



Impact Report

2021
2022





At Achēv, we believe that everyone deserves an equal opportunity to build a better life and a successful future. For more than 30 years, we have dedicated ourselves to helping diverse Canadians and newcomers achieve their full potential. Today, we are one of the largest providers of employment, newcomer, language, and youth services in the Greater Toronto Area. Our dedicated team of nearly 400 staff delivers a wide range of innovative, high-quality, and personalized programs and services that empower our clients to prosper and our communities to thrive. **Welcome to Achēv.**

Message from the CEO

In 2021–2022, as we navigated the second year of the COVID-19 pandemic, Ontario employers were confronted by the dual challenges of reduced immigration and historic labour shortages. Our dynamic team of almost 400 Achēvers, at nine locations, turned these challenges into opportunities by encouraging employers to expand the diversity of their workforces and foster more inclusive workplaces. We helped employers access a broader candidate pool, implement culturally inclusive retention strategies, pilot new strategies around worker recruitment and mobility, and assist more people in obtaining meaningful employment.

As part of our Vision 2025 strategic plan, we undertook a culture shift to cultivate a working environment where everyone can belong. We are uniting Achēvers by increasing collaboration and connection points across all program and service areas. Staff will have more opportunities to learn and advance their careers at Achēv. Together, we are building an integrated work culture that supports well-being, efficiency, and innovation.

I am so pleased to share the stories of our impact in this report. Thank you to our incredible team, who together represent 21 cultural regions and speak 52 languages, for bringing their commitment and authenticity to helping our clients achieve their purpose every day.

On a personal note, I would like to thank our outgoing Board Chair, Andrew Gall, for being a mentor, supporter, and champion during my first year as CEO. Under his leadership, Achēv has continued to grow and thrive.



Tonie Chaltas
Chief Executive Officer

Message from the Chair of the Board

Over the past seven years, including two as Chair of the Board, I have had the privilege of working with the dedicated and high-performing team of Achēv board members and senior executives. On behalf of the Board, I would also like to echo Tonie's appreciation of our incredible employee team for their service excellence and their passion for helping our clients every day.

We developed Vision 2025, a bold plan for sustainable organizational growth, this year. This plan places each client at the centre of all we do and provides them with a seamless and integrated pathway to the programs and services they need, when they need them.

Achēv's focus on diversity, equity, and inclusion extends to the Board as well. We are committed to ensuring our Board of Directors reflects the diversity of the communities that we serve. As director terms expired in 2021, our board recruitment targeted candidates with the skills and competencies necessary to support Vision 2025, with an intentional focus on adding more women. We were thrilled to welcome five new board members and three new non-director committee members, representing diverse professional and cultural backgrounds. Over two-thirds of our 2021 board members are women.

Thank you to Tonie, the Board of Directors, and the Senior Leadership Team for your support and friendship. While my term as Chair is ending, I look forward to maintaining my connection to Achēv and the communities we serve.



Andrew Gall
Chair, Board of Directors

By the numbers



101,180
Clients



3,600
Employer
Partners



52,279
Women and Girls



126
Virtual Hiring
Events



47,546
Newcomers



724
Community
Organizations



13,894
Youth



3,587
Seniors



12,271
French and English
Language Assessments



2,744
Online
English Learners



As part of our Vision 2025 strategic plan, we have introduced OneAchêv, a culture of increased collaboration and integrated service delivery that will positively impact Achêv's resiliency, agility, success, and growth. This cultural shift incorporates two elements, OneTeam and OneClient.

OneTeam, OneClient: OneAchēv

As part of our Vision 2025 strategic plan, we have introduced OneAchēv, a culture of increased collaboration and integrated service delivery that will positively impact Achēv's resiliency, agility, success, and growth. This cultural shift incorporates two elements: OneTeam and OneClient.

As OneTeam, Achēvers are united through shared purposes, practices, and values. Together, we are working to create an inclusive work culture that supports well-being, efficiency, and innovation. We are committed to our own Diversity, Equity, and Inclusion journey. Last year, we hosted over 20 listening events with staff that allowed them to share their experiences as employees and contribute to our DEI plan. Our new Inclusion and Belonging training will help to build a culture where everyone can belong.

