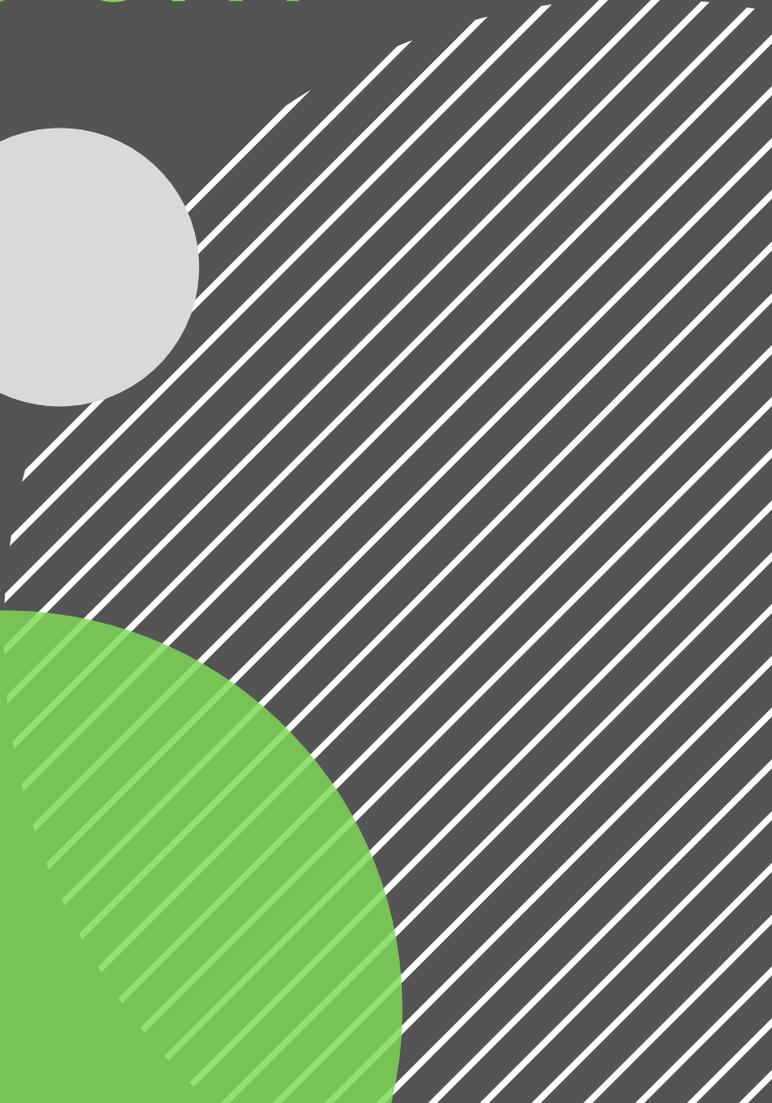
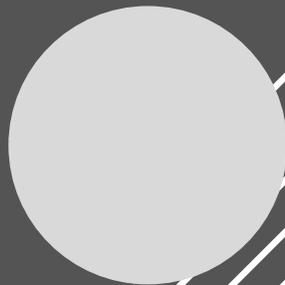


# YOUTH EMPLOYMENT SERVICES

EMPOWERING MANITOBA'S YOUTH



# ANNUAL REPORT 2018-2019



# EXECUTIVE DIRECTOR'S MESSAGE

The past year has been one of growth for Youth Employment Services.

An expansion opportunity came up, and in true YES style, we said yes. With youth unemployment in Manitoba at 11.8% (compared to the provincial rate of 5.3%), there is a high demand for our services. Our Resource Area saw an increase of over 3,500 in check-ins compared to the previous year. We are excited about being able to offer new and expanded services to meet the needs of people in our province.

2019 marks 45 years for Youth Employment Services. The first proposal submitted in 1973 by the Rotary Club of Winnipeg and YMCA of Winnipeg included a request for four staff members. While numbers have fluctuated through the years, our team currently consists of twelve full and part-time staff members.

