

Creating Faster Paths to Prosperity

IMPACT REPORT 2024/2025







INTRODUCTION

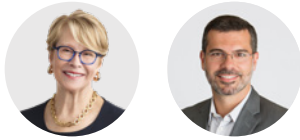
Creating Faster Paths to Prosperity

At Achēv, *creating faster paths to prosperity* isn't just what we do — it's who we are. It's in our hearts and in our DNA.

Each year, we put our clients on a faster path to prosperity by making it easier for them to access the employment, settlement, and language services they need, when, where and how they need them. Whether in person at our eight locations in the GTA or online across Ontario, Canada and abroad, we are there to support every step of their journey.

We understand that every client's path is unique. Each person we meet is seeking to pursue their own goals as they establish themselves and share in our collective prosperity. Stable employment, language proficiency, and successful settlement are hallmarks of their journeys.

We are proud to support over 100,000 clients each year, including Ahmed, Samantha and Seasons Retirement Communities, who are featured in this Impact Report. Their inspiring stories reflect the impact of our work in creating faster paths to prosperity.



Message from the CEO and Chair of the Board of Directors

Remarkable. That's the word that sums up this year of incredible highs and some tough challenges. Together, we navigated historic reductions in immigration levels, two elections, and increased economic uncertainty stemming from political changes south of our border. Through it all, our incredible team of over 400 Achêvers, our Senior Leadership Team, and our Board of Directors rose to the challenge and delivered remarkable results for our clients, funders and partners.

We began the year with the articulation of our purpose statement, *Creating Faster Paths to Prosperity*, which recognizes the unique journey of each Achêv client and our commitment to helping them access services where, when and how they need them. As our clients face increasingly complex challenges, we are harnessing technology, enhancing knowledge sharing and investing in professional growth to deliver personalized services that create a more connected client experience.

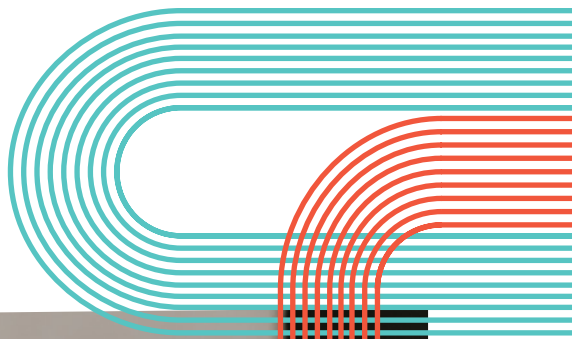
In support of that purpose, this year we focused on improving our organizational agility. Among other efforts, we revamped our governance model to make the best and highest use of each Board Member's skills and enable management to respond faster to our ever-evolving operating environment. We also recalibrated our strategic plan, Vision 2027, and launched our new Artificial Intelligence Guidelines to guide our future endeavours.

Success is never an individual achievement. We are grateful to our government, corporate, and sector partners and funders, who demonstrated flexibility and ingenuity as we worked together to navigate the instability and unpredictability of the past year and deliver exceptional results.

Thank you all for a truly remarkable year.

Tonie Chaltas
Chief Executive Officer

Paulo Salomao
Chair, Board of Directors



BY THE NUMBERS



Behind each number are stories of struggle, perseverance and success.

≡≡≡
101,039
Clients

≡≡≡
4,487
Employer Partners
& Businesses

≡≡≡
8
Service Hubs

≡≡≡
75,736
Newcomers

≡≡≡
19,014
Youth

≡≡≡
849
Community
Organizations
& Partners

≡≡≡
53,364
Women and Girls

≡≡≡
73,416
Language
Assessments

≡≡≡
4,704
Seniors

≡≡≡
260
Volunteers

≡≡≡
3,348
Clients Trained

≡≡≡
71%
Growth in social
media followers

From Struggling Newcomer to Career Success

Ahmed came to Canada to build a new life for his family. But it wasn't easy. Despite great credentials and a top education, he struggled for eight months to break into the Canadian job market. "I had no connections, no networks, no Canadian experience. And I used to apply to hundreds of jobs every single day," explained Ahmed. "I was just swimming in a sea without support. I was really frustrated."

The intense stress affected his health, and Ahmed was on the verge of giving up—until he found Achēv.



