



# 2022 Annual Report

Meaningful Employment by Refugees for Refugees

# LETTER FROM SENIOR MANAGEMENT

Dear Friends,

2022 was a year of immense growth at Jumpstart. We expanded our teams and programming and were excited to try new and innovative approaches while working to maintain the closeness and collaboration that makes Jumpstart special to us.

This past year we were able to double our team size, start exciting new initiatives such as our partnership on the Economic Mobility Pathways Pilot (EMPP), two cohorts of our entrepreneurship programs, and host our very first all-staff strategic retreat. We were also excited to co-lead Canada's largest refugee hiring event ever that brought Toronto's settlement agencies and employers together with great results for refugee candidates.

We continue to see the successes of refugees from around the world, prospering in their fields and bringing their ideas to support growth in their industries. As our world continues to witness more refugee-producing crises and Canada continues to work towards filling labor shortages while embracing diversity, we look to continually innovate how we support refugees, mentors, employers and other stakeholders to build our country's economic future.

With warmth,

Mustafa Alio, Rand Al Jammal, Bassel Ramli, and Malaz Sebai



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# OUR YEAR IN REVIEW



**421**

Clients secured employment in 2022; 75 of those were directly placed through our employer partners



**1839**

Refugees supported from 63 different countries



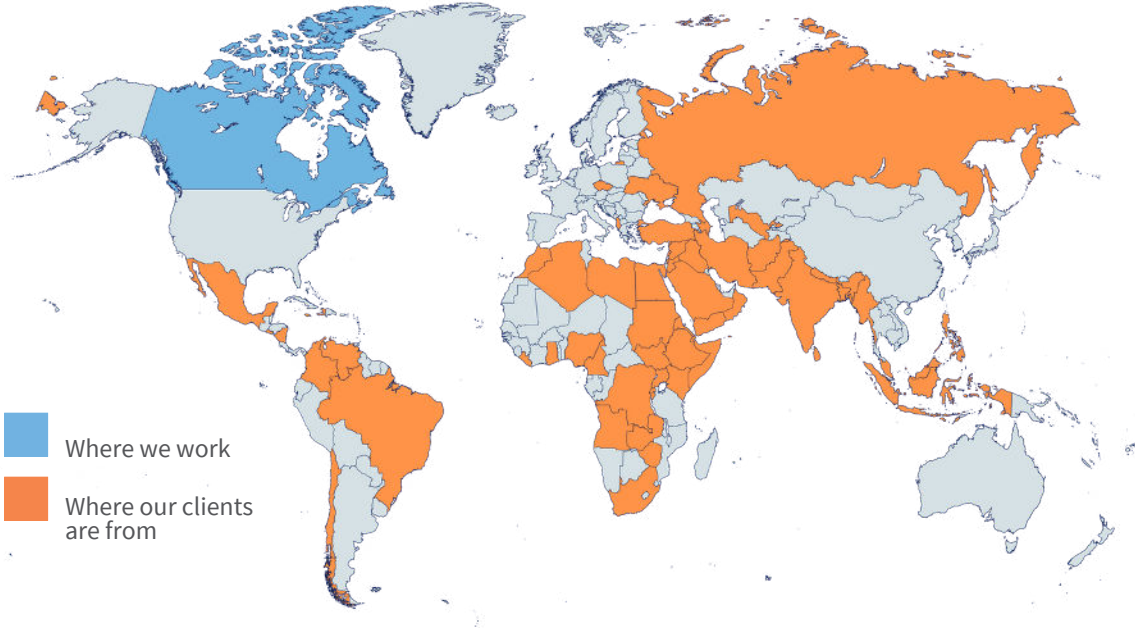
**SROI = 9.28**

For every \$1 invested in Jumpstart, we created a social return of investment (SROI) of \$9.28 for the Canadian economy (social assistance savings + income tax contributions by clients who have secured meaningful employment)



**104**

Employers engaged with Jumpstart



# RON'S STORY: THE GREAT LEAP



Coming to Canada as a refugee has led to the greatest leap in my life. I thought my partner and I had prepared ourselves well when we arrived in Canada... but there were no replies from the many job applications we sent out, which made it quite a rough start. Thankfully, the federal government had been incredibly supportive, [along with] many nonprofit organizations. Thanks to this amazing community's help, I persevered. But most importantly, once I was able to live a life free of persecution, I was able to find my purpose, which is to create a nonprofit that could contribute to alleviating the world's suffering.

