



Dreams

Happiness

Self esteem

Growth

Possibility

Security

Health

Hope

Employment

PROSPECT ANNUAL REVIEW 2019

PROSPECT

Break barriers. Employ change.

www.prospectnow.ca

PLEASE NOTE: This report deals with 2019, before the pandemic.

A 'domino effect' is a series of actions caused by a catalyst event. Once the first event happens, the others are more likely.

At Prospect, we see that first domino as Employment. We work with employers and job seekers to break down employment barriers. Every person is different, but in general a job is a powerful 'first domino'. It makes a wide range of other things achievable.

We see it first-hand, because we make it happen hundreds of times every year. Beyond the personal effects, those hundreds of dominos bring a wealth of positive results to Alberta, including reduced social spending, increased revenue to build vital components of society, heightened optimism, and more.

With more than 900 job placements last year, Prospect's economic impact is strong and documented. But thanks to the thousands of people who used our employment support services, we also know the number of Albertans we've helped is far greater than the documented placements. We've enclosed a small sampling of success stories that hint at the effects our dedicated staff have had on life in Alberta.

Life's barriers are easier to deal with when one has a job. A job is a great enabler. And Prospect is proud to serve Alberta by helping break barriers to employment.



A snapshot of Prospect's
Economic Impact in 2019

The number of Albertans placed
in jobs. That's almost four
people every business day.

913

The number of job seekers that
attended Prospect's Career Fairs
to meet with employers.

2,100

The number of Albertans that accessed our
career, employment and information services.

26,298

The approximate social savings to
taxpayers from Prospect placements:

\$3,100,000

Estimated tax revenue to Alberta from our placements:

\$18,700,000



What
Employers
say about
Prospect



“Our company is committed to diversity and inclusiveness. We have the opportunity to get great candidates from Prospect as they were very personal and got to know specific needs for our location.”

Home Sense

“We’ve attended career fairs arranged by Prospect and found them to be organized and easy to work with. The career fairs were well attended and gave us access to talent that we hired from. I am happy to report that some of these candidates are still employed with us and they are employees in good standing. We are looking forward to continuing this partnership with Prospect.”

HotelArts Group

“Prospect has a focus that includes integrity, Diversity, and Inclusion. Prospect has helped fill employment gaps for persons with different abilities and has been an active partner to ensure success for not only the employee but also the employer. Prospect understands the needs of the business and ensures a good fit. I am especially impressed at how Prospect has given individuals the courage to continually improve and move the boundaries.”

Goodwill Alberta, Varsity location

“It was great to go to the job fair and I really appreciate you making room for me. It was a very well put on event and we hired one employee immediately and have a few other potential fits that we are sorting through. This is a great platform for employers and employees it connects and we really appreciate you putting it on. Thanks!”

Early Bird Air Ltd.

“The information events put together by Prospect have been a good resource for our organization. They are well organized and have had great content that has given us information on how to better accommodate and recruit people with disabilities in our organization. They have helped encourage disclosure and accessibility in our workplace and helped us recognize that most accommodating doesn’t cost much and only requires slight tweaking.”

CIBC

What
Employers
say about
Prospect



"We are a company that is proud to be one of Canada's Best Diversity Employers for 10 consecutive years. We are committed to providing an environment that is, and feels, inclusive for all people. Prospect takes the time to understand position requirements, and suggests suitable candidates. We have built lasting relationships with Prospect throughout hiring processes and long-term employment. We plan to continue to recruit from Prospect in the future."

The Home Depot

"Four months ago we made our first hire through Prospect. Subsequently, we have hired 2 more employees and are thoroughly impressed by the positivity of the organization and our new employees. We look forward to working with Prospect again in the future!"

Summit Property Group

"CP has been working with Prospect Human Services for the last three years; during that time, we have developed an outstanding relationship. We have attended several job fairs, company connectors, hosted training sessions and even attended a team building event they organized. Overall, it has been an absolute delight working with such a professional team and organization who always go out of their way to meet the needs of the company and never fail to deliver an amazing service."

