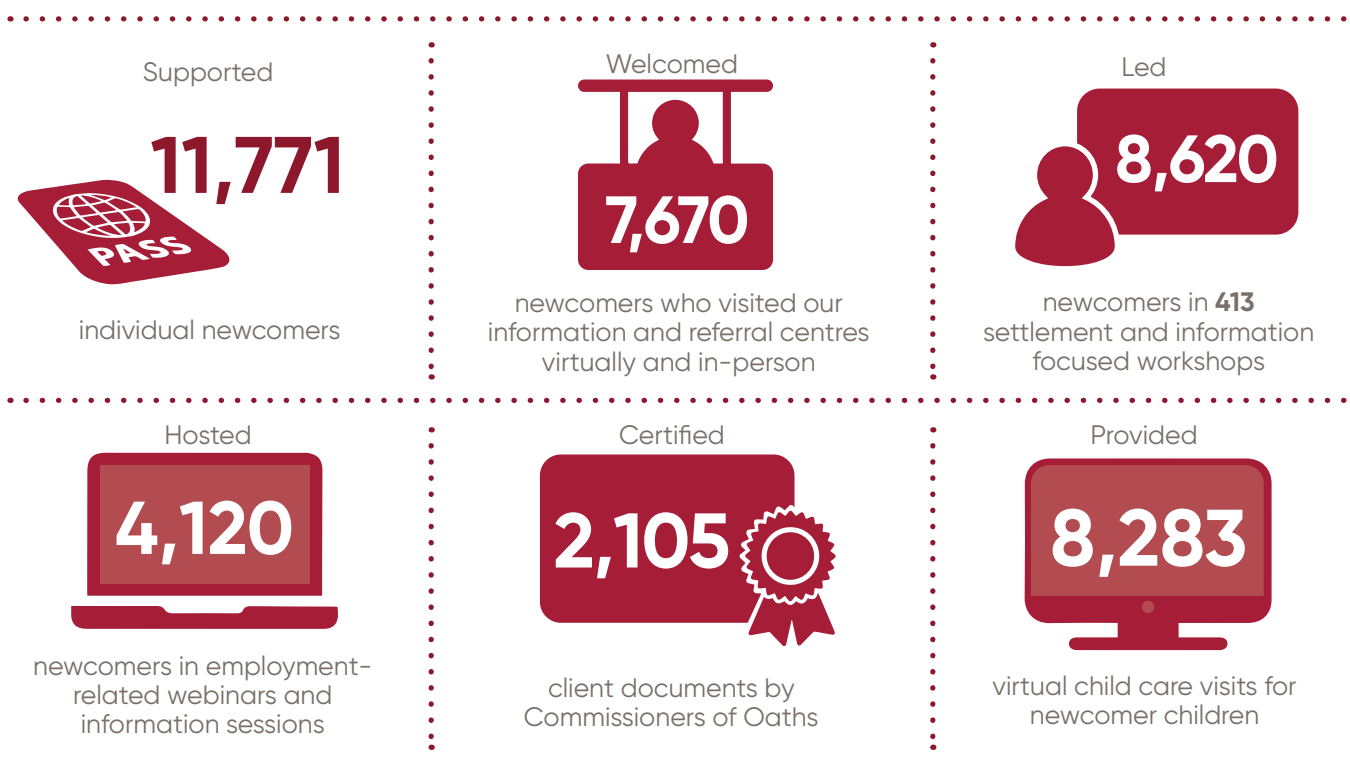
Our settlement navigators identify each client's needs and connect them seamlessly with the services and supports that are right for them. They provide information about employment, settlement, healthcare, banking, housing, legal and social services, education, and recreation and community programs.

Achēv looks forward to welcoming and helping some of the estimated 1.2 million immigrants who will come to Canada in the next three years, many of whom will settle in the Greater Toronto Area. We understand that it is not enough to open our doors to newcomers in order for them to prosper. We work hard to ensure newcomers are supported as they transition into a new culture, establish themselves in a community and find employment.

Program Spotlight:

Achēv's **Foreign Credential Recognition Loans** program helps internationally trained immigrants secure loans to help them with the credential assessment and recognition process. Loans are offered through a partnership with Meridian Credit Union. The program also offers free career counselling to internationally trained individuals and other supports to enable participants to effectively integrate into the Canadian labour market. In 2020-21, 312 people secured loans through this program, enabling them to pursue their professional careers in Canada.