That dream is getting more concrete. Through the impact of Jumpstart's programs, I have recently started working for an amazing nonprofit in a role that allows me to combine my past experience with the new Canadian experience I've acquired (and am still collecting).

I'm very humbled to be in a place where I can utilize my skills and experiences whilst being constantly challenged to improve and break boundaries. I am overwhelmingly invested and engaged with the present, and at the same time looking excitedly forward to the future that is taking shape.



[YOU CAN ALSO LISTEN TO RON'S EPISODE ON OUR  
PODCAST BY VISITING OUR STORY ON OUR WEBSITE!](#)

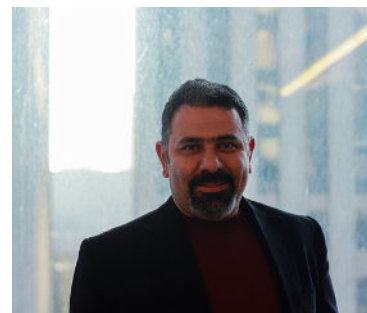
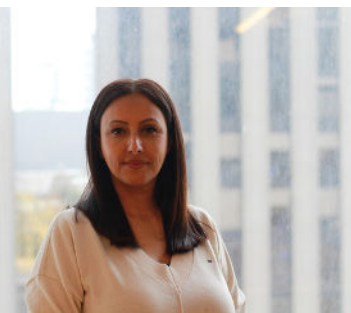
# OUR ORGANIZATION

Jumpstart Refugee Talent is a refugee-led non-profit organization and the only national organization exclusively serving refugees seeking meaningful economic inclusion. Founded in 2016, we focus on the economic empowerment of refugees, refugee claimants and forcibly displaced persons settling in Canada by facilitating meaningful employment & entrepreneurial opportunities. Jumpstart serves refugees from diverse backgrounds across Canada with an aim to reduce underemployment and improve economic inclusion.

We have worked with thousands of extremely skilled and talented displaced people who face systemic barriers to finding meaningful employment in their fields. We believe Canadian society and our economy can benefit greatly by leveraging their skills to best use, rather than having refugees re-start at the bottom of the ladder.



This year we focused on team development through org-wide and individual trainings, and held our very first all-staff strategic retreat in Toronto. We also worked to reduce our ecological footprint through projects such as e-business cards and e-brochures!





# OUR FUNDERS

Jumpstart Refugee Talent could not carry out its work without the generous support of our government, nonprofit and corporate funders. We would like to thank and recognize all our funders in 2022.

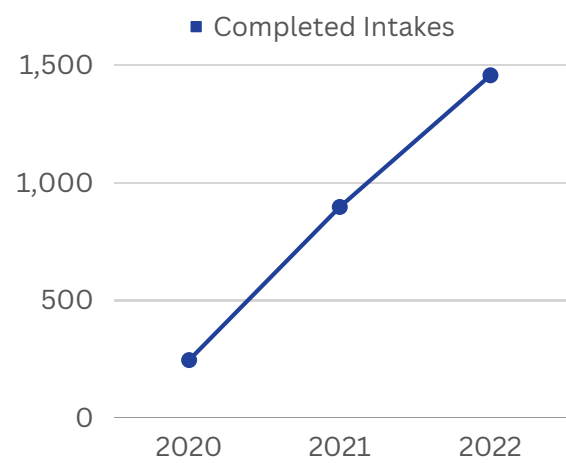


# OUR PROGRAMS

## Community Relations

Our intake team is the frontline for clients to access our programming, and the team does crucial work in assessing client needs and backgrounds. We completed a total of 1,456 intakes in 2022, a marked year-over-year increase in need and interest. We continued a combination of individual intake sessions and career readiness workshops for newly arrived refugees in Canada.

