

ANNUAL REPORT

Supporting Refugee
Talent and Empowering
Employers

2024



Darrell Pinto, Director of Employment at Jumpstart Refugee Talent, receives recognition alongside MPP Kristyn Wong-Tam, MPP for Toronto Centre, and MPP Chris Glover, MPP for Spadina-Fort York, December 2024.

Leadership Report

Dear Friends,

2024 was an exciting year for Jumpstart. We maintained the rapid growth we experienced in 2023 while successfully expanding our employer relationships, supporting hundreds of clients to secure meaningful employment, and delivering on labour mobility pathways for refugees abroad.

This past year we were able to secure core funding support from IRCC and received funding from three foundations to develop the world's first impact investment fund for refugee entrepreneurs. We also partnered with dozens of settlement agencies and employers to expand our hiring events model by co-leading events in Toronto, Winnipeg and Regina.

We continue to be amazed by the refugee talent we work with and remain committed as ever to see them grow and prosper in their fields of expertise. We are excited to see the willingness of employers, Canadian professionals, funders, and like-minded settlement agencies embrace diversity and recognize the talent refugees have to offer and their ability to contribute Canada's economic future.

With warmth,
Mustafa Alio, Malaz Sebai, Darrell Pinto and Bassel Ramli.



Mustafa Alio
Managing Director



Malaz Sebai
*Director,
Operations*



Darrell Pinto
*Director,
Employment*



Bassel Ramli
*Director, Global
Mobility*

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2024 HIGHLIGHTS



2024 Toronto Refugee Hiring Event - Ismaili centre.

We remove employment barriers so employers and refugee jobseekers can come together and create meaningful employment.

Refugee Marketplace Launch

Jumpstart launched Canada's first Refugee Marketplace—an online platform showcasing handcrafted products by refugee entrepreneurs. The initiative blends e-commerce with coaching, empowering small business owners to expand their reach, share their stories, and grow sustainably.

Hosting Three Refugee Hiring Events (Winnipeg, Toronto, and Regina)

As part of the #WelcomingEconomy campaign initiatives, Jumpstart and partners at the Refugee Jobs Agenda Roundtable expanded its Refugee Hiring Event model nationwide, hosting events in Manitoba, Toronto, and Regina. With training delivered to 40 organizations, the model earned national recognition as a [Promising Practice by Pathways to Prosperity](#).

Debuted Monthly “Ask Me Anything” (AMA) Series

Our new interactive AMA workshops are designed to support refugee clients with lived experience. These real-time, peer-driven events offered practical insights, built community, and addressed client needs through open, supportive conversations.

About Jumpstart

Jumpstart Refugee Talent is an international, refugee-led charitable organization, headquartered in Toronto, Canada with a network of offices throughout Canada and around the world.

Jumpstart serves refugees from all backgrounds and works to advance economic mobility, address underemployment, and foster economic inclusion.

Our vision is a world where refugees have equal access to economic opportunities, recognized and valued for their unique perspectives, cultural diversity, and entrepreneurial spirit. By harnessing their potential, we strive to create a more inclusive and prosperous global community that benefits from the talents and contributions of refugees.



Jumpstart Staff Habib Rahman Mayar (Recruitment Partner), Sumaya Bahamdoon (Former Recruitment Partner), Eglys Perez (Senior Recruitment Partner) at the Toronto Refugee Hiring Event on October 7, 2024.

Our Mission

Our work is dedicated to support the economic inclusion of refugees, refugee claimants, and forcibly displaced individuals, by connecting them with meaningful employment and entrepreneurial opportunities. We are also committed to assist displaced people in finding durable solutions by leveraging labour mobility pathways and ensuring their relocation and successful integration into new communities.

OUR CORE VALUES

Jumpstart's values are its guiding principles that underline all that we do and all that we stand for. These are the principles that inspire us, challenge us, and reflect our dedication to integrity, excellence, and inclusivity in all aspects of our work.

1

Individualized Approach

We customize our approach to each refugee's economic journey, acknowledging and appreciating their diverse talents and experiences.

2

Changing Narratives and Shaping Hiring Practices

We partner with employers by advising them on the benefits of hiring refugee talent, and challenging stereotypes.

3

Grassroots Representation and Avoiding Tokenism

We are deeply rooted in the communities we serve. Our commitment surpasses mere representation, ensuring genuine reflection of diverse voices. We reject tokenism and strive for authentic representation.

4

Innovative and Data-Driven Solutions

We employ data-driven solutions to tackle refugee employment challenges and utilize creative and effective strategies inspired by robust data for impactful outcomes.