CP

"Our experience with Prospect has been a very positive one. The journey to date has demonstrated that you are professionals who take a high level of care about the investment in your working relationship with your clients. The one on one mentorship provided by your staff by spending the time and investing hands on during the orientation and training period was great."

Metro Logistics

What
Employers
say about
Prospect



“Fiasco Gelato is happy to work with Prospect to support new programs and services that will provide opportunities to all Albertans facing barriers to employment. We look forward to continuing to build our partnership with Prospect to help us meet our goals.”

Fiasco Gelato

“We have been involved in a job fair that Prospect has arranged. It was well coordinated and the representatives we worked with were easy to work with. The job fair has given us a good talent pipeline and we will be working with Prospect in the future.”

Executive Flight Centre

“We have been working with Prospect Human Services for approximately one year. We had an extremely helpful and thorough consultation with Prospect. Prospect has always been very helpful, considering the employers needs and circumstances before suggesting candidates or action steps. We would love to see Prospect expand.”

Caron Transport

“On behalf of BMO Bank of Montreal, I would like to express BMO’s support for Prospect Human Services. We value the professional partnership we have built with Prospect Human Services over the past five years. Prospect has been a great partner and collaborator. We look forward to continuing to work closely with Prospect on initiatives going forward.”

BMO



What **Clients** say about Prospect

"All of my experiences with Prospect staff have been positive. They are an outstanding group of people. They were both professional and personable, creating an outstanding learning environment that allowed me to reach my goals and reintegrate myself into the workplace."

"They held people accountable and created a realistic environment that mirrored expectations of the workplace. I appreciated their humour and authenticity. I am where I am because of Prospect Human Services."

"Excellent program offerings. I have recommended this program to others."

"I cannot express enough my gratitude for the expertise and sheer kindness all in professional delivery I received. My experience resulted in me being successful in securing my dream job. I look forward to help others as well or to give back in some way. Thank you."

"Prospect has been an extremely beneficial support during my process of finding services and resources to advise me, in my search for employment. The staff is so polite and friendly. I would also like to thank (my career advisor) for her constant support in my resume writing, cover letter, mock interview practice, providing 'Company Connector' events information and most importantly her motivational emails. She is always ready to help. I got my first part time job, but I will still need her valuable advises on various topics."

"We wanted to let you know how helpful and amazing this program is! We are 2 people who have no computer skills at all! We were nervous and had no idea how to apply for work using a computer. We were so stressed out. As soon as we walked into the resource centre we were greeted by a very kind and smiling staff member! We were kindly directed to what we first needed to do about getting a resume done up...there was someone there every step of the way to give any help needed or an encouraging word."



What **Clients** say about Prospect

"Wonderful service and I got results."

"They gave me tips on resume writing and cover letter prep. They prepped me for new jobs by doing mock interviews and then giving me feedback on the interview. They sent me documents through email to read about job searching. It is a great, helpful service."

"The tools Prospect provided enabled me to find gainful employment quickly and with a company that was almost tailored to suit me."

"Top notch service from the first phone call to make an appointment to the last day that I required Prospect aid. In addition, they followed up for months to check on my progress and well-being."

"Whether I came directly to the Prospect office or I was at home, the staff always were more than helpful and informative. They always followed through and kept me up to date on every process. Very helpful in every aspect."

"They are really great at boosting one's confidence and self-esteem where none existed before."

Program Highlights
The WORX

In 2019, The WORX operated Career and Employment Information Services and Job Placement Services to assist individuals who identify with a disability as a barrier to employment.