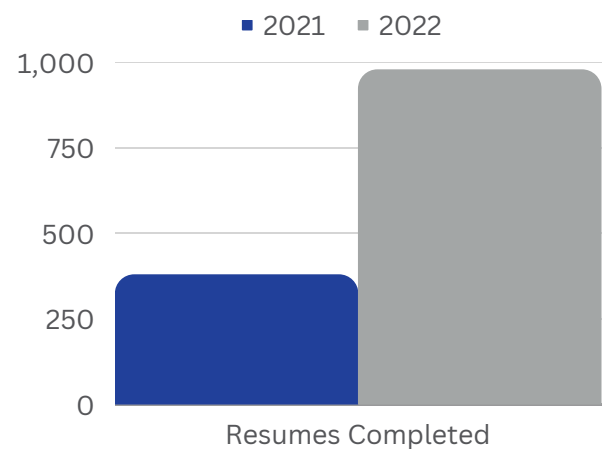
Additionally, the team took on the monumental task of our Operation Outreach, individually calling and speaking with every single active client in our database. We did this to ensure we are supporting them according to their most current needs, while collecting their feedback on how we can improve our services, and ensure our programming was client informed and driven.



## Personalized Resume Support

In addition to our resume team's exponential growth in numbers, the team switched to a new resume template, responding to feedback that resumes need to work better across employer applicant tracking systems (ATS). We now provide easily editable, ATS-friendly resumes that enable clients to get their experience noticed by employers.

**979 resumes were completed representing an annual growth rate of 158%**





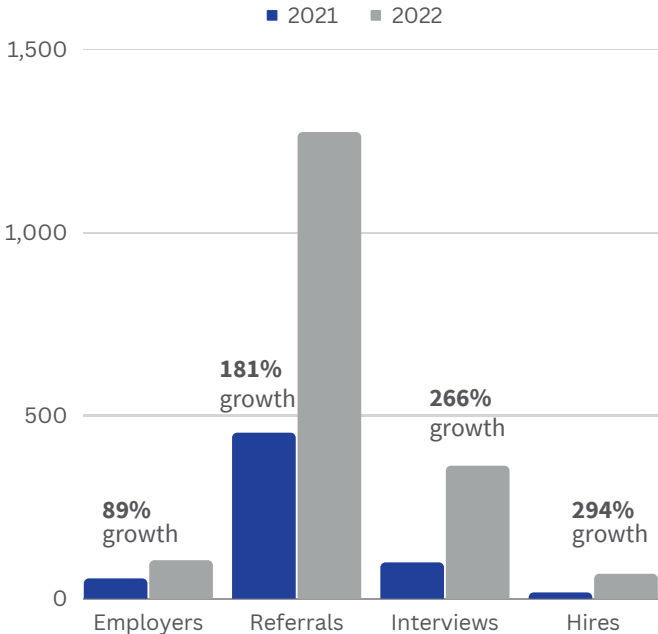
# REFUGEE TALENT HUB

## Employment Support

The Refugee Talent Hub (RTH) team manages our relationships with employers and candidates to match and refer the best possible fit for every open position.

The RTH team partnered with 104 employers to match refugees with 372 meaningful employment opportunities.

The team also facilitated learning opportunities for partner employers' staff to help them become aware of and appreciate the value refugees bring to companies, industries, and teams.



For the first time this fall, the RTH team successfully led the [2022 Toronto Refugee Hiring Event](#) in collaboration with World Education Services, the City of Toronto, and the Refugee Jobs Agenda Roundtable (a national working group of 80+ settlement agencies, non-profit organizations, and employers). The team coordinated and managed over 300 interviews for banking, customer service, and non-profit positions, all in the span of one day. 70% of candidates either received a job offer or were selected to move to the next round of interviews.

**104** employers engaged for **372** jobs



**1,273** candidates referred



**362** interviews secured



**67 jobs secured!**

Average jobs per employer

**3.6**

Average referrals per job

**3.4**

Candidate referral > interview

**28.4%**

Candidate interview > hire

**18.5%**

# WELCOME TALENT CANADA

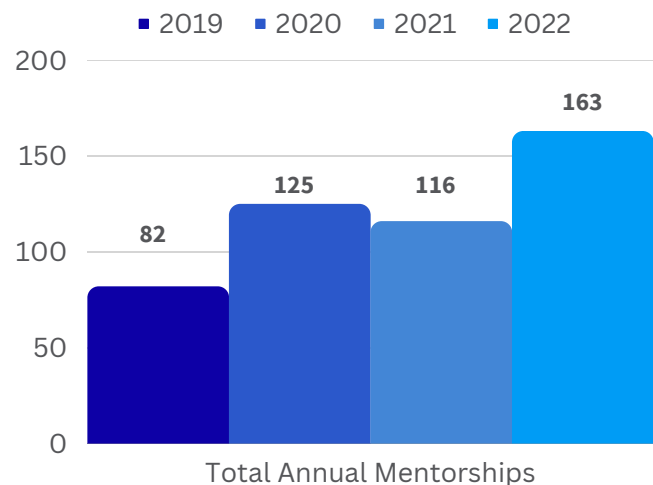
## Mentorship Program

The Welcome Talent Canada program is the only national mentorship program designed exclusively for refugees in Canada. Mentees benefit from networking and career orientation support, while mentors improve their leadership skills and enhance their understanding of the refugee experience.