5

Collaboration and Partnerships

We prioritize collaboration through partnerships to amplify impact by engaging like-minded organizations. We support refugee-led initiatives and promote collective action and intentional choices.

OUR REFUGEE CLIENTS

Over the past four decades, Canada has welcomed more than one million refugees—and that number continues to grow. According to Immigration, Refugees and Citizenship Canada, the country is projected to welcome **over one million new immigrants between 2024 and 2026** alone.

This wave of migration is unfolding against a backdrop of ongoing global displacement. In 2024, conflict, climate change, and economic instability have continued to force millions of people to flee their homes—particularly from regions such as **Sudan, Afghanistan, Ukraine, Gaza, and parts of Latin America**. Canada's resettlement programs play a critical role in responding to these humanitarian crises, offering safety and opportunity to those seeking refuge.

At the same time, Canada faces persistent labour shortages in key sectors—including **health care, manufacturing, tech, and finance**. The growing demand for skilled workers creates both a challenge and an opportunity: to design systems that not only welcome refugees but also **recognize their skills and potential**.

At **Jumpstart**, we work to bridge this gap by connecting employers with qualified refugees and forcibly displaced individuals. We believe that refugees should not have to start over, but rather **start from where they left off**—bringing their experience, education, and resilience into Canada's workforce.

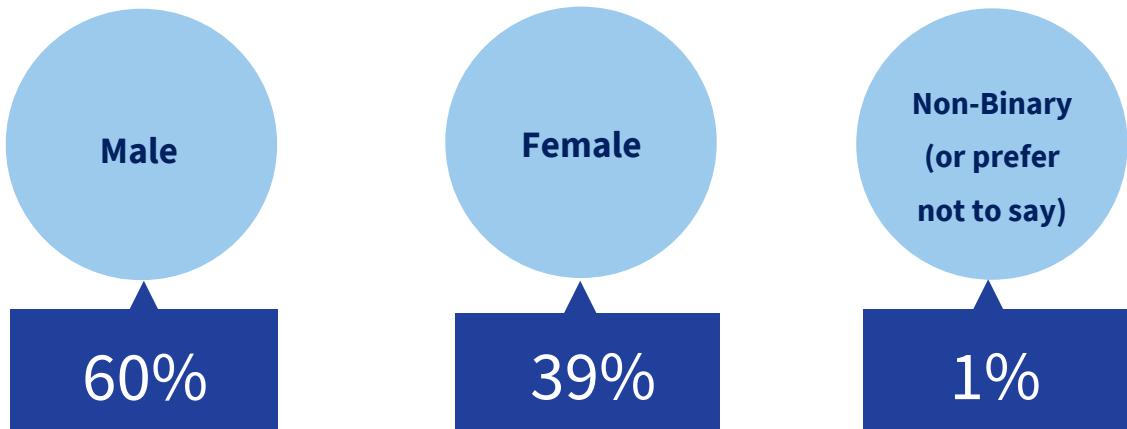
The following pages highlight the people and impact behind this work—**our clients**, whose talents and determination are helping build a stronger, more inclusive Canada.