The first budget request was for a total of \$32,259, including rent for one year at \$1,800 annually. While much has changed, the following piece of the proposal still rings true: "To provide this service in a personal and supportive manner."

A supportive environment can do wonders to empower a person to find their passion and develop their skills.

We are proud to be the support that is needed in our community.

## CELEBRATING 45 YEARS OF EMPOWERING MANITOBA'S YOUTH

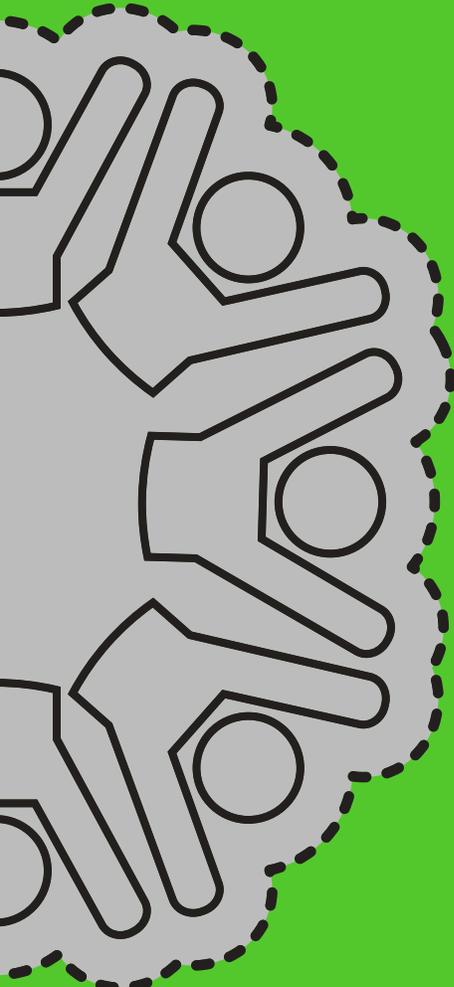
Thank-you to our volunteer Board of Directors for being a constant support and sharing their knowledge. Thank-you as well to the staff and volunteers who have shared their skills with us, and those who continue to as we move forward. Your dedication to our mission means so much.

To our funders, community members, partners, participants: we wouldn't be here without your support.

Sincerely, 

Charity Leonard, Executive Director

# STAFF & VOLUNTEERS



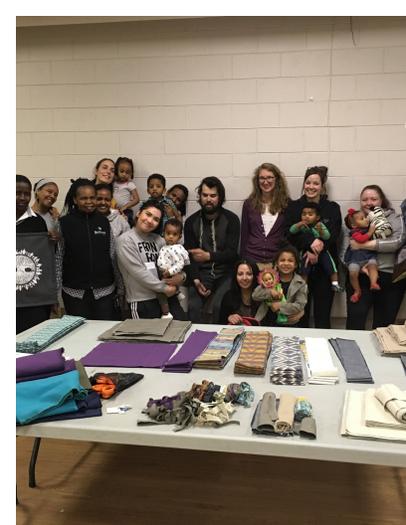
Aimee Hartley  
Alex Klassen  
Charity Leonard  
Emily Richard  
Hafiz Jatto  
Laura-Lynne Hildebrand  
Maria De Guzman  
Mariam Abdelmessiah  
Mike Tarleton  
Ryan Croy  
Samantha Brown  
Samantha Olea  
Sasha Prince

Amber-Rose Delorme  
Hanan Qasem  
Hannah Mohammed  
Jade Daniels  
Laura Zhang  
Merveille Madebu  
Michele Huynh  
Moriah Kwiatkowski  
Ramandeep Kaur Malhi  
Ria Mendoza  
Sukhdeep Kaur  
Xena Makki  
Yile Chen