In 2020-21, Achēv's Newcomer Settlement Services:



"As a foreign-trained lawyer, I arrived in Canada in 2018 and struggled to find a pathway back to law practice. Then a friend introduced me to Achēv. I received tremendous encouragement and guidance on the required processes for me to obtain the **NCA** accreditation, including courses, exams, fees and access to funding to meet this goal. The loan application process was seamless, and I was able to access the required funds for my **Foreign Credential Recognition** process in a timely manner. I also received assistance in building an effective resume. The **Career & Training Counsellor** demonstrated unparalleled commitment in ensuring that I achieved all my objectives. I am eternally grateful to Achēv."

Nnamdi P. N.

"I applied to Achēv's **TRIEC mentorship** program two months after setting foot in Canada. I was soon matched with my mentor, Rebecca, a young professional with an impressive profile and who is also a skilled immigrant like me. Rebecca's insights on the Canadian work culture and higher education have helped my new journey here. Rebecca believed in me and gave me the strength and encouragement to persevere during the pandemic. She understood how hard it is for a mother of two children to settle and land a job in Canada. After two months of working with Rebecca, I got a job in my professional field."

Hong Le T.

Language Services



Achēv is a national leader in language assessment. At the outset of the pandemic, we were the first to launch an assessor-facilitated online language assessment that ensured over 7,000 clients could continue to access assessment services and language training virtually. Achēv's convenient, online self-assessment test was accessed by more than 64,000 immigrants and potential immigrants from 192 countries.

Our industry-recognized language assessment experts match clients with the English and French language programs they need to enter the

workforce, settle into Canada and advance their education or career prospects.

As an innovator in online language training for Canadian immigrants, Achēv's LINC Home Study and Online English programs offer weekly sessions with an instructor via video conference along with online curriculum, activities, and assessment processes leading to a LINC certificate. This program serves rural, remote and isolated clients across Canada as they adapt to their new communities. We are currently developing an e-learning curriculum for use by government-funded language training providers across Canada.

Program Spotlight:

As nationally recognized experts in the development of language assessment tools and language assessor training, Achēv provides essential support to language assessment and training organizations across Ontario. Achēv also operates the **HARTs** database to support and track all language assessments and training provided by over 175 organizations. Reports from this system are also used by the Ontario and Canadian governments for reporting and planning.

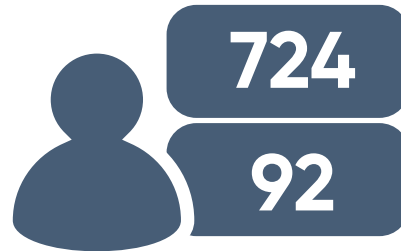
In 2020-21, Achēv's Language Services:

Provided training, development and support to



staff at 43 assessment organizations in Ontario and other provinces

Led professional development for



language teachers and

Achēv distance education instructors

Supported



language assessment and training organizations with client database services

And, we responded to over



language database requests with



satisfaction ratings

"I am working at a hotel in housekeeping. It is an exhausting job, but I love to do it. I am currently taking classes on LINC Home Study, which is helping me improve my speaking, listening and writing skills. It gives me the confidence to do things in regular life, like talk on the phone, speak to my daughter's teachers, read a book, and do grocery shopping. I cannot be more thankful for the program and dedication of the teachers. My teacher is very nice. Every time I have my class, I feel like I am talking to a friend. Thank you, LINC Home Study."

Teresa M.

"It is my privilege to work with members of the Language Services team from Achēv, who provide updates and statistical data essential to the programming of Language and Settlement organizations in the region. Representatives from the Language Assessment Services team, the HARTs technical team and the Language Curriculum Training Services department routinely share relevant and meaningful information that supports the lives of newcomers in our community."

Lisa Hill, Supervisor, Continuing & Adult Education, Peel District School Board and Co-Chair, Language Partnership for Peel/Halton/Dufferin

Program Overviews for 2020–2021

Employment Programs

Through our **Employment Ontario Services**, Achēv assists job seekers in securing meaningful employment by providing access to job opportunities, current labour market information and trends, hiring events, information sessions, workshops and professional one-on-one career support. We also help job seekers explore career goals, identify training needs, and acquire job search and retention skills. Our high-quality employment services are delivered virtually and in person and at six convenient employment centres across Toronto, Mississauga, Brampton and North York.