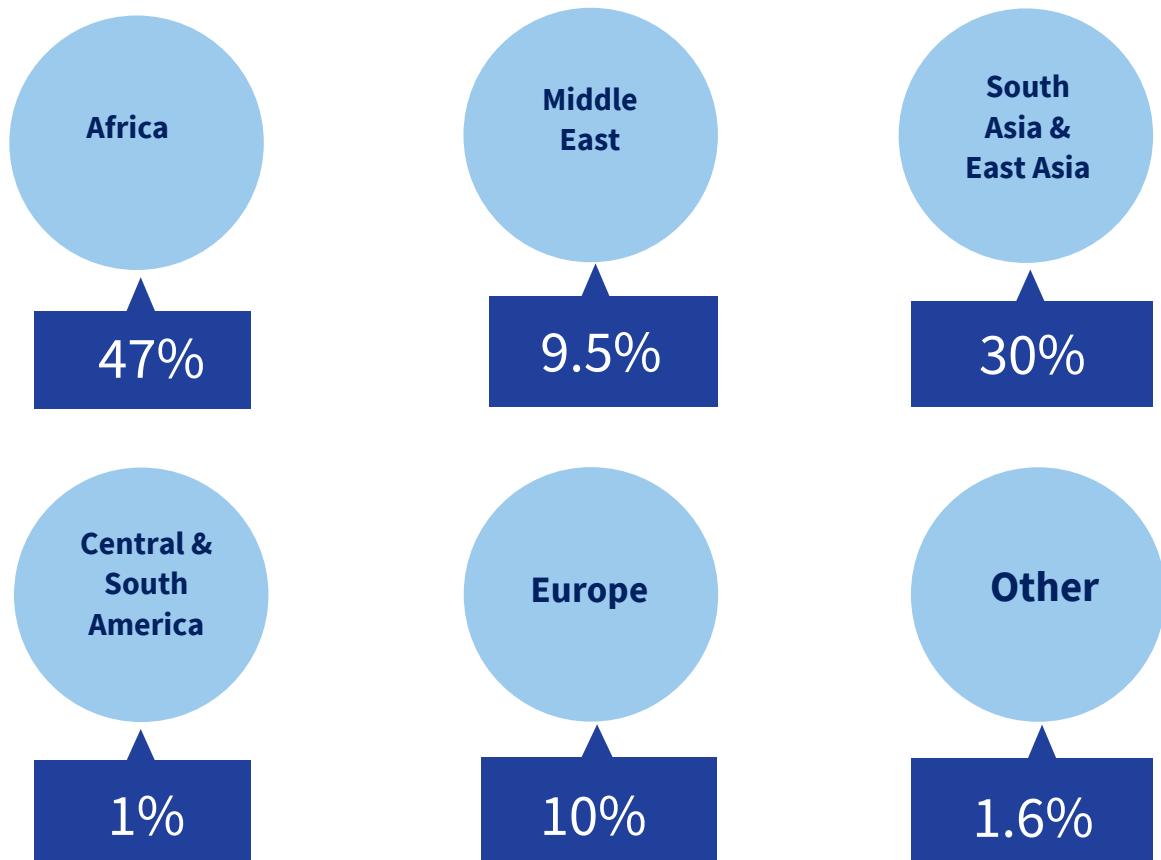
Malaz Sabai, Jumpstart's Director of Operations, engaging with a client and sharing our services at the Toronto Refugee Hiring Event, October 7, 2024.

REFUGEE CLIENT PROFILE

Gender

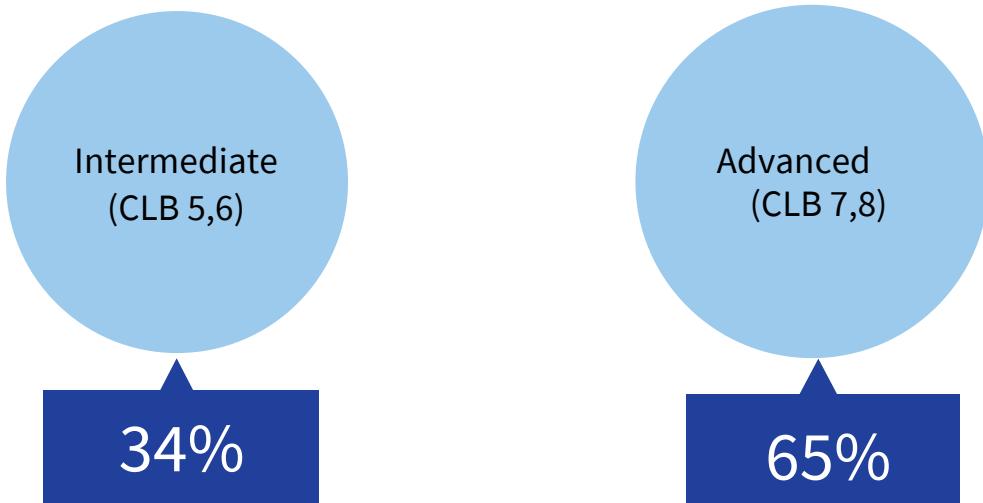


Region of Origin

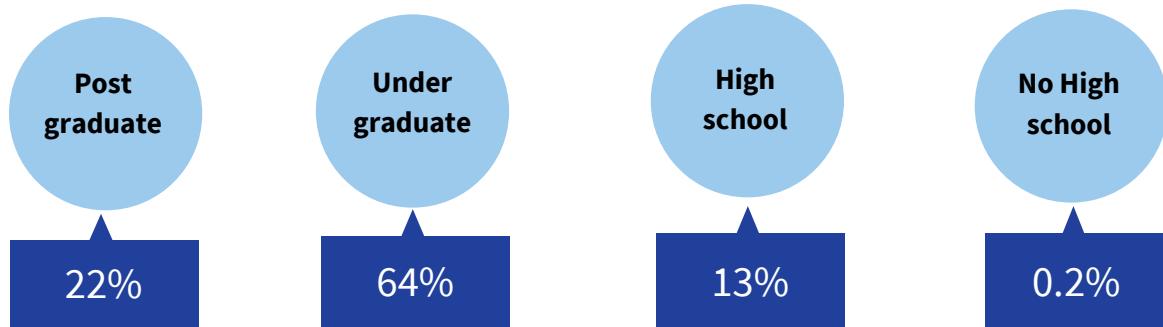


REFUGEE CLIENT PROFILE

Canadian Language Benchmark Level (CLB)



Education Level



Over 80% of our clients have a university degree.