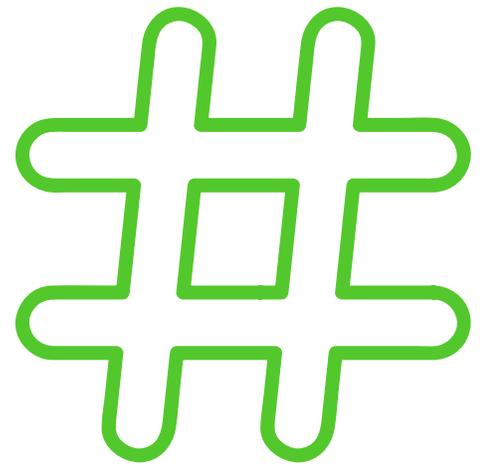
## Board of Directors

Jaysa Toet (Chair)  
Elizabeth Rowe (Vice-Chair)  
Selena Leung (Treasurer)  
Shania Pruden (Youth Ambassador)

Sarah Giesbrecht  
Rob Fergusson  
Shawn MacDonald  
Rashid Islam



# THE NUMBERS



16,137

RA CHECK-INS  
that's **3,709** more  
than last year!

539

EMPLOYED  
that's about **45** per  
month!

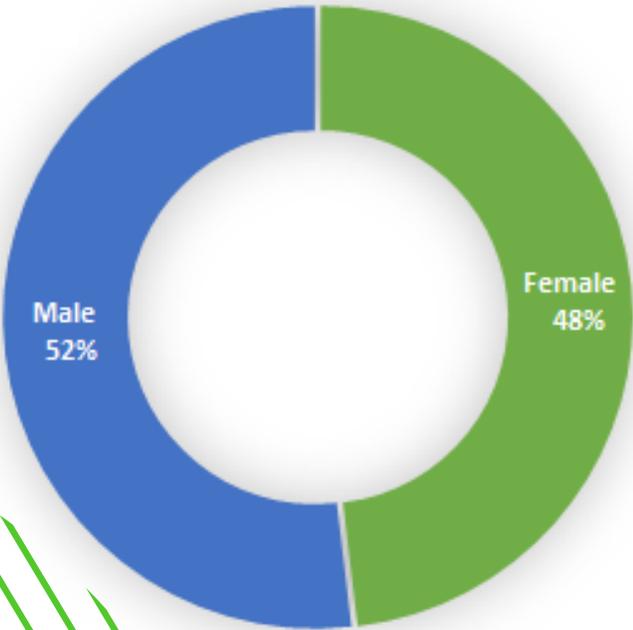
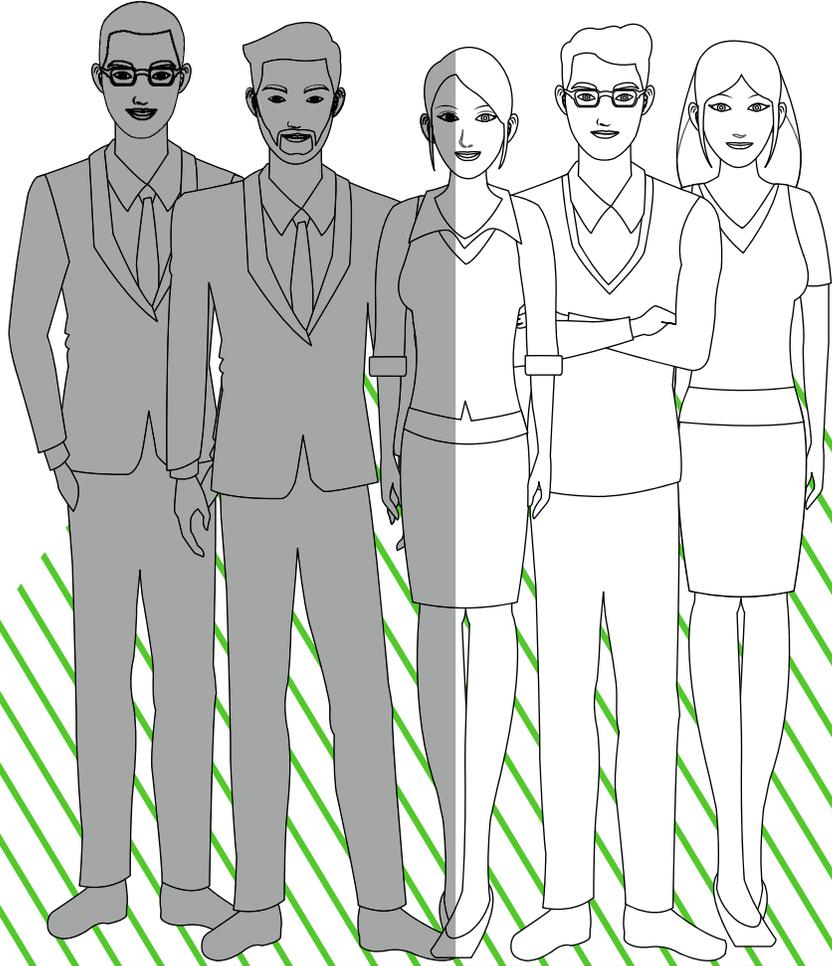
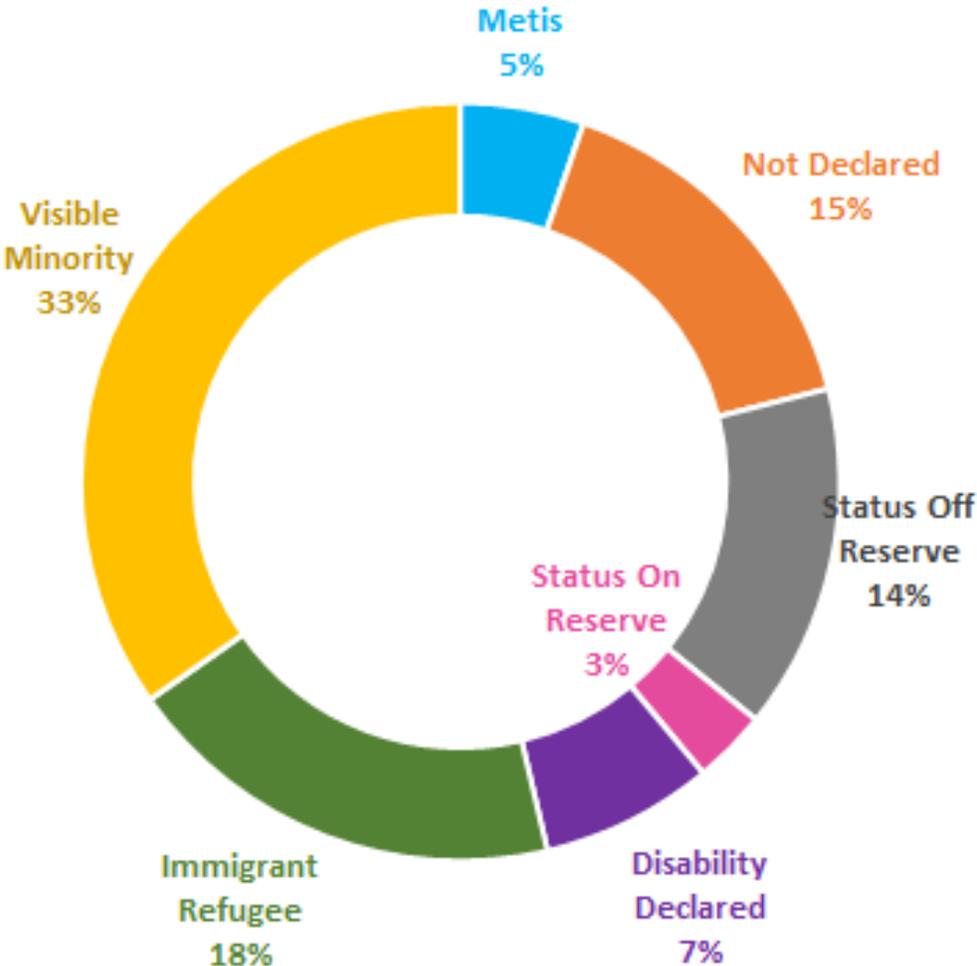
2,263

APPOINTMENTS  
that's **44** per week!

