




agence

**ometz**

**Annual Report  
2010-2011  
Celebrating Diversity**

Immigrated to Montreal  
in July 2009



Immigrated to Montreal  
in May 2011

## Celebrating diversity

*You must befriend the stranger, for you too were  
strangers in the land of Egypt.  
(Deuteronomy 10:19)*

**W**hen we think of the 'stranger', instantly the newcomer, the immigrant comes to mind. Yet there are so many other 'strangers' in our community – the marginalized, the poor, the mentally ill, the disabled, the unemployed, the financially stretched, the alienated, the families & youth at risk – and we must 'befriend' them all. At Ometz we welcome them and celebrate their diversity.

Look to our roots and you will discover that we are essentially a community of immigrants – we, or our parents, or our grandparents, all arrived here from somewhere else, in search of the special opportunities offered by Quebec and Canada.

When we merged three years ago to form Ometz, we created an integrated continuum of employment, immigration and social services. We anticipated that immigrant clients would especially benefit - that is exactly what has happened.

This annual report highlights some of those clients. They are a diverse group arriving from more than 15 countries. They bring talents and skills that add value to our community just as their diversity of backgrounds enriches our communal life. They face the challenges that we often read about in the newspapers – acquiring Canadian

work experience, having their qualifications recognized by our accrediting bodies and establishing roots in a new community without the support of extended family. Ometz helps newcomers face these challenges by creating programs that facilitate their early integration. Share in some of their challenges and triumphs as you read through this report.

**Celebrating diversity**, as mentioned above, speaks to more than just immigrants – it also speaks to the diverse needs that we at Ometz are able to meet. Over the past year, we responded to more than 12,000 service requests from people in our community. These were people seeking jobs, looking to hire, or hoping to launch new businesses. The requests came from parents and students facing challenges in schools, from individuals or families in need of counselling support, and from many people at risk. We respond to everyone who knocks on our door. Some of those clients are also featured in this report.





Ometz is proud to respond to the community as it has been doing since 1863. However, we do not do it alone. It takes a family to respond to a family. Fortunately our Ometz family includes a highly dedicated group of board members and volunteers that complement more than 100 staff, who are passionate about their commitment to those who turn to us for help. Together we have built a caring community.

Howard Lohner CA,  
President

Gail Small & Howard Berger,  
Co-Executive Directors

We are especially grateful to our major funding partners, Federation CJA, Centraide, Emploi Quebec, the Ministry of Immigration and Cultural Communities of Quebec and Health Canada. Their continued support of our programs allows us to fulfill our mandate.

It has been a year of sustained growth and it has been our privilege to lead Ometz forward from strength to strength.

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# Highlights 2010-2011

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### A new database – A vital new response

On day one of our new fiscal year, we launched a new data base that centralizes all client information. It offers staff a complete profile of an individual or family and a thorough understanding of which services a client has accessed.

### Performance measurement – Measuring our impact

Joint groups of board members and staff have been working together to define program outcomes and to develop tools to measure whether or not we are achieving these outcomes. This has been and continues to be a creative and enriching process which will impact positively on service delivery.

### Ometz strategic plan

The Ometz board approved a new 3 year strategic plan that addresses the following 7 challenges:

- Ensuring that our IT systems remain current and maximize agency and program outcomes;
- Achieving financial stability through income diversification;
- Attracting and retaining the best staff talent;
- Attracting and retaining the best board talent;
- Implementing an ongoing research and evaluation system so that data drives program decision making;
- Increasing visibility and awareness of Ometz within our community;
- Raising the Ometz profile as a leader in its areas of expertise

with professionals, policy makers and the Jewish community.

### New board model

To remain current with best practices in board governance we have reduced the size of our board from 21 to 15 members who meet on a monthly basis. The Executive Committee was reduced from 8 to 3 members with a mandate limited to framing the issues to be brought to the board and to acting in an urgent manner only between board meetings. It is anticipated that this streamlined model will enhance board member engagement.

### Kids Can!

Kids Can!, a 3 yr. grant funded by Health Canada, is a collaborative school-based program designed to promote drug prevention among 10-12 year olds. Through a three-way partnership with the English Montreal School Board (EMSB) and Concordia University's Department of Applied Sciences, undergraduate students are trained by Ometz to deliver the Kids Can! drug prevention curriculum to the 5th and 6th graders of 34 EMSB schools across Montreal. During a six session program, students are taught the facts about the use of marijuana and Ritalin, as well as strategies that will help them cope with tough situations and resist pressures during their teenage years. It is hoped that by equipping students with the necessary knowledge, awareness and skills, they will then have the tools to make healthy and informed decisions.

### Kids helping kids - Camping duffle bag project

Akiva grade 4 students filled 50 duffle bags with an assortment







of items that kids need for sleep away camp. They then delivered these bags, accompanied by personal letters, to Ometz for distribution to our clients' children. Is there any better way of teaching young children the meaning of tzedakah?

### **School supplies for kids in need**

The Young Adult Division of Federation CJA partnered with us to fill backpacks with school supplies for our back-to-school program. Another successful partnership that helps lessen the financial stress on parents.

### **Junior MYP – for our younger children**

Given the success of our Maximize Youth Potential Program (MYP – see page 6) for youth and young adults we introduced a junior program that targets at-risk students in grades 3-6, particularly those who are exhibiting learning challenges. Elementary school-aged children attend a tutoring and activity program at the Segal Centre twice a week and are then given dinner before going home. Activities include volunteers tutoring the students, and helping with homework, and Segal Centre professionals offering activities such as break dancing, improv theatre or “circus”.