OUR PROGRAMS

EMPLOYMENT SUPPORT

Refugee Talent Hub is Jumpstart's all-in-one employment support program, helping employers connect with skilled refugee talent. Through tailored recruitment, private hiring events, and onboarding support, this program ensures employers access top-tier candidates while fostering inclusive hiring practices that recognize refugee expertise and drive business success.

MENTORSHIP SUPPORT

Welcome Talent Canada connects refugees and forcibly displaced individuals with Canadian professionals for a four-month mentorship. Mentees gain career guidance, industry insights, networking opportunities, and support in navigating the job market. Matches are tailored to professional backgrounds, ensuring meaningful connections that help mentees achieve their career goals in Canada.

ENTREPRENEURSHIP SUPPORT

Entrepreneurship Support is designed exclusively for refugees to Canada. Through this program we offer one-on-one support for refugee-led businesses to guide and grow their startups. We also facilitate connections with our network of businesses, angel investors, and professional advisors.

ECONOMIC MOBILITY PATHWAYS PILOT (EMPP)

Through the **EMPP Program** we empower employers to harness the power of global talent. With Talent Beyond Boundaries (TBB) as our partner on this Canadian-government program, we aim to facilitate the arrival of up to 2,000 skilled refugees into Canada. With TBB's international talent catalogue, refugees from around the world are matched with meaningful employment opportunities in Canada.

CLIENT ENGAGEMENT

Client Engagement is designed to prepare our refugee talent for success in the Canadian job market. Through personalized support, workshops, and mentorship, participants enhance their resumes, interview techniques, and knowledge of workplace culture, paving the way for meaningful employment across Canada.

RESUME BUILDING

Our **Resume Building** service works with skilled talent to create tailored, professional resumes for the Canadian job market. With expert guidance, participants learn how to highlight their skills, experiences, and achievements, increasing their likelihood of landing meaningful employment.

2024 IMPACT

EMPLOYMENT SUPPORT

2024 was a transformative year for the *Refugee Talent Hub*, as the team navigated shifting corporate landscapes with agility and innovation to advance refugee employment across Canada. In the face of economic uncertainty, the *Refugee Talent Hub* leaned into experimentation -- launching pilot initiatives like a **dedicated job board**, **career pathing webinars**, and a **new interview prep and references service** that led to a **20% hire-to-interview prep ratio** and **seven direct hires**.

A standout achievement was the national expansion of Jumpstart's **Refugee Hiring Event model**, with three large-scale events held in **Manitoba, Toronto, and Regina**, and training delivered to **40 organizations nationwide**. The model earned national recognition as a **Promising Practice** by Pathways to Prosperity (P2P).

Additionally, strategic partnerships with employers such as **Toronto Transit Commission**, **Western Financial Group**, **Zurich Canada**, and **Baker Hughes** helped drive post-event referrals and new opportunities -- further solidifying RTH's role as a national leader in inclusive hiring.

Driving inclusive employment through innovation, partnership, and a nationally recognized hiring model.



Darrell Pinto, Jumpstart Director of Employment, delivering a speech at the Toronto Refugee Hiring Event, October 7, 2024.

2024 HIRING EVENTS

54-80%
Hiring Event
Success Rate

3

Refugee Hiring
Events Nationwide

451

Refugee Candidates
Engaged

40

Organizations trained on how to host a
refugee hiring event

35 Employers +

45 Partner

Organizations Involved

“I’m proud to be part of Jumpstart. Through their (Hiring) Event, I connected with someone from CIBC who referred me for a role I’d applied to earlier—and helped reopen my application. That connection led to my job offer.”

- Rose Abenaitwe, Contact Centre Representative, Credit Counsellor, Client Account Management, CIBC

2024 IMPACT

CLIENT ENGAGEMENT

In 2024, Jumpstart's *Client Engagement* team continued to play a pivotal role in supporting refugee clients with timely, responsive, and person-centered services. Their proactive and efficient approach ensured a strong year of delivery, marked by expanded outreach, refined data tracking, and personalized support that empowered clients on their employment journeys.