We have also committed to a renewed client-centric focus, taking a more holistic view of each client and their needs. Our OneClient vision puts each client – whether individuals or businesses – at the centre of everything we do. We meet them where and when they need us: in-person, online, or using a hybrid approach. Our new CRM database ensures all staff members have access to information about all of our programs so they can easily connect clients to the programs that will benefit them the most.

This culture shift has yielded a real impact for our clients this year.

We served more clients, in more ways. We increased service delivery efficiency by leveraging technology to reach more people. Our virtual programs also expanded, enabling people who work shifts or face barriers to accessing in-person services, such as transit or childcare, to get the help they need.

We collaborated closely with employers to fill job vacancies. We worked with them to recruit and retain a more diverse workforce, which is critical to addressing labour shortages and remaining competitive.

We helped skilled newcomers find work in their fields. While 61% of Achēv's newcomer clients hold a university or post-graduate degree, many face challenges securing jobs in their fields. We acted as a bridge on the journey to employment, offering settlement, language, and credentialing supports for newcomer job seekers.

We supported women in returning to work. Last year, women seeking to enter or re-enter the workforce accounted for two-thirds of our language services clients. We worked with women to create individual learning plans to help them upskill and acquire the language skills and knowledge they need to participate in their communities and the Canadian labour market.

We helped youth connect to employment. We trained youth for roles in high-demand sectors and provided resources to ease their transition into the workplace. For youth facing barriers, we augmented this training with wrap-around supports. We also engaged newcomer youth in volunteer and civic opportunities, connecting them to mentors and helping them build social capital.

Together, we are building a sustainable future for our clients and employees, driven by our OneAchēv culture where everyone can belong.

At Achēv, our professional employment service teams focus on meeting the needs of both job seekers and employers.

We understand labour market needs and have been successful in creating pathways for those facing barriers to employment including racialized women, youth, and newcomers. We provide skills training and employment coaching, including resume writing, interview preparation, and employment readiness training. We pre-screen and match applicants to jobs, ensuring qualified applicants are connected to the right opportunities. These services are free to job seekers and employers through Achēv's Employment Ontario Services.

In 2021-22, Achēv developed innovative solutions to meet the increasing and specialized hiring needs of employers. Our Employer Liaison team supported employers with recruitment assistance, building diversity in their workforce, and accessing job training grants to ensure their

employees have the skills needed to remain competitive. We hosted 126 separate virtual hiring events and three large-scale virtual job fairs. We also worked with partner organizations to meet specific labour market needs.

An example of such a program is the Labour Mobility Project, which helps newcomers explore careers in the construction and manufacturing sectors in southwestern Ontario. We partnered with Blue Branch to recruit and support newcomer participants. This program helps to address local labour shortages while providing relevant Canadian job experience. Participants received a six-month employment contract from local businesses, supplemented by a program subsidy for living and travel expenses. Each participant benefited from a personalized concierge service to help them settle into their new roles and communities, with the potential for a long-term career. To date, 70 job seekers have participated in the program.

In 2021-22, Achēv's Employment Service Centres:

Supported



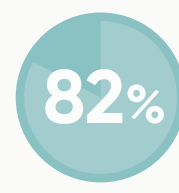
clients

Provided



job seekers with 1:1 job search assistance and counselling

Helped



of job seekers find jobs or training

Achieved



satisfaction rating for our employment services by clients and employers

Served



clients online or remotely

Hosted



virtual workshops, webinars, and information sessions

Impact in Action:

Through our Milestones to Employment Program, Achēv worked with the Ontario Retirement Communities Association (ORCA) to create a program to upskill and place immigrant and racialized women into careers as dietary aides. With a focus on Peel Region, the program was a direct response to addressing a severe shortage of dietary aides in seniors' care facilities. Achēv recruited and provided job and employability skills training to the participants and ORCA provided necessary training and connections to employers for work placements and job opportunities. Last year, 27 program graduates were hired by local care facilities.

"We were pleased with the quality of the candidates who attended the hiring event organized by Achēv. We were able to offer employment to five candidates. We are extremely happy to continue to work with Achēv as our recruitment partner and would recommend their service."

Katie Akhtar, Operations Manager, CarePartners

"Thank you for helping me secure my dream job as an Analyst at Amazon. Achēv helped me refine my resume, conducted mock interviews to help me learn how to present myself in the interview process, and gave me endless encouragement to keep pushing forward. This role will help me build my career by providing an opportunity to advance within a year."