# PEOPLE

## WHO DID WE HELP?

Historically, more male identifying people have used our services. This year it's almost an even split. We also saw an increase in immigrant and refugee declarations compared to last year, along with increased disability declarations.



# GROWTH

## YES OFFICE EXPANSION

WELCOME TO SUITE 608!

When the office next door to ours was vacated, we jumped at the opportunity to expand.

With generous community support and assistance from the Telus Friendly Future Foundation, we were able to install a new lab with 10 computers, courtesy of Oxygen Technical Services.

Our new lab enables us to present workshops while participants follow along with the trainer and go through the work themselves. The hands-on learning option ensures understanding and practical skills development.

Features of our new space include: a conference/meeting room, a training space, and an additional office for staff and students.



TELUS Friendly  
Future Foundation

\$10,000

229

FOOD HANDLERS

154

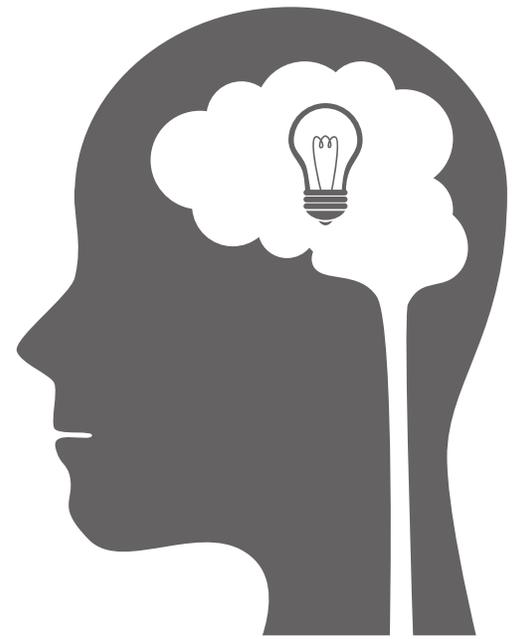
SMART CHOICES

8

PRINCES TRUST PROGRAMMING

298

IN-HOUSE WORKSHOPS



# TRAINING

RETAIL 22.3%

LABOUR 18.5%

ADMIN 15.5%

HOSPITALITY 24.5%

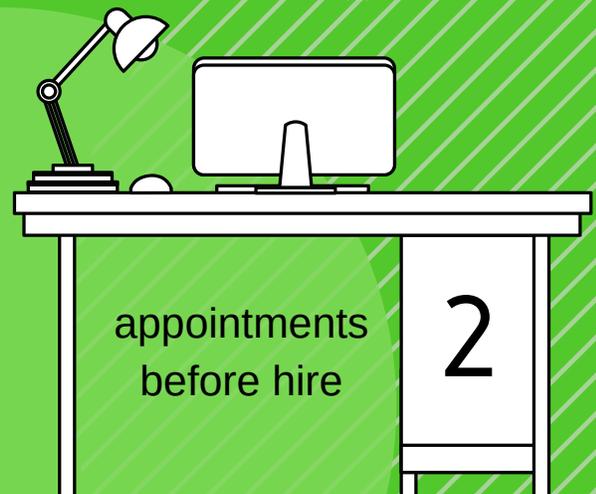
OTHER 19.2%



wage per hour



hours per week



appointments  
before hire

2

# LABOUR MARKET AVERAGES

## Trauma-Informed Care

Staff are trained in working with those who have experienced trauma in their lives, as it can have a huge impact on their well-being. The training also equips service providers with strategies to handle vicarious trauma.

## Community Building

Being part of something can really help build self-esteem.

Knowing there are others in similar positions as you, and knowing that there are people to help and support you can make a big difference.