The team provided **career system navigation reports to 1,519 clients**, helping them better understand their pathways to economic inclusion and connect with appropriate support. As a result of this work, **183 clients** successfully secured employment -- a notable achievement independent of direct hiring events or employer referrals.

This year also marked the launch of **monthly 'Ask Me Anything' (AMA) sessions**, a new initiative designed to empower clients with lived experiences of forced displacement. These interactive workshops provided a supportive platform to ask questions, gain real-world insights, and discuss topics like formal volunteering and how to leverage it for personal and professional growth. The sessions helped strengthen community connection and address client needs in real time.

Looking ahead, *Client Engagement* remains essential to Jumpstart's mission. By meeting clients where they are and guiding them with clarity and compassion, the team ensures our broader programming is grounded in trust, cultural responsiveness, and real-world outcomes. As we continue to scale our services in 2025, the work of *Client Engagement* will remain a vital foundation for our success.



Jumpstart Staff Dawit Demoz (Senior Manager of Client Engagement) and Omer Malikyar (Talent Assistant) at the Refugee Hiring Event in Agha Khan Ismaili Centre, Toronto, on October 7, 2024.



The program surpassed its intake targets by completing **1,554 new intakes**—each with a personalized needs assessment. Through enhanced data collection, intentional outreach, and more streamlined processes, the team significantly improved client experience and operational efficiency.

2024 IMPACT

MENTORSHIP SUPPORT

In 2024, the *Welcome Talent Canada* program delivered a dynamic year of growth, innovation, and strategic adaptation. Despite increasing headwinds from corporate partners due to a shifting financial and political landscape, the program not only met but exceeded expectations -- **surpassing IRCC targets by 29%** with **155 mentor-mentee matches** completed against a goal of 120.

This year, the mentorship team reimagined employer engagement strategies to better meet the evolving needs of refugee clients. One of the most impactful innovations was the pilot of **in-person speed networking events**, which offered clients the chance to build direct connections with professionals in their field. A total of **46 clients participated** in sessions hosted by **CIBC, RBC, York University, Vena Solutions, and Polar Asset Management** -- transforming the mentorship experience into a more personal and dynamic engagement.

To further strengthen the mentor pipeline, WTC began recruiting volunteers from **corporate Employee Resource Groups (ERGs)**, including teams at **Scotiabank, Western Financial Group, RBC, and CIBC**. This approach not only expanded the pool of skilled mentors but also embedded Jumpstart's mission within companies' internal equity and inclusion strategies.

Looking ahead, the *Welcome Talent Canada* program is committed to expanding hybrid mentorship models, deepening employer collaborations, and continuing to remove barriers for refugees, refugee claimants, and displaced persons to access guidance, networks, and career opportunities. In a year of shifting landscapes, the mentorship team remained steadfast in their focus --- delivering meaningful, empowering relationships that support long-term professional success for refugee talent.



Welcome Talent Canada was Jumpstart's first program ever, launching in 2016.

MENTORSHIP CHANGES LIVES



Jennifer Hanyen

Jennifer Heynen, Vice President of Talent at DUCA Financial, Ontario. Jennifer was a volunteer mentor with Leen from Syria.

"I tried to provide a lot of encouragement — to encourage her to not give up. Often, it's not just a "one and done" outreach, you must really follow up, as awkward as that can feel sometimes. Following up with people, two or even three times, is often what is required to get that connection started. I had to be very encouraging yet empathetic and had to share the social norms around networking in Canada."

155

Mentor-Mentee Matches

Complete

Our *Welcome Talent Canada* Program successfully facilitated **155 mentorship matches** across the country in 2024 -- **surpassing its IRCC target by 29%**. These matches connected refugee talent with Canadian professionals, many of whom volunteered their time through partnerships with over a dozen employers and corporate employee resource groups.

81

New Mentor Intakes

The number of **skilled, committed, and enthusiastic new mentors** that joined the *Welcome Talent Canada* community in 2024. These volunteers played pivotal roles in supporting refugee clients—whether by mentoring newly arrived professionals, providing industry-specific guidance, assisting with resume and interview preparation, or offering career advice based on lived experience. Our volunteer mentors continue to be a cornerstone of Jumpstart's work, helping bridge networks, build confidence, and open doors for refugee talent across

2024 IMPACT

RESUME BUILDING

In 2024, Jumpstart's *Resume Building* program made significant strides in helping refugees across Canada showcase their skills and experiences in the competitive job market. We crafted **1,202 new resumes** and updated **148** for returning clients—serving a total of **1,350 individuals** with personalized, high-quality resume support.