- The Franklin and Downtown Employment Resource Centres saw a steady increase in activity throughout 2019, with a total of **7,321 services accessed out of these centres.**
- Through our Job Placement Service, **112 clients secured employment.**

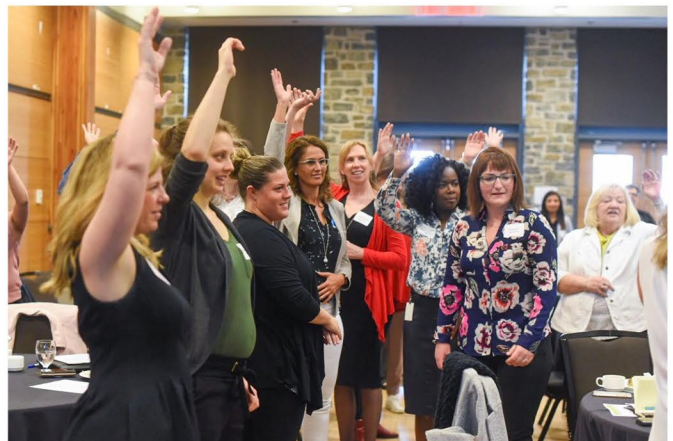
Through our work with employers, The WORX delivered multiple events to connect and benefit employers and clients. Three Effective Strategy Forums were delivered:

An Effective Strategy Forum and Career Fair in partnership with the Calgary Employment First Network for Disability Employment Awareness Month. The event focused on 'Future of Inclusive Work' and featured presentations on Bill C-81, the Four Principles of Inclusive Work, Accommodation and Assistive Technology and a self advocate panel. 91 people attended the morning conference event and 266 job seekers attended the afternoon Career Fair with 12 employers advertising job openings.

Disability in the Workplace: A Focus on how to open doors for Post Secondary Students who identify with a disability. This event occurred at Mount Royal University with guest speakers from MRU Accessibility & Career Services and 2 current MRU students.

'Business and HR Solutions for Optimizing Health and Wellness in the Workplace'. The forum was held at the Calgary Zoo and included guest speakers from Fitness and Wellness businesses and well as a panel of inclusive employers who shared some of their best practices for optimizing employee health.

- 5 Company Connectors were delivered in order to help employers find candidates
- 4 Workforce Inclusion Plans and 125 Workforce Consultations were completed
- 10 Employers received training sessions delivered to staff and management



Program Highlights

Career Links

In 2019, Career Links continued to exceed all contractual expectations for outcomes. With a highly capable and motivated team, and a burgeoning peer support and job search support department, Career Links clients surpassed employment placement and employment retention goals.

Additionally in 2019, Career Links made strides to address the disproportionate unemployment rates for youth at risk in Calgary. The program worked with 13 youth aged 15 – 17 between early September and late December.

In concert with the Canadian Association for Supported Employment, and the National Supported Employment Community of Practice, the Career Links Program Manager helped develop a national Supported Employment certificate course. In the fall of 2019, the Career Links Program Manager acted as instructor for its

inaugural session. The Program Manager will also act as instructor for the course's first paid session in the winter of 2020.



Program Highlights

RWES

Rocky View and Wheatland Employment Services (RWES) began a three-year contract in May 2018, which included geographical expansion of services to reach more Albertans and Employers.

RWES serves a wide demographic of job seekers, from youth to mature workers, across the Rocky View and Wheatland communities through active outreach. Furthermore, RWES also serves the Business Community through a wide variety of employer services. There are 3 office locations: Airdrie, Cochrane and Strathmore. Weekly outreach is made to Crossfield, Beiseker/Irricana, Chestermere, Langdon, Stoney Nation and Siksika Nation.

In 2019, RWES delivered 60 Workshops. RWES hosted Career Fairs in Airdrie (630 job seekers), Cochrane (250 job seekers) and Strathmore (370). A targeted Youth Career Fair drew 550 local youth. A total of 1,800 job seekers were able to connect through these events. Interviews were being performed on site and employability services such as resume critiquing and workshops were offered to all attendees during the Career Fairs. In 2019 RWES held 13 Company Connectors and 5 Employer Training Workshops.