S.C., Amazon Analyst

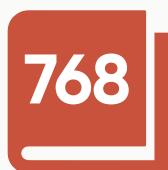
As Ontario emerges from the pandemic, many youth are being left behind. Disruptions in education, social isolation, and delayed milestones have impacted youth disproportionately and many are struggling to catch up.

Achēv's youth services assist young people in building their confidence and navigating the workforce to achieve long-term employment, meaningful careers, and successful futures. Our youth-focused employment 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. In collaboration with businesses and sector organizations, we offer skills and training programs for youth that are tailored to meet current labour market needs.

Feeling healthy, confident, and connected is critical to youth success. This is particularly important for newcomers, LGBTQ2S+, and racialized youth who may feel disconnected or may lack the social capital to secure employment. Our Newcomer Youth Connections program equips newcomer youth with the information and resources they need to improve their physical/emotional well-being and employability. Our EmpowHER program engages newcomer youth in volunteer and civic engagement opportunities. Achēv's netWORKS program connects young professionals with mentors to help them launch their careers. Through these programs and others, we are nurturing the leaders of tomorrow.

In 2021-22, Achēv's Youth Services:

Provided



youth with skills training for
career development

Helped



youth secure
employment

Welcomed



youth to
networking events

Engaged



youth in
volunteering

Assisted



youth in gaining skills for
career development

Celebrated



youth who went on to further
education or employment
specific skills training

Impact in Action:

Achēv partnered with Lighthouse Labs to deliver the highly successful Ontario Web Network (OWN) to train unemployed youth and newcomers to become Full Stack Developers. As a training delivery partner, Achēv promoted the program to our community and clients, recruited and pre-screened candidates, and delivered pre-employment soft skills training to all participants. The Achēv project team recruited 65 clients who participated in a 12-week full-time intensive training program that provided participants with the technical and career advancement skills to work as full-stack developers.



"We appreciate your partnership and all your hard work finding us great candidates! We love working with Achēv and will continue to do so!"

Tracey Arseneau, CONCENTRIX, on hiring Employment Skills for Youth (ES4Y) graduates



"Achēv's CP4Y program helped me build the Salesforce skills and confidence I needed to succeed in tech sales. With this newfound confidence, I was able to land a Business Development Role for an IT Software organization that pays \$90,000. Thank you Achēv!"

N. G., Career Pathways for Youth (CP4Y) Client

Achêv is the trusted first stop for newcomers in the GTA. Our settlement navigators connect our clients seamlessly with the employment, settlement, and language services they need to find work and settle into their new community.

We provide information about employment, settlement, workplace culture, healthcare, banking, housing, legal and social services, education, and recreation and community programs.

Our hybrid services model allows clients to select how and when they receive our services. This is particularly critical for clients who cannot access in-person services during business hours due to lack of transportation or responsibilities such as child care or elder care. Our device lending programs and our virtual programming

for children, which were piloted during the early months of the pandemic, have become regular parts of our service offering.

Newcomers are a vital source of labour that many employers may not have tapped into previously. In 2021-22, we worked to address labour shortages by supporting businesses in diversifying their talent pool and helping newcomers secure meaningful employment. Through many of our innovative programs, such as the Labour Mobility Program and Career Pathways for Racialized Newcomer Women, we helped newcomers bridge barriers to employment by supporting their settlement needs and upskilling to help them successfully integrate into the Canadian workplace.

In 2021-22, Achēv's Newcomer Settlement Services:

Supported

47,546



individual
newcomers

Welcomed



newcomers to information
and referral centres virtually
and in-person

Certified



client documents by
Commissioners of Oaths

Provided



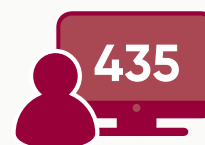
virtual child care visits
for newcomer children

Assisted



newcomers with financial and
employment counseling under
the FCR Loans Programs

Engaged



seniors in 60 educational and
recreational virtual activities

Impact in Action:

In 2021-22, Achēv collaborated with Toronto Metropolitan University's Raymond Chang School of Business, and Lighthouse Labs to help internationally trained professionals with a background in finance or IT find fintech jobs. The program features seven weeks of in-class training followed by a 12-week paid placement with a participating fintech employer. Over the course of four years, the project expects to assist close to 200 skilled newcomers to transition into careers in the in-demand fintech sector.