We describe this year as impactful, expansive, adaptive, engaging, and resourceful for the program. Beyond resume writing, we introduced new workshops on cover letters, professional relationships, and LinkedIn profiles. While registration numbers were strong, attendance revealed room for improvement -- an insight that has already informed our 2025 shift to a series-based workshop model for better engagement and retention.

The team also conducted an **Impact Assessment Survey** that gathered feedback from over 100 clients, with many sharing that their revamped resumes significantly boosted their confidence and job prospects. These insights fuelled not only our program design but also blog content for Jumpstart's communications, extending our reach and impact.

We addressed the challenge of missed appointments by implementing a one-time booking policy and follow-up reminders, improving attendance and maximizing volunteer time. Looking ahead, we are building **on-demand video learning resources** to help clients strengthen their job search skills beyond resumes -- including topics like elevator pitches and effective networking.

By continuously listening to our clients and adapting to their needs, the *Resume Building* program is well-positioned to deepen its impact. With a focus on innovation, accessibility, and client empowerment, we remain committed to ensuring refugee talent can confidently and effectively tell their stories—on paper and in person.

+ 1,200
Resumes Created

"Thank you so much for the great work on my CV. It really did shape my understanding on resume building/editing. I absolutely love it. Your work is definitely worth the praise."

- Marwan Aleid, Jumpstart client, Toronto ON

2024 IMPACT

ENTREPRENEURSHIP SUPPORT

In 2024, Jumpstart's *Entrepreneurship Support* program entered a pivotal new chapter, defined by **experimentation, action, and deeper community engagement**. This year marked a transition from primarily one-on-one support to building **scalable systems and partnerships** that can serve more refugee entrepreneurs across Canada.

A highlight of the year was the launch of our [**Marketplace pilot**](#), which gave refugee-led businesses the chance to showcase and sell their products in real-world settings -- including a pop-up event hosted at **WeWork in downtown Toronto**. This initiative reflected our growing focus on visibility, customer engagement, and revenue generation for refugee entrepreneurs.

While resource constraints in previous years limited our ability to offer consistent 1:1 coaching and extended consultations, 2024 was all about **laying the foundation for scalable support**. Rather than focusing solely on intensive individual services, our efforts shifted toward building infrastructure that allows more refugee entrepreneurs to access practical tools, exposure, and pathways to growth.

Looking ahead, we are excited to launch several new initiatives in 2025:

- A **Social Impact Fund** that will offer debt-based financing to help entrepreneurs start or grow their ventures
- A **webinar series** that will provide education on navigating the Canadian business landscape
- A program to bring in **business school interns** to support refugee-led businesses with marketing, strategic planning, and operations

These efforts reflect our belief that refugee entrepreneurs do not just need information -- they need action. And through these initiatives, we are equipping them with what they need to thrive.



Nour Alshamaly at her Jasmine Kitchen vendor booth in Toronto. Photo credit: Alshamaly Family

The Alshamaly Family

The five-member family, who fled their home country of Syria when the war broke out in 2012, arrived in Canada four years later. They first settled in Toronto before settling in Milton, Ontario where they live today. In the short amount of time that they have been in Canada, the Alshamaly's have grown to become an accomplished, multifaceted, and multi-business family.

"We took what we had (art) and used our passion to transform this into a business".