In 2022, we worked to improve program processes and moved towards having an account manager facilitate a mentorship from match to completion for added continuity and support. This allowed us to take on more mentorships throughout the year, carry out additional events, and build better relationships with mentees and mentors alike.

Crucially, refugee clients who complete our WTC mentorship program are almost twice as likely to obtain employment, with 59% of mentees now employed in their fields.

Furthermore, we continue to see the positive results from our 2022 cohort of mentors, with 95% recommending the program to their colleagues, and 89% signing up to mentor again.



# ECONOMIC MOBILITY PATHWAYS PILOT (EMPP)

In 2022, the Canadian government introduced the Economic Mobility Pathways Pilot (EMPP), a program that aims to facilitate the arrival of up to 2,000 skilled refugees into Canada. Jumpstart is partnering with Talent Beyond Boundaries (TBB) on this initiative. Through the use of TBB's international talent catalogue, refugees from around the world are matched with meaningful employment opportunities in Canada, and are able to relocate with their families once a job opportunity has been confirmed.

In 2022, we welcomed 8 skilled refugee candidates and 17 family members to Canada. The candidates secured positions in industries such as information technology and engineering. So far in 2023, 16 additional candidates and their families are waiting for relocation. We aspire to resettle 1,000 refugees by end of 2024.

We have already seen long-term positive effects for the candidates and their families, and for the countries where individuals were resettled from. One year after relocating, 94% of candidates feel positive about their life post-resettlement, and 86% are sending support back to family and loved ones abroad.

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## Our Story

# LAMIS' STORY

I am from Syria, [but] conflicts in my country forced me to move to Lebanon. I tried to start a new life there, but it was hard. I still remember how I felt when TBB told me I had passed the interview; I was so excited to start a new life. I wanted to give my daughters stability, something we didn't have in Lebanon.

At first, I was too shy to speak up when I didn't understand someone, but I told myself I would never get better if I didn't try. Now, I'm always asking questions and asking for clarification, and I can feel myself getting better every day. I've even made a close friend at work.

I work two full time jobs, being a nurse and being a mother, so finding the hours to work on myself is a unique balancing act. Luckily, it was always my dream to study English, and though it came about in a different way than I thought it would, I'm still living my dream.

# ENTREPRENEURSHIP

## REinvest

In 2022, we were able to run a cohort of the entrepreneurship program REinvest with our partner: Angel Investors Ontario. 18 refugee entrepreneurs were selected to participate in the training program and pitch in front of angel investors. The following 3 companies received seed funding as a result:

- Done Right Inc.
- [Dudi Gift](#)
- EdifyFit

We see the longer-term and snowballing effects of empowering refugee entrepreneurs. For example, Done Right, a construction training and job placement company completed the REinvest program and was then able to hire 4 refugee employees and get their first two construction contracts!

## HER Startup

In collaboration with the Syrian Canadian Foundation, Jumpstart ran our second cohort of [HER Startup](#), an entrepreneurial training and funding opportunity for refugee women. It aims to unlock their potential by providing them with the skills and training they need to maintain and operate their own business! This training program also offers access to incubation, funding, mentorships, and more to support refugee women build their own startups and propel them to success.

32 women refugee entrepreneurs were selected to participate in the 2022–2023 training program led by industry experts with a focus on e-commerce. In April 2023, four entrepreneurs will be selected to receive seed funding and support to launch their business idea!