"I arrived in Canada in late March 2021 and began job hunting. My employment advisor equipped me with useful job search tips and taught me about reliable websites to find genuine vacancies. She advised me not to limit myself just because I was new in Canada. I recently got a job with the Canada Revenue Agency. I'm so grateful to Achēv for being so genuinely interested in my success."

C.N., Foreign Credential Recognition Program Client



"I came to Canada in 2020 and after struggling to find a job I applied for Achēv's Mobilize Ontario program. Through the program, I got a factory job in Stratford and a place to live. This program has not only helped me financially, but it allowed me to settle comfortably into Stratford with my family. I appreciate the Achēv team's efforts in helping me and my three sons settle in Canada."

J.A., Labour Mobility Client

As a national leader in language assessment for newcomers and immigrants, Achêv plays a central role in matching clients with the English and French language programs they need to enter the workforce, settle into Canada and advance their education or career.

Canada will welcome over 1.2 million immigrants over the next three years. And that number is expected to continue to grow. The ability to speak, read, write and understand English or French is critical to successful settlement in Canada and diversifying our workforce. Limited language skills are a key barrier to ongoing workforce participation and meaningful employment.

In 2021-22, we incorporated more employment awareness and skill building for our language learners. Through our distance learning program, we hosted employment-related webinars,

focusing on job search strategies, interview skills, soft skills, and Canadian workplace culture. This was an innovative approach to teach critical employment skills to our home-based language learners and connect them to the labour market.

We meet our clients where they are. Working closely with IRCC-funded Resettlement Assistance Program centres in the GTA, Achêv language assessors provided rapid in-person and online assessments for refugees from Afghanistan and other countries. We provided onsite support at the hotels where the refugees were living, and prioritized in-person bookings to better serve people with low literacy levels or digital skills. Over 12,000 people were assessed and received referrals to language programs.

In 2021-22, Achēv's Language Services:

Conducted

12,271

language assessments across the GTA

Helped

70,455



immigrants and potential immigrants from 179 countries access our online self-assessment tests

English language training **provided** to



learners by Achēv distance education instructors.

Led professional development for



language assessors and teachers

Supported



language assessment and training organizations with client database services

Provided



refugees with online English language instruction

Impact in Action:

In 2021-22, we collaborated with the Ontario Restaurant, Hotel & Motel Association (ORHMA) and its 11,000 hospitality industry members to develop an English language curriculum that responds to the sector's critical labour shortage. With a focus on filling entry-level jobs in the sector, we worked with ORHMA and sector employers to identify the relevant skills needed for newcomers to secure these jobs. We developed a customized online curriculum for language learners that is hosted on the Government of Ontario's language platform. As of March 2022, English language instructors across the province are using this curriculum to help newcomers find employment in this recovering sector.



"We are proud to have worked with Achēv in the development of this training material. There is a growing demand for tourism and hospitality workers and we want to ensure that our industry doors remain open to all those wishing to work in our sector. Language should not be a barrier to working in our sector."

Fatima Finnegan, Vice President, Workforce Initiatives & Industry Relations, Ontario Restaurant Hotel & Motel Association (ORHMA)



"I am grateful for your time and your support in helping me to find a good school, and job and get my ESL certificate. I was accepted into Seneca College and I will start the PSW program. I am so glad for that and your words of support, and encouragement were necessary to renew my faith and my hope. "

F.R., Language Assessment Client

Program Overviews for 2021-22

Employment Programs

Through our **Employment Ontario Services**, Achêv 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 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 governments. 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.

Achêv continued with the **Mobilinx HuLRT Community Canvassing Project** in partnership with Media Profile 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 the Summer of 2022.

Women's Programs

Advancing Equity for Women and Girls, funded by Women and Gender Equality (WAGE), aims to promote the economic security and prosperity of immigrant and racialized women in the Greater Toronto Area. The goal is to address systemic barriers to employment and support a feminist response and recovery from the impact COVID-19 has had on immigrant and racialized women. The project includes consultation with key GTA stakeholders, including women and business leaders, that will directly inform the creation of workshops and a toolkit to implement inclusive practices for employers.

Career Pathways for Racialized Newcomer Women, funded by IRCC and SRDC (Social Research and Demonstration Corporation), is a program designed to provide highly skilled racialized newcomer women with the essential skills needed to successfully navigate the Canadian labour market. Two weeks of the classroom-style curriculum are followed by 10 weeks of individualized coaching and comprehensive job search support by a workplace development coach based on program participants' career goals.