- Nour Alshamaly, Jumpstart Entrepreneurship Support client

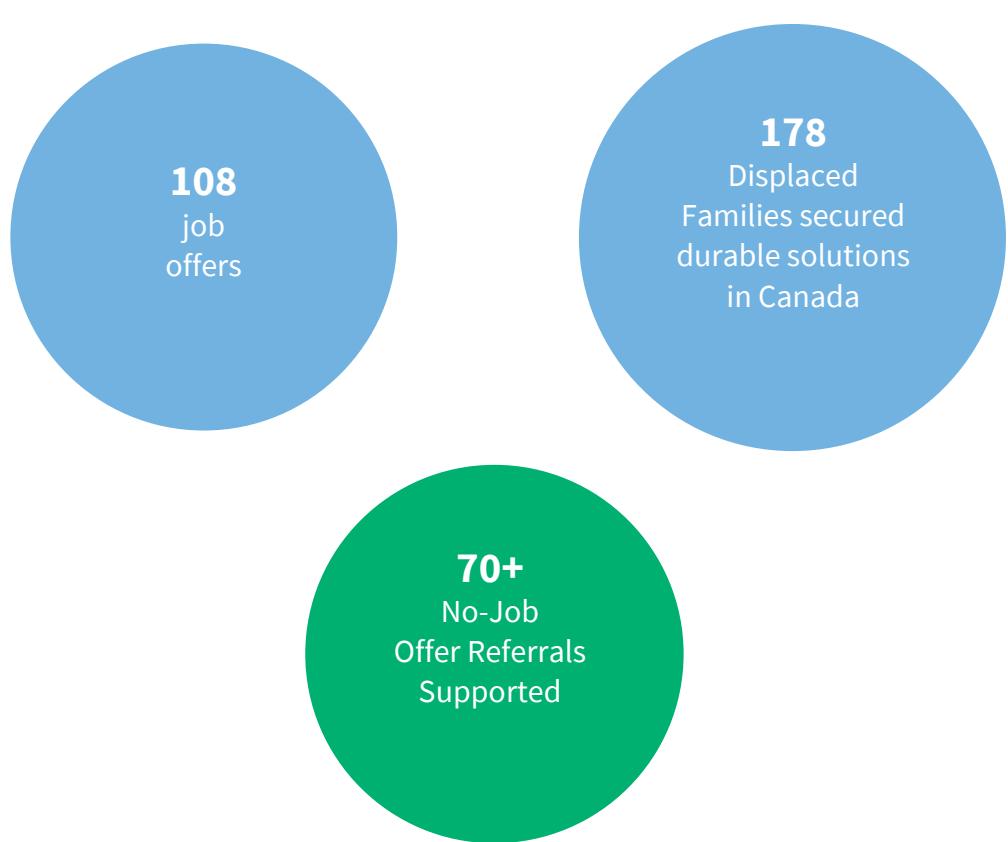
2024 IMPACT

ECONOMIC MOBILITY PATHWAYS PILOT

2024 marked a transformational year for the *Economic Mobility Pathways Pilot* program (EMPP), defined by bold growth, strategic expansion, and steadfast commitment to refugee labour mobility. Building on our foundational role in the program's design since 2017, Jumpstart Refugee Talent expanded EMPP's reach and impact across Canada and beyond.

Following the launch of a dedicated federal pathway by Immigration, Refugees and Citizenship Canada (IRCC) in June 2023, our work in 2024 accelerated. We facilitated 108 job offers and supported over 70 no-job offer referrals, directly enabling 178 displaced families to secure durable solutions in Canada. Notably, we also expanded our support for autonomous pathway cases—self-navigated applications empowered by tools and training—marking a significant shift toward sustainable, refugee-led action.

Internationally, 2024 saw the program extend its reach into Latin America. In partnership with seven refugee-led and community-based organizations, we added over 6,000 candidates to our global talent database. A milestone event in Buenos Aires brought candidates and Canadian employers face-to-face for the first time in the region, showcasing EMPP's potential as a global model for inclusive talent mobility.



CELEBRATING OUR INTERNS

Interns are more than contributors at Jumpstart -- they are catalysts for impact, community, and change. In 2024, we were proud to welcome a diverse and dynamic cohort of interns whose dedication and lived experiences enriched our work and extended our mission. These individuals brought fresh perspectives, passion, and a strong sense of purpose to every project they touched.

Our internship program remained a powerful reflection of our commitment to equity and access: 84% of interns identified as international students, immigrants, or members of racialized communities. Many brought firsthand understanding of the challenges faced by refugees, refugee claimants, and displaced people, turning empathy into action. Their presence underscored the importance of representation not only in the communities we serve, but also within the teams doing the serving.



Joy David

“My internship with Jumpstart Refugee Talent was a truly enriching and transformative experience. From day one, I was welcomed by an incredibly supportive and passionate team that made me feel valued and empowered. Their encouragement and willingness to mentor me created a positive environment where I could grow both personally and professionally. I had the chance to work on meaningful projects that enhanced my communication, teamwork, and problem-solving skills, all of which played a key role in helping me secure a job in the banking sector. I am truly grateful to Jumpstart Refugee Talent for enhancing my confidence to succeed in the Canadian workforce.”



Thais Fares

“My time with Jumpstart Refugee has deeply reinforced my belief in the importance of creating real, lasting pathways to a better life for refugees. Being surrounded by such a resilient and compassionate team has not only inspired me but also strengthened my own commitment to helping others. It’s reminded me why this work matters so much, and how powerful it can be when people come together to lift each other up.”