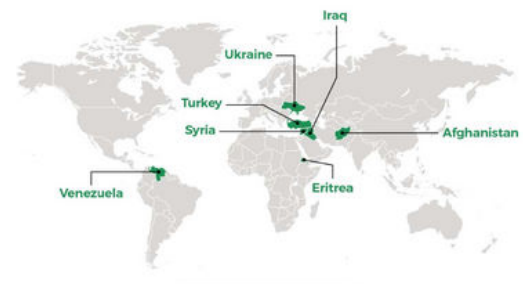
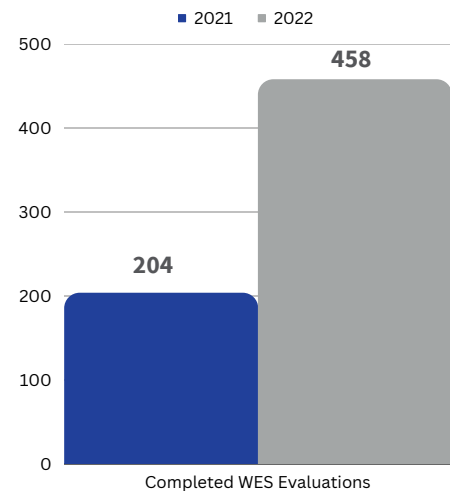
# WES GATEWAY

World Education Services (WES) launched the Gateway Program in 2019 to reliably assess the education of refugees who, because of adverse circumstances in their country, have limited proof of their academic achievements.

A WES Gateway Program credential evaluation report can enable eligible individuals to continue their education, become licensed in their field, or take the next step in their career pathway in Canada.

The report is accepted by higher education institutions, regulatory bodies, and employers.

WES works with designated partners to identify eligible clients, having received their degree in seven countries (see map). Jumpstart is a WES partner and can provide nationwide support to facilitate refugees' credential assessment process. This year, we were able to complete 458 WES Gateway Evaluations, doubling our 2021 numbers!



## Our Story

# HAKEEM'S STORY

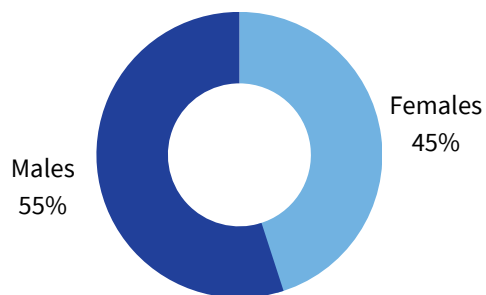
My name is Hakeem, I am from Ethiopia. I came to Canada in the summer of 2018. When I started university, I met people from different parts of the country and heard their stories and what they've been through. This is when my activism started; I joined the demonstrators in pursuit of liberties. I had to leave my hometown due to threats I received for speaking up.

Moving to a new country where I knew no one at the age of 19 was not easy, but I managed, slowly. When I found out that York University accepted applications from refugee claimants, I enrolled. A year later, I got my diploma in web development.

After getting my diploma, I started applying for jobs. I didn't get many replies, nor any job offers. Later, I was matched with a mentor through the Welcome Talent Canada mentorship program at Jumpstart Refugee Talent. He was such a great mentor; helped me rewrite my resume, prepare for interviews, and guided me through the process. Eventually, I was offered a job as a software engineer!

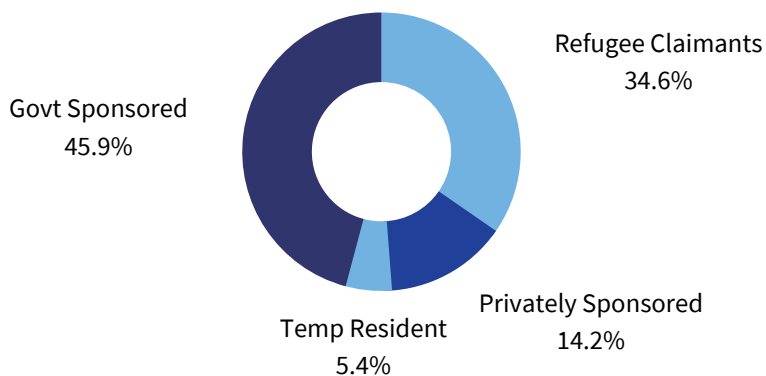
# THE TALENTED REFUGEES WE WORK WITH

The diverse community of refugees we work across Canada lies at the core of our mission and programming. With 63% of our staff possessing lived refugee experience, those experiences inform our work at every level and motivate us in all the work we do. Every refugee is unique with diverse backgrounds, families, cultures, education, and work experience; each requiring a customized career path for their success. At Jumpstart, we take pride in providing exactly that. The individuals we work with are likely to be university educated and speak excellent English. The charts and stories provide only a glimpse of the spectrum of this diversity.