Bridges to Employment is an 11-week pre-employment program that provides intensive, client-centred support to participants with complex employment and social needs to address personal, educational and skill-building goals and plan their eventual entry or return to employment.

Canada-Ontario Job Grant (COJG) provides opportunities for employers, individually or in groups, to invest in their workforce, with help from the federal and provincial government. The Canada-Ontario Job Grant provides direct financial support to individual employers or employer consortia who wish to purchase training for their employees. It is available to small, medium and large businesses with a plan to deliver short-term training to existing and new employees. Employers can get up to \$15,000 in government support per person for training costs.

In Fall 2020, Achēv carried out the **Mobilinx HuLRT Community Canvassing Project**

in partnership with Media Profile over the course of three months in Peel. The program provided information and surveyed the residents and businesses of Peel about the Hurontario Light Rail Transit. It also provided pre-employment training and employment opportunities for program canvassers in Peel. This program will be reprised in Fall 2021.

Youth Programs

Delivered through a culturally appropriate lens, the **Black Youth School Success Initiative** provides support in academics, mentorship, motivation, self-esteem, cultural and self-discovery. The goal is to increase graduation rates to meet the regional average by supporting up to 500 Black youth in grades 6–12 over a five-year period.

Employability Skills for Youth connects young people with employers by offering training and wage subsidies. It includes a four-week in-class paid pre-employment training course, which covers soft skills training as well as employability skills, and an 11-week paid work placement with various employers. Serving 390 youth annually, the program is offered in Peel Region, Durham and Toronto.

netWORKS is a youth networking program that services 120 youth between the ages of 18–29 who are in their job search phase and ready to begin building their own professional network. This program helps provide barriered youth living in Peel Region with the opportunity to connect

with professionals already in the workforce and build their network.

The **Youth Job Connection** program serves youth aged 15-29 who are experiencing multiple and/or complex barriers to employment. It offers support for job search and placement opportunities, including paid pre-employment training, job matching and placements and employer hiring incentives, mentoring and education transition support.

In addition, the **Youth Job Connection Summer** provides summer, part-time or after school jobs to high school students between 15-18 years old who are experiencing life challenges and need support navigating between school and work.

Next Steps: Employability for Youth is an intense 11-week employment essentials program to assist youth in identifying their skills, developing valuable employment and life skills, and participating in career exploration. The program is comprised of half-day group workshops and half-day independent work, including one-on-one coaching with a facilitator and a 6-month follow-up period for ongoing support.

Youth LEaD introduces newcomer youth 14-24 years old to volunteer and civic engagement opportunities through event planning, project coordination and skills training workshops. The program aims to create leaders of tomorrow by helping youth gain the extensive skill set needed to excel both professionally and personally while also giving back to the community.

EmpowHer was created to empower young women to become more engaged in their community through volunteerism. This program assists young women to develop the skills to become agents of change in their community. Each volunteer participant volunteers for 140 hours over a 9-week period and completes 15 in-class workshops over the course of 12 weeks.

Newcomer Programs

Milestones to Employment for Newcomer Women is a pilot project that prepares 75 visible minority newcomer women for jobs identified through employer-demand. Participants are women who may otherwise be unlikely to make the transition to employment on their own. This program focuses on continued long-term employment.

Ontario Web Developers Network (OWN) Initiative is a partnership between Lighthouse Labs, the Government of Canada, the Government of Ontario and Achēv to provide fully-funded web development training for 60 eligible Ontarians with a focus on newcomer women. This 12-week, full-time intensive training provides participants with the technical and career advancement skills to work as full-stack web developers.

Seniors Engagement and Empowerment Network engages over 500 seniors and expands awareness of elder abuse, including financial abuse. The project, led in partnership with Elder Abuse Prevention Ontario, supports and encourages social participation and inclusion of seniors. Participants benefit from friendships and mutual support, interaction with neighbours and other local community members, and a reduced feeling of isolation.

The **Newcomer Information Centres (NIC)** delivers information and orientation, employment-related services, community connections, and support services to over 11,000 eligible newcomers in Peel and Halton. These services are delivered at five NIC locations, as well as community locations where newcomers gather regularly, such as public libraries, community service organizations, places of worship, and faith-based organizations and virtually through NIC online (www.niconline.ca).