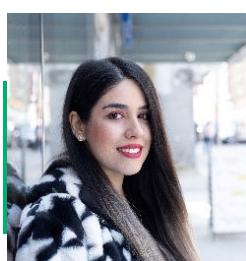
Shauna McLean

“It was a unique privilege to work with the Jumpstart team, and I am so grateful for the way that it shaped my personal and professional journey. Every single person was passionate about assisting refugee populations, bettering our community, and helping me develop valuable professional skills in communication and outreach. I am so grateful for the opportunities to work directly with clients and continue to draw on the experience working in Washington, DC”



Maryam Khalil

“My experience interning with Jumpstart Refugee Talent has been incredibly rewarding, educational, and deeply meaningful. Over the past eight months, I’ve had the opportunity to work on two different teams, each offering a wide range of experiences and interactions with both clients and team members that keep me constantly learning. As an immigrant whose family made significant sacrifices to come to Canada, being able to support others who have gone through similar journeys has been both fulfilling and eye-opening. This role has given me invaluable insights I wouldn’t have gained anywhere else. Jumpstart Refugee Talent feels like a safe space for me - a community where I feel supported and where I can, in turn, contribute meaningfully to the support of others.”



Shadi Heibodi

“My internship as a Talent Assistant at Jumpstart Refugee Talent (January-March 2024) was pivotal in shaping my career path as a career advisor and job developer. Working with clients from diverse backgrounds deepened my understanding of the challenges newcomers face in the Canadian job market and sharpened my ability to provide tailored employment support. Through one-on-one conversations, career development seminars such as ‘Show Up To Your Job Interview With Confidence’; and coaching clients to articulate their skills to employers, I strengthened my communication and facilitation skills. Managing data in Salesforce further enhanced my administrative and organizational abilities. This hands-on experience, guided by tools to help individuals achieve their career goals.”

2025 INITIATIVES

Jumpstart will stay true to its commitment of **serving all refugees and displaced peoples**, regardless of their immigration status.

As we engage new clients, we continuously learn about gaps in the system, and it **creates opportunities** for us to address them.

Our clients and staff with **lived experience** are at the heart of our program and service design.



Toronto Refugee Hiring Event, Oct 7, 2024

1 Career Readiness

We aim to launch **career coaching** service, as well as a **Career Readiness Workshop Series**, to better equip our clients with the knowledge, resources and support they need to accelerate their job readiness and secure meaningful employment.

2 Entrepreneurship

We aim to **increase entrepreneurship programming**, by developing a Refugee Impact Fund, allowing refugee entrepreneurs to more easily access capital they need to start and grow their businesses

3 Hiring Events

With our model proven successful, we aim to deliver a trainer the trainer program across Canada, **engaging more settlement agencies and employers** to deliver outcomes-based employment events.

Financials 2024

Refugee Career Jumpstart Project
 Statement of Revenues and Expenditures
 Year Ended January 31, 2025
 (Audited)

	2025	2024
REVENUES		
Grants	\$ 3,965,486	\$ 3,116,772
Services	168,988	1,189,832
Donations	3,865	3,726
Other income	<u>190,066</u>	<u>98,607</u>
	<u>4,328,405</u>	<u>4,408,937</u>
EXPENSES		
Salaries and wages	2,048,003	1,801,726
Sub-contracts	542,696	913,267
Grant to other NFP Organizations	421,873	-
Travel	240,644	198,826
Extended health insurance expenses	119,678	89,229
Professional fees	95,736	119,596
Rental	66,219	79,030
Dues and subscriptions	62,749	42,375
Marketing	43,522	48,652
Advertising, promotion and events	27,106	71,770
Contributions and Honorariums	17,709	49,038
Meals and entertainment	10,015	7,750
Payment processing fees	6,795	-
Training	6,063	10,905
Interest and bank charges	4,210	3,248
Bad debts	3,120	-
Utilities	2,829	2,952
Insurance	1,780	1,780
Hardware	<u>1,543</u>	<u>9,450</u>
	<u>3,722,290</u>	<u>3,449,594</u>
EXCESS OF REVENUES OVER EXPENSES	<u>\$ 606,115</u>	<u>\$ 959,343</u>

2024 Funders





Jumpstart Refugee Talent serves refugees from diverse backgrounds and is dedicated to advancing economic mobility, addressing underemployment, and fostering economic inclusion by connecting refugees, refugee claimants, and forcibly displaced individuals with meaningful employment and entrepreneurial opportunities.

We also support their successful integration into new communities through labour mobility pathways.

Contact Us

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