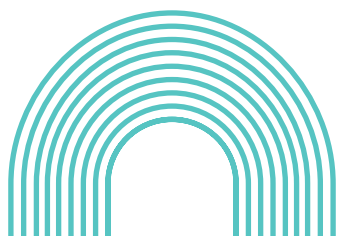
Achēv connected Ahmed to our Employment Services, Newcomer Information Centre and Language Assessment Services. He completed our job readiness program for skilled newcomers and joined an employment mentoring program. We guided him through the settlement and employment process, providing him with the knowledge and tools he needed to secure a job in the financial services sector.

Ahmed took every suggestion we gave him on how to build his network, including volunteering with a range of organizations and making new connections. Those connections yielded dividends. Six weeks after walking through our doors, Ahmed landed his dream job as a Project Manager at First Canadian Title.

Sadly, Ahmed's struggle to find employment is not unique. Many skilled newcomers face significant barriers in securing jobs that reflect their education and experience. Too often, they are forced into survival jobs, lacking the support and resources to transition into their fields. Achēv is helping newcomers like Ahmed fast-track their journey into the workforce by connecting their expertise with labour market needs.



"Hope is what you
need here in Canada
to survive and to get
settled. And Achēv
gave me that."



Watch Ahmed's inspiring story:



SAMANTHA'S STORY

Helping Youth Build Brighter Futures

Samantha struggled to find a job and a career path until she found Achêv. As a young person lacking experience and qualifications, she faced unethical employers and discrimination in her job search. After months of searching for a job, she felt lonely and depressed. "I felt like giving up many times," she confessed.

Connecting with Achêv put Samantha on a new path.

At Achêv, Samantha gained important employment skills and learned about the labour market, personal finance, resume creation, job

search strategies, and networking. She also connected with a mentor, who helped Samantha develop the confidence she needed to pursue her dreams.

Achêv helped Samantha find a job and embark on the next stage of her career journey. Today, with the support of Achêv, she is studying to become a PSW. "I now know what I want to do with my life, and I'm heading towards that," Samantha said proudly. "I've gained a clear path to my career and my future plan."

Samantha's struggle is all too familiar for thousands of youth across Ontario. Years of disrupted learning, lack of work experience, and the rising cost of living have left many young people struggling to find and keep a job. Achêv provides pre-employment and skills training, career coaching, civic engagement and networking opportunities to help youth build their leadership skills and launch meaningful careers. Last year, we helped more than 19,000 young people like Samantha start their career journey.





"Achēv has created a different vision for me. They're alongside me on my journey."

Watch how Achēv helped put Samantha on a faster path to prosperity:



Connecting Employers with the Right Talent

For Seasons Retirement Communities, finding the right candidates to work within a retirement residence can be challenging.

"We want to always make sure that the people that we pick to come into our home are able to connect with our residents and provide high-end customer service," said Sarah Periana, General Manager of Seasons Milton.

Achêv's partnership with Seasons helps them eliminate much of the stress and groundwork involved in hiring. By connecting Seasons with

job-ready, screened and qualified candidates like Achêv client Pearl, we are making it easier for Seasons to attract top talent.

"Pearl is a very positive light on the floor. She comes to work every day prepared and ready to work. She is able to build rapport with both her residents and staff and is very efficient. That's the type of candidate that you get when you work with Achêv," explained Sarah.

Achêv connects Ontario businesses with the right talent. Our expert team works closely with employers to recruit, screen and retain workers and build their talent pipeline. We develop industry-specific recruitment strategies, organize hiring events, provide onboarding support and help employers access financial training incentives. This saves businesses time and effort and gets people into good jobs faster. Achêv's employment services are offered at no cost to Ontario employers.