The **NICs** combine timely, accurate and comprehensive settlement and employment information for newcomers with the assistance of professional, knowledgeable Information Centre staff, supported by comprehensive walk-in

settlement resource centres and virtually through its online service delivery. This includes referring newcomers to appropriate settlement services, including settlement service providing agencies, language training, employment and educational services, and recreational services.

Compass to Connect is an online resource that connects newcomers to settlement services across the Peel and Halton regions. Newcomers can browse the website in their native language and access over 60 services funded by Immigration, Refugees and Citizenship Canada (IRCC). All services are government-funded and free for newcomers.

The **Accelerating Career Advanced Loans** program helps 1,200 internationally trained immigrants secure loans to help them with the credential assessment and recognition process. Loans are offered through a partnership with Meridian Credit Union. The program also offers free career counselling to internationally trained individuals (ITIs) and other supports to enable participants to effectively integrate into the Canadian labour market.

The **Futures in Digital Health** project assisted 120 internationally-trained immigrants with a background in either IT or Healthcare in finding alternative careers in Health Informatics. Delivered in Toronto, in partnership with Digital Health Canada, sessions provided participants with information on employability, pre-employment, business communication training with sessions on workplace culture and sector-specific information.

The GTAA Propeller Project provided 120 participants and connected six employers with **Cross-Cultural Sensitivity Training** followed by three months of ongoing employer onsite engagement. The training worked to sensitize people managers on how to better coach and understand how to support their employees who are newcomers to Canada. Program participants included supervisors and HR managers of small, medium, and large employers in Etobicoke, Brampton and Mississauga.

Elevate helps newcomer women, ages 19-45, strengthen their digital literacy skills, while helping them develop their social skills, labour market knowledge, community engagement and volunteerism. Between August 2020 – July 2022, this program will serve 100 women.

The **Women's Connections and Empowerment Program** complements Achêv's existing settlement support programming in Oakville to help immigrant and newcomer women to actively participate in their communities. Through information sessions, workshops, networking sessions, and group meetings, women improve their speaking and presentation skills, increase community familiarity, and achieve a greater sense of belonging to enable greater participation in their communities' social, economic, and civic life.

Language Services

Achêv's **Language Assessment Services** provide language assessment and referrals to language classes for clients wishing to improve their official language skills and knowledge of life in Canada so they can successfully settle in Canada. This includes services for immigrants bound for federally (IRCC) and provincially (MLTSD) funded language training. Our 40+ certified assessors administer English and French CLB/NCLC-based placement assessments and make referrals to language training based on clients' needs. We work collaboratively with all community stakeholders through established language training partnerships (37 language training partners), by facilitating meetings, providing data-rich reports for planning, promoting all training options, and maintaining the partnership portal. In 2020-21, 6,613 English and 787 French language assessments were conducted across the GTA.

In 2020-21, over 64,000 newcomers to Canada and potential immigrants connected through Achêv to the **Canadian Language Benchmarks Online Self-Assessment**. These self-administered language assessment tools, based on the Canadian Language Benchmarks (CLB) and

Niveaux de compétence linguistiques canadiens (NCLC), provide learners with a general indication of language proficiency in listening and reading in English or French.

Through **LINC Home Study Ontario**, Achêv connected 1,563 newcomers in 2020–21 to free distance education for eligible newcomers to Canada unable to attend in-person LINC (English) classes in Ontario. The LINC Home Study model combines self-study with one-on-one individualized instruction. Curriculum is delivered either online or by correspondence. Clients are assigned homework on a weekly basis and study independently for at least 5 hours per week. This self-study is supplemented with weekly half-hour, one-on-one virtual lessons with a TESL-certified instructor. Additional, optional conversation class sessions are delivered on an occasional basis. Learners contribute to a quarterly publication of their written work.

Similar to the LINC Home Study Ontario, **LINC Home Study Canada** is an English language training program funded by Immigration, Refugees and Citizenship Canada (IRCC). LINC Home Study Canada provides free distance education for eligible newcomers who cannot attend LINC classes in person in British Columbia, Alberta, Saskatchewan, Manitoba, New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland, Yukon, Northwest Territories and Nunavut. In 2020–21, 445 people across Canada participated in this program.