Southwestern Ontario Labour Mobility Project. In partnership with Blue Branch, this program helps job seekers explore entry-level career opportunities in the construction and manufacturing sectors in Ontario.

Accepted clients are offered a six-month employment contract with subsidies for their living and traveling expenses. They also have access to a personalized concierge service to help them settle into their new roles with the potential for a long-term career.

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 networks.

Next Steps: Employability for Youth is an intensive 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 six-month follow-up period for ongoing support.

The Newcomer Youth Connections (NYC) program focuses on equipping newcomer youth with the most appropriate information and resources needed to improve their physical/emotional well-being and employability during the COVID-19 pandemic and beyond.

Funded by the Government of Canada and the Government of Ontario, **Career Pathways for Youth** program provides free Salesforce training to youth

ages 18 to 29 and helps them launch meaningful careers. Highlights include 12-week Salesforce learning and development, Salesforce certification, and access to Canada's leading employers.

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 nine-week period and completes 15 in-class workshops over the course of 12 weeks.

Newcomer Programs

Milestones to Employment for Newcomer Women prepares 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 in the seniors' care sector.

Ontario Web Network (OWN) is a partnership between Lighthouse Labs, the Government of Canada, the Government of Ontario and Achêv 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 seniors and expands awareness of elder

abuse, including financial abuse. The project 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 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 in Peel, Halton and other areas across the GTA. Newcomers can browse the website in their native language, enter their needs for service matching, and access over 80 services funded by Immigration, Refugees and Citizenship Canada (IRCC) through an online submission. All services are government-funded and free for newcomers.

The Innovation in Fintech program is a new collaborative program between Achêv, Toronto Metropolitan University's Raymond Chang School of Business, and Lighthouse Labs. The program is open to Canadian newcomers with previous education and work experience in Finance or Information Technology. This free program features seven weeks of in-class training followed by a 12-week paid placement with a participating FinTech organization.

The Enabling Business and Promoting Inclusivity project, funded by Canadian Western Bank, provided online workshops to promote cultural awareness. This initiative, through a series of 18 customized online workshops, created cultural awareness (cross-cultural and intercultural) for Employers and newcomer employees. The project was implemented and delivered over a 9-month period, and focused on two stages of a DEI educational framework developed by Achêv on Awareness and Assessment.

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 RBC-funded program will serve 100 women.

The Women's Connections and Empowerment Program complements Achêv's existing settlement support programming in Halton 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.

Achêv's **Accelerating Career Advancement Program** provides access to a micro loan ranging from \$1,500 – \$15,000 to internationally trained immigrants so that they can successfully complete their credential assessment and recognition process in Ontario. Loans are offered through a partnership with Meridian Credit Union and can be used towards credential assessment and recognition fees, association and exam fees, short-term bridge training fees, tuition, books, materials, travel and living expenses. The free career counselling guidance offered helps internationally trained immigrants effectively navigate and integrate into the Canadian labour market. In 2021-22, 35 immigrants secured loans through this program, enabling them to pursue a career in an intended or alternate profession of their choice.

Achêv's **Career Loans** program helps

internationally trained immigrants in Alberta and Saskatchewan secure micro loans (\$1500 – \$15,000) to help with the credential assessment and recognition process. Loans are offered through a partnership with HSBC Canada. The program also offers free career counselling to internationally trained individuals and other career developing support to enable participants to effectively integrate into the Canadian labour market. In 2021–22, 433 newcomers accessed career counselling support, and 27 loans totalling \$256K were secured through the program, enabling skilled newcomers to pursue their professional careers in Canada.

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 entering federally– (IRCC) and provincially– (MLITSD) 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 (48 language training partners) by facilitating meetings, providing data-rich reports for planning, promoting all training options, and maintaining the partnership portal. In 2021–22, 10,890 English and 1,381 French language assessments were conducted for newcomers across the GTA.

In 2021–22, over 70,000 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. Generally used as a practice test or when considering education and career options, this tool was adapted as part of a temporary remote assessment to enable assessors to place learners into funded programs as a measure during COVID.