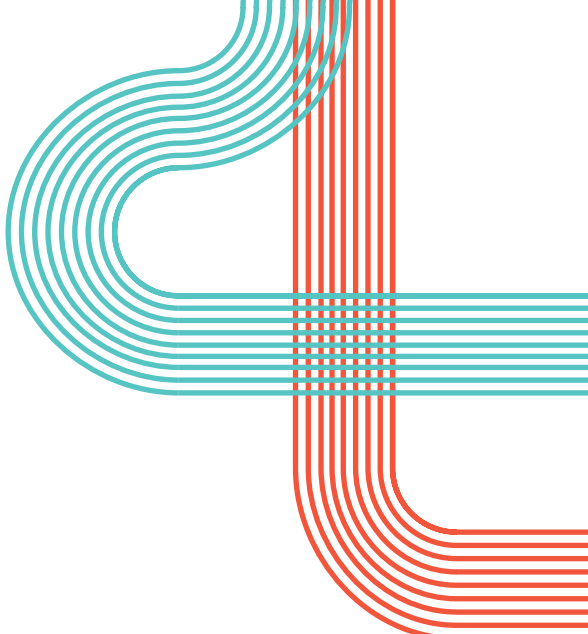
"Achēv is with us every
step of the way from
the hiring process,
onboarding and
retention."

Watch how Achēv helps employer partners like
Seasons Retirement Communities attract great employees:



PARTNERSHIPS ON THE PATH TO PROSPERITY





Partnerships on the Path to Prosperity

Creating faster paths to prosperity requires a team effort – one that brings together the best people and the right organizations to help our clients access the services they need. This past year, Achēv collaborated with Adastra and Microsoft to reduce wait times, improve efficiency and enhance access to language assessment and training services.

Every year, close to 180,000 people across Canada access language assessment and training services. Typically, in-person language assessments are conducted one-on-one with an assessor and take up to four hours. With growing waitlists and increased demand for virtual services, Achēv partnered with Adastra to develop a Virtual Language Assessment platform that would reduce wait times and improve access for our clients. Through our new platform, assessors can conduct multiple assessments at the same time, reducing wait times, improving efficiency, and maintaining the security and integrity of the system. Our platform uses Amazon Rekognition and Bedrock technology to help our assessors detect fraudulent activities during online tests, including unauthorized people in the testing environment, screen switching, and off-screen referencing.

We are proud that this platform has been selected by IRCC as Canada's only virtual language assessment tool and will be rolled out nationally in the fall of 2025.

Once clients complete a language assessment, they often face wait times of over six months to enroll in language training classes. In 2024, Achēv partnered with Microsoft, in collaboration with service providers and the governments of Canada and Ontario. We developed a tracking tool that significantly accelerates the matching process by communicating with waitlisted clients in 26 languages and automating the tracking and assignment of students to language programs. Using Microsoft Power BI, funders and service providers now have real-time data on open seats and wait times have fallen by over 70% since its introduction. For clients, that means a drop in wait times from six months to less than five weeks.

Partnerships like these highlight the depth of collaboration between Achēv, corporate organizations and our 160 service delivery partners. Together, we are leveraging innovative solutions and technology to create efficiencies, improve service delivery and put our clients on a faster path to prosperity.

PROGRAMS AND SERVICES

Employment Services

Employment Ontario Service Hubs
Employment Pathways in Canada – Health Careers
Bridges to Employment
Job Action Club
Paving the Way for Immigrant and Racialized Women

Newcomer Services

Newcomer Information Centres
Accelerating Career Advancement
Empowering Newcomers for Entrepreneurship
Innovations in Fintech
Newcomer Settlement Program
Seniors Engagement & Empowerment Program
Skilled Newcomer Training Incentive Bond Pilot
Virtual Accelerating Career Advancement
Job Search Strategies that Work
Wellness Response and Assistance Program
Skills for Success in Food Services and Accommodation

Language Services

Language Assessment Service Centres
National Online Self-Assessment
Language Curriculum Training Services
LINC Home Study Ontario
LINC Home Study Canada
National LINC Online Curriculum and Curriculum Guidelines
Ontario Language Assessor Training Services
National Language Assessment Training and Support Services
Online Portfolio-Based Language Assessment
Industry Curriculum Development