16,445 job seekers were served across all locations in 2019, and more than 500 Albertans gained employment.



Program Highlights

SkillGain

SkillGain provides literacy, professional and digital proficiency skills to individuals to increase their competitiveness in the labour market. In 2019 we accepted 171 clients into service, helping increase their knowledge and confidence through the SkillGain curriculum. To date, 107 have successfully completed and attained the desired levels needed for employment and 51 clients have attained their employment or education goal. As part of our program, we have collaborated with multiple community providers for client resources and in class presentations. Continuous client and staff feedback has enabled us to adapt the curriculum to meet the individual needs of our learners.

Program Highlights

PES

In August 2019, Prospect was able to expand our Career Employment and Information Services to Calgary in our Downtown and Northeast locations. This is fantastic for Prospect, as for years we have been offering similar services through our Rocky View and Wheatland CEIS contracts.

Prospect Employment Services (PES) has helped 67 people secure employment through the first 6 months of operation

PES has provided over 2300 information services in the first 6 months of operation and hosted 18 employer/industry events, with 336 job seekers in attendance



Program Highlights
Studio C

Studio C is Prospect’s award-winning Collaborative Art Centre. The studio and gallery are open to the public. The Centre opened in 2005 and continues to innovate through art, creating inclusive culture. Activities throughout the past year include:

12 public art exhibitions focusing on themes such as invisible illness, mental health, pan-disability, and supporting newcomers to Canada.

15+ art collaborations with companies including RBC, Moose & Poncho, Canadian Pacific Diversity and Military unit, 80/20 Hub, and YW Calgary

A PRIDE Festival 96”x48” interactive collaborative mural

An Alberta Culture Days family-friendly 3 day event that invited the general public to participate in an interactive art project, and conducted gallery/studio tours

Created a mural for Alberta Health Services youth mental health unit

Moderated Art Therapy panel at the Calgary Public Library as part of the Ancestor’s Calling art exhibition

Participation in the 2019 SPARK Disability Arts Festival

600+ participants in the Essential Skills service

Secured funding for Team Building service through Calgary Arts Development

A Youth-led Female Leadership workshop

Partnership with Pulse Studios, Velour Clothing Exchange, Afros in the City, and Like New Vintage to produce ‘Something From Nothing’ dance-off fashion show

Supported team members with Ethnik Fashion Show and award nomination for Immigrants of Distinction



Program Highlights

Forces@WORK

Forces@WORK is Prospect's innovative, highly successful transition service for transitioning Canadian Armed Forces personnel, veterans, families, and Reservists. Services are funded by Canadian Forces Morale and Welfare Services through the Support Our Troops program, and Veterans Affairs Canada.



In 2019 the program was very active, with 178 referrals, 125 of whom were accepted into the service. Working with 31 regular CAF members, eight Reservists, 67 veterans and 18 family members, our team made 86 job placements.

Through a partnership with the Government of Alberta and the Canadian Armed Forces "Support Our Troops" program, Forces@WORK received partial funding which enabled staff to work alongside other partners at the Government of Alberta Veterans Service Centre in Edmonton. This association yielded 35 referrals and resulted in 12 job placements.

Program Highlights

Enterprising Youth+

The EY+ Program launched in 2019 as a sub-set of our Entrepreneurs with Disabilities program partnership with Rise. This program is for students between 16 to 30 years of age who have a practical idea to start a small business and have experienced a mental health and/or addiction challenge. The EY+ program is 7 weeks long, offering:

- Easy to access online learning, comprised of 15 modules that students can complete at their own pace
- Development of a lean business plan
- Coaching and mentoring from experienced business professionals
- 4 workshops for hands-on learning (after school timing for those in high school or university)
- A business pitch on the last day (a Saturday)
- A \$300 start-up grant upon graduation on the last day along with a certificate of graduation.