## Safe Space

We are proud to offer a space where people from all backgrounds can feel safe and welcome. We strive to reduce barriers to accessing our services and make it possible for youth to be heard.

## Referrals & Collaboration

We know we can't do everything ourselves. We engage with other agencies and make appropriate referrals as much as possible to ensure participants are getting the services they need.

## Naloxone Kit

We keep a kit on hand in case of emergency, and staff are trained should they ever need to use it.

**MORE THAN JUST  
EMPLOYMENT**



# Futures Forward

Futures Forward has grown exponentially since its creation in 2012.

The past year saw a new Employment Facilitator, the addition of a Project Coordinator, and huge growth in the Tuition Waiver Program. There were 454 direct intakes to Futures Forward through the YES office from 2017-2018, and 312 participants gained employment or enrolled in education.

130

Advancing Futures  
Bursary Recipients

149

New TW  
Applications for 2019

71

2018-2019 New  
Tuition Waivers Awarded

433

TW Presentation  
Attendees

“The Tuition Waiver program has allowed me to achieve an A average, which I am dedicated to maintaining again this year. I love school.”

- Tuition Waiver Recipient

2019 GRADUATES

23



Canadian Mental  
Health Association  
Manitoba and Winnipeg  
Mental health for all

Youth  
Employment  
Services



community  
Financial Counselling Services

# EDUCATION & COMMUNITY OUTREACH

YES was once again involved in the Rotary Career Symposium, seeing thousands of young people over the span of the event. We were fortunate to be part of the RBC Future Launch Zone and to have our Education Coordinator as part of the Planning Committee and doing social media for the event.

192

Total Presentations

9259

People Seen in the  
Community

144

School Visits

44

Resume Clinics



1103

Mock Interviews  
Completed

Did you know? The longest distance from East to West in Canada is **5,514** km from Cape Spear, Newfoundland and Labrador, to the Yukon and Alaska boundary.