Women's Services

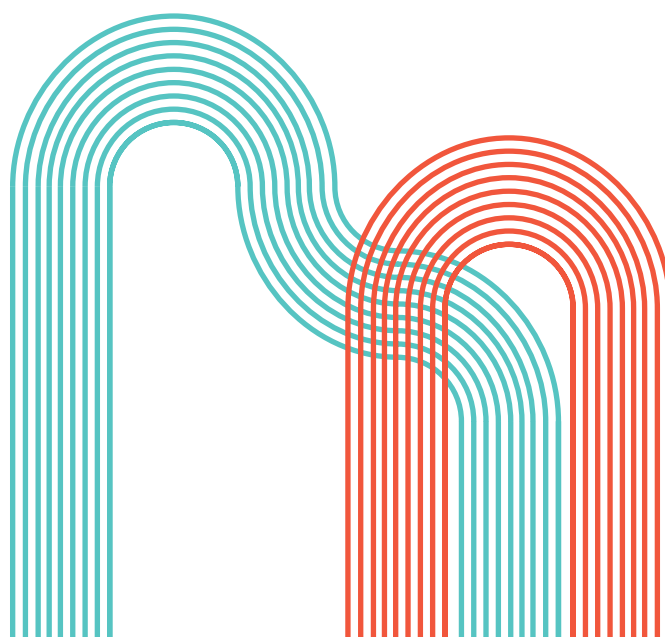
Career Success for Racialized Newcomer Women
Elevate
RISE – Resilience, Independence, Support, Empowerment
EmpowHER
Workforce Pathways for Women in Seniors Care
Women's Connections and Empowerment Program

Youth Services

Employability Skills for Youth
netWORKS
Youth 2 Action
Next Steps: Employability for Youth
Newcomer Youth Connections
Revolutionizing Workforce Housing Development
Cybernauts
John Laing Scholarship Fund for Home Renovations for Youth
FutureFit AI

IT Solutions and Services

History for Assessments, Referrals and Training system (HARTs)
Compass to Connect



FUNDERS, SPONSORS AND PARTNERS

Canada

EMPLOYMENT
ONTARIO

Ontario

Ontario
Ministry of Children,
Community and
Social Services



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Employment and
Social Development Canada

Emploi et
Développement social Canada



Women and Gender
Equality Canada

Femmes et Égalité
des genres Canada

Government of Canada's
New Horizons for Seniors Program

Canada

CANADA
SERVICE
CORPS | Canada



STATEMENT OF FINANCIAL POSITION

March 31	2025	2024
Assets		
Current		
Cash	\$ 2,825,022	\$ 3,396,320
Short-term investments	3,685,807	3,392,844
Accounts receivable	1,695,357	2,137,831
Prepaid expenses	1,014,821	996,428
Restricted Cash	1,622,237	1,157,489
	10,843,244	11,080,912
Capital and intangible assets	895,937	999,322
	\$ 11,739,181	\$ 12,080,234
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 3,933,634	\$ 4,016,419
Deferred revenue	1,323,034	1,933,489
Restricted - Loan Guarantee Fund	1,622,237	1,157,489
	6,878,905	7,107,397
Deferred capital contributions	720,067	890,010
	7,598,972	7,997,407
Net Assets		
Restricted reserve	3,743,189	3,685,807
Unrestricted fund	221,150	287,708
Invested in capital and intangible assets	175,870	109,312
	4,140,209	4,082,827
	\$ 11,739,181	\$ 12,080,234

STATEMENT OF OPERATIONS

Year ended March 31	2025	2024
Revenue		
Government contributions		
Federal	\$ 20,098,033	\$ 21,010,220
Provincial	14,622,874	15,385,324
Municipal/Regional	595,431	555,008
Non-government contributions, sponsorships and grants	1,303,304	641,259
Other Revenue	947,948	1,201,323
Amortization of deferred capital contributions	300,458	341,056
	37,868,048	39,134,190
Expenses		
Salaries and benefits	27,381,560	25,672,690
Rent	3,286,556	3,308,220
Program delivery services and resources	2,352,566	2,929,609
Program subsidies and supports	1,560,190	2,888,890
Professional fees	585,471	686,081
Advertising and promotion	572,101	658,168
General office and administration	538,037	1,036,010
Information technology	373,386	368,094
Amortization of capital assets	350,517	382,063
Communications	248,202	247,016
Office and other supplies	239,505	269,328
Training and development	200,923	244,314
Insurance	121,652	99,044
	37,810,666	38,789,527
Excess of revenue over expenses	\$ 57,382	\$ 344,663

LOCATIONS

Corporate 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

Richmond Hill

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

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

Toronto - Liberty Village

149 East Liberty,
Suite 290, Toronto, ON
M6K 0H7
416.964.9797

Brampton South

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

Oakville

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

Toronto - North York

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