## Gender

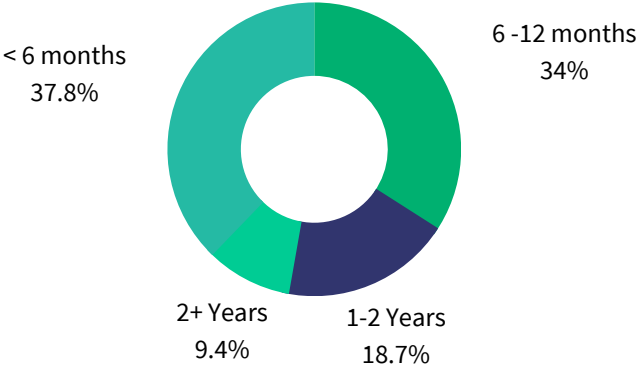
45% of our clients are women



## Refugee Immigration Pathways

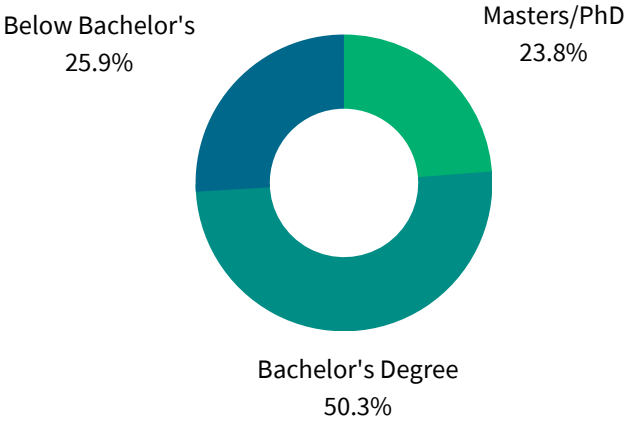
How our refugee clients arrived in Canada





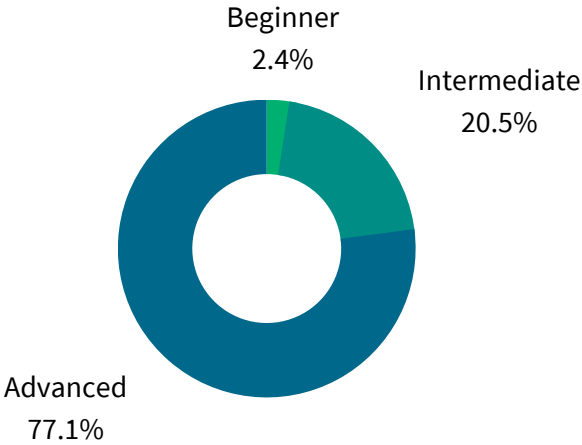
**Time to Employment**

72% of employed clients were able to secure their position in under one year



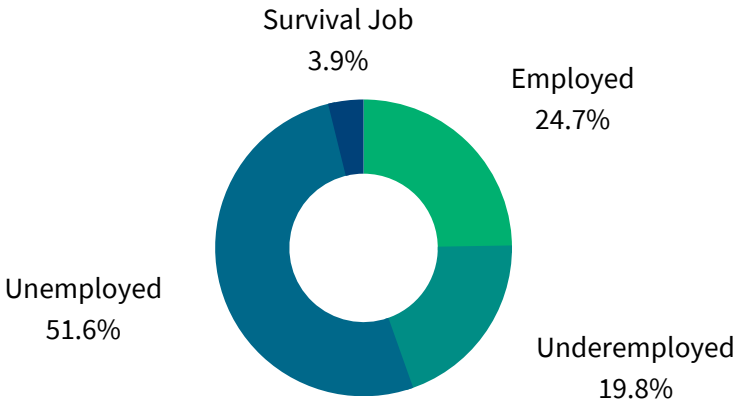
**Education Level**

74% of clients have a Bachelor's degree or higher



**English Language Proficiency**

77% of clients speak advanced English (CLB 6-8)



**Current Employment Status**

25% of clients are meaningfully employed. While 20% are underemployed. The remaining 55% are unemployed or working a survival job



## Jumpstart Refugee Talent

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