Through **LINC Home Study Ontario**, Achêv connected 1329 newcomers in 2021–22 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 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 2021–22, 1251 immigrants 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 one-on-one remote lessons with a TESL-certified instructor.

Ready English Accessible for Caregivers (REACH) is developing a flexible, online language training model for newcomer women caring for children

at home. The model includes 15-minute learning blocks for busy mothers, ECE-guided play activities for their children, and family literacy sessions. This federally-funded pilot project is being led by MOSAIC of BC in partnership with Achêv and ISANS.

National LINC Online Curriculum & Online PBLA Project involves developing 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. It updates the curriculum to include a diversity and inclusion perspective. 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 (CCLB).

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. The Re-Platforming of HARTs is currently underway to re-design HARTs functionality and user-interface to a new framework with the latest programming languages. The new framework will enable the HARTs system to be more user-friendly, secure, scalable, portable and cross-browser compatible.

Industry Curriculum Development for Hospitality and Food Services. Working in consultation with the Ontario Restaurant Hotel & Motel Association, Toronto Catholic District School Board, and employers, Achêv developed customized interactive curriculum and resources based on the needs of the food service industry and designed for use by newcomers with low-level English language skills. The project targeted newcomers who are currently seeking employment opportunities or who are already employed within Ontario's restaurant, hotel, and motel industry. The curriculum was designed to help teach English language and occupation-specific communication skills. The online training materials are available to learners who enroll in employment-focused language training courses offered by Language Training Providers funded by the Ministry of Labour, Immigration, Training and Skills Development (MLTSD).

Strategic Improvement Initiatives

Digital Platform and Digital Transformation Initiatives. Achêv received a Resilient Communities Fund grant from the Ontario Trillium Foundation to identify digital solutions to enhance Achêv's resilience and capacity in serving clients and the community. The project was completed in November 2021 and will support the organization's digital transformation journey for years to come. Achêv used this grant to

research options and develop digital solutions, such as a client relationship management (CRM) tool, to better engage clients and improve their service experience. Accenture provided

in-kind consultations to guide Achev's digital transformation with visioning exercises and workshops including recommendations to further guide digital innovations for the future.



Statement of Financial Position

March 31	2022	2021
Assets		
Current		
Cash	\$ 2,667,093	\$ 2,718,227
Short-term investments	975,000	975,000
Accounts receivable	2,813,124	1,027,521
Prepaid expenses	678,323	350,782
Restricted Cash	2,747,594	2,180,727
	<u>9,881,134</u>	<u>7,252,257</u>
Capital and intangible assets	<u>1,241,060</u>	<u>1,103,510</u>
	<u>\$ 11,122,194</u>	<u>\$ 8,355,767</u>
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 3,342,152	\$ 2,505,458
Deferred revenue	1,082,629	280,640
Restricted - Loan Guarantee Fund	2,747,594	2,180,727
	<u>7,172,375</u>	<u>4,966,825</u>
Deferred capital contributions	<u>1,124,927</u>	<u>976,276</u>
	<u>8,297,302</u>	<u>5,943,101</u>
Net Assets		
Restricted reserve	2,662,226	-
Unrestricted fund	46,533	2,285,432
Invested in capital and intangible assets	116,133	127,234
	<u>2,824,892</u>	<u>2,412,666</u>
	<u>\$ 11,122,194</u>	<u>\$ 8,355,767</u>

Statement of Operations

Year ended March 31	2022	2021
Revenue		
Government contributions	\$ 28,789,891	\$ 26,654,590
Non-government contributions and fees for service	1,990,122	1,810,052
Amortization of deferred capital contributions	361,889	441,302
	<u>31,141,902</u>	<u>28,905,944</u>
Expenses		
Operating expenses	30,287,102	27,923,247
Amortization	442,574	507,739
	<u>30,729,676</u>	<u>28,430,986</u>
Excess of revenue over expenses	<u>\$ 412,226</u>	<u>\$ 474,958</u>

Locations

Head Office

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

Mississauga – City Centre

50 Burnhamthorpe Road West,
Suite 300/410, Mississauga, ON
L5B 3C2
905.949.0049

Oakville

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

Toronto

100 Lombard,
Suite 400, Toronto, ON
M5C 1M3
416.964.9797

Brampton East

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

Mississauga – Malton

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

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

North York

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

Richmond Hill

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

For long distance calls: 1.800.668.1179





achev.ca | 1.800.668.1179

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