Online English Stage 1-2 provides free distance education for Canadian citizens and Temporary Foreign Workers living in Saskatchewan who are ineligible for LINC classes. Similar to the LINC Home Study programs, this program is delivered online or by correspondence, with self-study supplemented with weekly half-hour, one-on-one remote lessons with a TESL-certified instructor.

National LINC Online Curriculum & Online PBLA Project will develop Language Instruction for Newcomers to Canada (LINC) online courseware for Canadian Language Benchmark (CLB) levels

3 to 5 across all skill areas (listening, speaking, reading and writing). The objective of the project is to develop cost-effective, PBLA-supported, accessible courseware for LINC online and blended programs. The courseware will be used by IRCC-funded language training providers across the country.

Language Curriculum Training Services (LCTS)

provides professional development training support services to 500 language instructors annually across Ontario. LCTS staff research, develop content, engage subject matter experts, and facilitate webinars on topics that address emerging learner needs and cultivate teacher awareness of national CLB guidelines, new developments/resources and best practices. We serve Ontario language training providers and collaborate with Communities of Practice and TESL organizations.

Language Assessment Training & Support (LATS)

provides preparation, training and support on the new Canadian Language Benchmarks Placement Assessment (CLBPA) and other tools, to Language Assessment Centres across Canada. Achêv's services include assessor training and certification on CLBPA, help desk and technical support for CLBPA, information resources and online meeting opportunities. Our project partner is the Centre for Canadian Language Benchmarks.

The **History for Assessments, Referrals and Training system (HARTs)** is a secure, real-time information management system developed to provide client registration, referral, tracking, and reporting. The system supports language assessment and training organizations across Ontario and the federal and provincial governments. It contains language program information, appointment scheduling, daily attendance registers, waitlists, client history, an algorithm to match client needs with courses available, dynamic report creation and more. The system is constantly undergoing new development to meet funder changes and user needs.

March 31
2021
2020
Assets
Current

Cash	\$ 2,718,227	\$ 697,579
Short-term investments	975,000	1,395,000
Accounts receivable	1,027,521	1,331,804
Prepaid expenses	350,782	229,411
Restricted Cash	2,180,727	1,502,139
	7,252,257	5,155,933

Capital and intangible assets	1,103,510	1,095,633
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8,355,767
6,251,566
Liabilities and Net Assets
Current

Accounts payable and accrued liabilities	\$ 2,505,458	\$ 1,723,186
Deferred revenue	280,640	172,604
Restricted - Loan Guarantee Fund	2,180,727	1,502,139
	4,966,825	3,397,929

Deferred capital contributions	976,276	915,929
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5,943,101
4,313,858
Net Assets

Invested in capital and intangible assets	127,234	179,704
Unrestricted fund	2,285,432	1,758,004

2,412,666
1,937,708
8,355,767
6,251,566

Statement of Operations

March 31
2021
2020
For the year ended March 31
Revenue

Government contributions	\$ 26,654,590	\$ 27,300,979
Non-government contributions and fees for service	1,810,052	836,304
Amortization of deferred capital contributions	441,302	404,414