HOW FAR WE DROVE LAST YEAR  
**7113.6 KM**



# WHAT'S NEXT?

Social Media Campaign

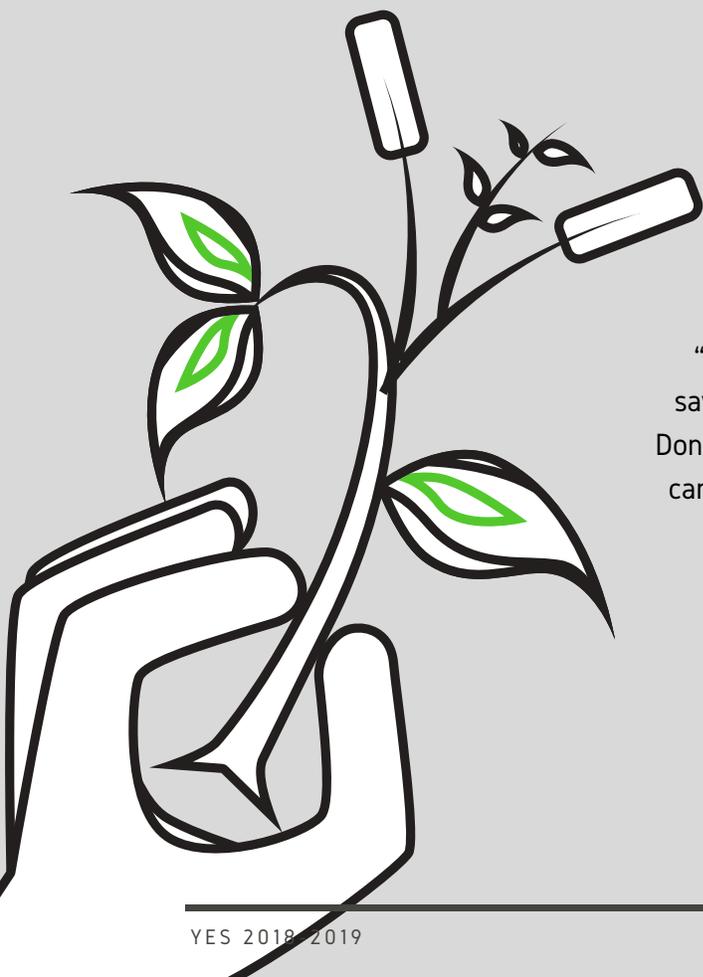
Childminding

Strengthened Employer Partnerships

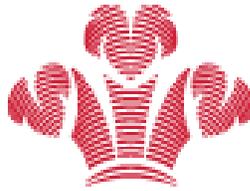
Increased Training Opportunities

Explore Social Enterprise

Program Evaluation



“Hi I just wanted to leave a message saying that I got a job at Giant Tiger on Donald. Thanks for all your help, and if you can put my name on that board with the strings, I would really like that”  
- YES Participant



Prince's Trust  
Canada



TELUS Friendly  
Future Foundation



### YES Participant, Male, 20

"Great news! I have been hired for a salary position at SkipTheDishes! Thank you so much for showing me how much better my resume could be and how to tailor both my resume and cover letter to different positions. I really used these skills to apply to several positions at Skip and then I got a call about a completely different one. Yet, all of my skills that you helped remind me that I have will definitely be of use in this job. Thank you so much again for your help and the opportunity to see that little presentation about SkipTheDishes. Hopefully I can still be entered for a Tim Hortons gift card, haha. Thank you so much again!"

### YES Participant, Male, 26

"I received a job from Superstore, I start my orientation next week. You helped me so much in preparing for the interview, even when my English is not so good. I learned a lot"

### YES Participant, Female, 18

"Thank you so much for your help on my résumé! It looks very polished and professional. The links you sent me are a huge help, as well! I will continue my research on being an entrepreneur, and possibly turn it into a career in the future. "

### YES Participant, Female, 16

"First I'd like to thank you for your help with my resume and cover letter, it helped me very much. I applied at the Co-op gas station in Hendingley near my house and had an interview in the 13th and got the job. I have my first training shifts on Tuesday and Thursday and my first real shift is on Saturday! I'm super excited to start. Thank you so much for your help!"

### YES Participant, Male, 24

"I wanted to take a second to thank you for all your help today with my updated resume! I really appreciate it, been having a good day and applied to all 5 jobs already with the resumes I left with today. Again, thank you so much! "

### YES Participant, Male, 26

"You are seriously helping me so much! I never thought I could learn so much in one appointment. They never taught me these skills in prison."

### YES Participant, Male, 18

"I went in for an interview and got hired on the spot, I think the workshops really helped, thanks again"

### YES Participant, Female, 22

"It is my pleasure to let you know that finally received a job offer for a term position from Canada Revenue Agency. The long wait is over. I will do my best to keep this position. And I will always be grateful for all your help, encouragement and assistance. I really appreciate all your efforts and patience to me and as a staff of Youth Employment Services. You are effective and efficient mentor! You are awesome! Take care. And have an excellent week ahead!"

### YES Participant, Male, 25

"I don't think you remember me but you helped me build a resume a couple weeks ago. I wanted to let you know that I got hired and am currently working at a job with starting wages of \$15.00/hour. I love the job, they have helped and are currently helping me expand my experience by teaching me how to drive a 5 ton truck (automatic and manual), take invoices, moving heavy items, etc. I wanted to say thank you for helping me create a resume. Of course, all glory goes to God. But thank you so much for the resume you helped create for me. For years I have always had trouble building a resume. Today I have an interview or first day at a full time job with salary over \$30,000 +. I definitely will come to YES whenever I need work or edit my resume. I definitely am going to recommend any one, friends, family to YES if they are looking for employment here in Winnipeg, Manitoba or elsewhere. Thank you"

# EMPOWERING MANITOBA'S YOUTH



**YOUTH EMPLOYMENT SERVICES MANITOBA  
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WINNIPEG, MB, R3C 0B9  
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