28,905,944
28,541,697
Expenses

Operating expenses	27,923,247	27,740,487
Amortization	507,739	489,596

28,430,986
28,230,083
Excess of revenue over expenses
474,958
311,614

Locations

Head Office

90 Burnhamthorpe Road West,
Suite 210, Mississauga, L5B 3C3
905.949.0049

North York

1090 Don Mills Road, Suite 406
Toronto, ON, M3C 3R6
416.444.8744

Toronto

595 Parliament Street, Main
Floor, Toronto, ON, M4X 1P9
416.964.9797

Pickering

1099 Kingston Rd, #240
Pickering, ON, L1V 1B5
905.420.1919

Brampton South

7700 Hurontario Street, Unit 601
Brampton, ON, L6Y 4M3
905.457.4747

Mississauga - Malton

7420 Airport Road, Suite 104,
Mississauga, ON, L4T 4E5
905.677.0007

Mississauga - City Centre

50 Burnhamthorpe Road West,
Suite 300/400, L5B 3C2
905.949.0049

Brampton East

263 Queen Street East, Unit 14
Brampton, ON, L6W 4K6
905.595.0722

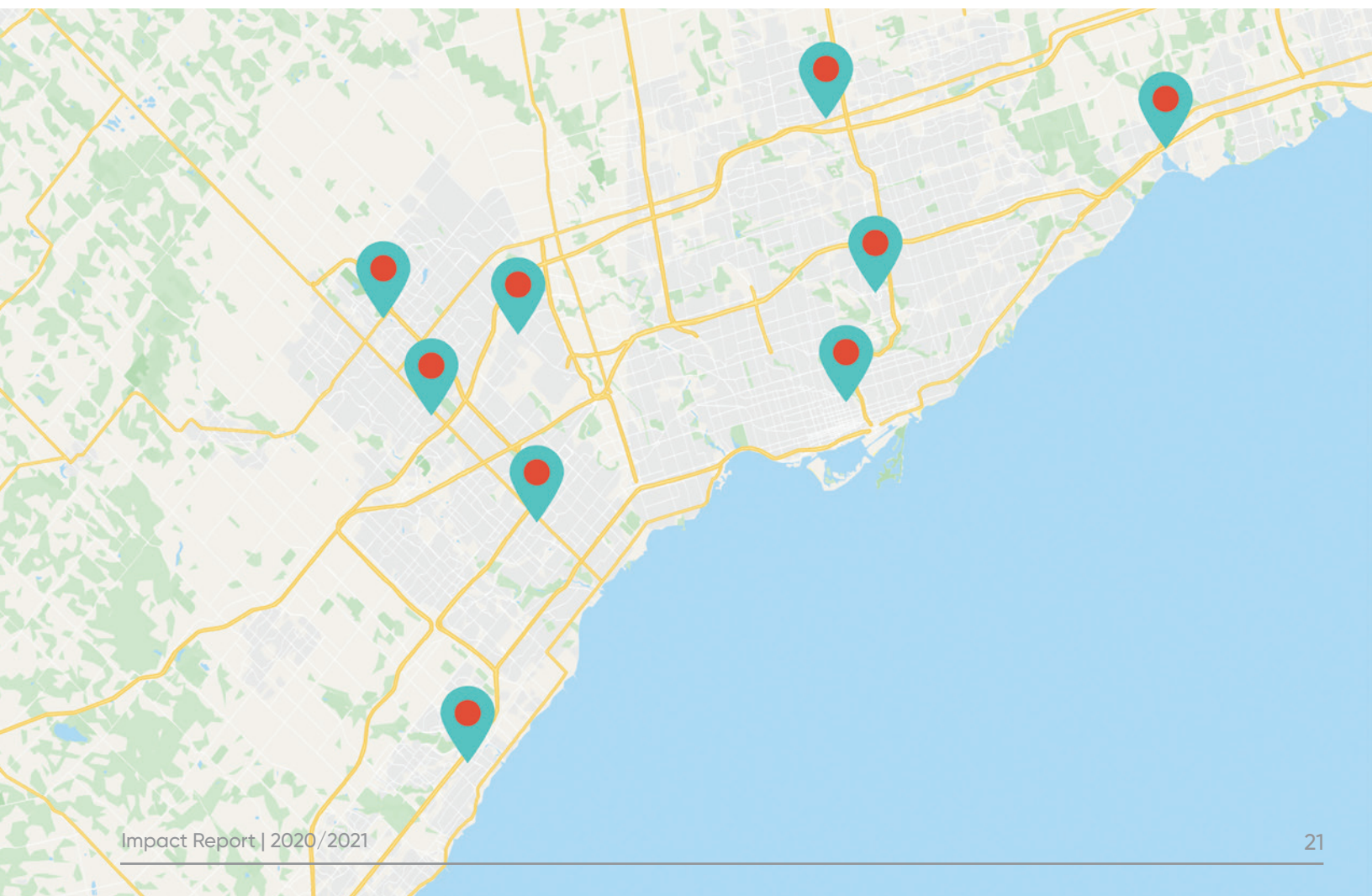
Oakville

690 Dorval Drive, Suite 100,
Oakville, ON, L6K 3X9
905.875.3851

Richmond Hill

420 Hwy 7 East #204B
Richmond Hill, ON, L4B 3K2
855.330.8655

For long distance calls: 1.800.668.1179







**Changing people's lives as
they discover their potential
and achieve their purpose.**

IMPACT REPORT

2020/2021



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90 Burnhamthorpe Road West, Suite 210 Mississauga, ON, L5B 3C3