### **GAP fund (special needs fund)**

Often our workers identify learning needs that parents cannot afford. The commitment of several generous donors secured the continuation of this important fund that allows children to benefit from a range of prevention and intervention

therapies. Our GAP fund allowed **107** children to benefit from such services as psycho-educational assessments, speech and occupational therapy, auditory processing and tutoring.

### **Click**

We were awarded a new 3 year training grant from the Minister of Governmental Services (Quebec) to offer vulnerable job seekers (new immigrants, 45+ job seekers and those with intellectual and emotional disabilities) ‘hands-on’ help in their job search. This program teaches them how to access online resources and tools in order to navigate career exploration and job market information. It also will teach them how to use social media as an essential job search tool.

### **IAJVS Award**

Ometz was awarded the 2010 IAJVS (International Association of Jewish Vocational Services) Innovative Program Excellence Award for our semi-annual Cocktails and Conversation Recruiting Events which offers a rare opportunity for our job seekers to network face to face with invited employers.

### **Federation CJA Award**

Guyline Wafer was awarded the Outstanding Administrative Staff Award that recognizes exemplary performance by an administrative assistant who has demonstrated outstanding commitment to communal service.

## Community and Immigration Services

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Our **Intake department**, while continuing to be the major entry point to services, has handled countless emergencies and service requests, and advocated for and referred clients to a multitude of services and resources, both within and outside our agency. This year, **FIX**, a new project was launched as a specialized outreach to youth at risk. FIX works intensively with these young adults to intervene with them and their families during the crisis, to stabilize them and to develop a plan to get them back on track. (See story on page 9)

Our **Mental health department**, is a founding partner of “Montreal Walks for Mental Health”, which attracted **1,000** participants to its second annual walk. To promote awareness of mental health issues we have started “**Ometz knits for mental health**”, an educational awareness program to sensitize the community to the issue of mental health, while providing **300** warm, volunteer hand-knitted caps for all our walkers in the next walk.

Newly developed this past year in the Mental health department is our “**Navigating relationships**” **group**, that allows clients living with a mental illness to meet in an informal and supportive environment to discuss the challenges of maintaining healthy friendships and intimate relationships.

Our **Case management department** develops relationships with individuals and families to help them work on issues ranging from parenting to accessing government programs and services to establishing financial goals and providing the supports necessary to get there. Last year, more than **2000** members of the community accessed these services.

Our **Maximize Youth Potential (MYP)** program targets young people aged 12–22 living in households with multiple risk factors, including poverty, mental illness and abuse. Participants receive intensive one-on-one and group services, including personal counselling, career and life skills workshops, tutors and mentors, as well as a variety of achievement incentives, such as contributions to educational savings plans and laptops. The goal is to support youth to do well in school so that they will have the tools they need to eventually break the cycle of poverty. Many participants have raised their grade averages appreciably and some of those who were at risk of failing have graduated and moved on to CEGEP.



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Our **Camping program** provides subsidies to families so that their children can attend day or overnight camp. The program is designed to support Jewish children who are disadvantaged or at risk and whose families' economic situations lead to heightened stress. These families are some of the most marginalized and economically disadvantaged in our community. Going to camp provides these children with invaluable opportunities for growth in a safe, stimulating and community environment. Last year, we helped **620** children attend camp.

**Immigration services** continued to expand the new Welcome session series, with increased focus on employment. These sessions are proving very effective at fast tracking newly arrived immigrants into our community, by providing vital information on issues of community, employment and family. Our **pre-migration services**, the arm of our department that helps with local and overseas applications for immigration, sponsorship, work permits, etc. has been enhanced by adding new legal expertise to the team.


Integration activities included trips to Ottawa & Quebec City, holiday celebrations and

language & conversation classes. The family Hanukah party attracted **308** people while a young adult Hanukah mixer drew **108** participants. With children in mind, we launched "Exploring French Language and Jewish Themes through Media Art" a film making activity in collaboration with the Segal Centre.

Our **Volunteer department** continues to grow with new creative programs and partnerships. Our **OHCAP** (Ometz Hillel Community Awareness Program) has reached over **100** students to expose them to a meaningful community service experience while making connections to Hillel for their future. **TASSI**, our on-line peer-to-peer service (Teen Advice, Support, Suggestion and Information) has been invited to many new schools to educate students and staff about its value and as a result, student online participation has increased significantly.

Our new **FoodSmarts** program has incorporated the Good food box (making fresh local produce available to clients at reduced prices), our **Collective kitchen project** (a weekly shopping, cooking and social lunch program in our Mental health department) and nutrition workshops for our at risk youth to help them shop and cook nutritiously.





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Our **West Island** office continued to provide accessible services to a growing and vital segment of our community. Our West Island worker organized a variety of workshops and programs relevant to the local community including the following: an Entrepreneurial evening on ‘**Starting my own business**’ to a standing room only crowd; “**The marriage checkup**” which attracted West Island couples to a fun-filled and educational evening with a West Island therapist. We partnered with the **West Island Jewish family learning centre** to focus on ‘**Honouring your father & mother**’. The program was an extremely successful family event that brought out more than 75 people. The “**Children of divorce**” workshop, held at Hebrew Foundation School, addressed the concerns of parents and children in this situation. As a result, a new **Parenting parlour group** was formed in order to help parents better deal with the different stages of divorce.

**Statistics**

Immigration Services	
Pre-migration consulting	836
New immigrants arrived within 1 year	344
Settlement	1653
Participants in language courses	200
Participants in info sessions	141
Participants in Welcome sessions	92
Outings & trips	198
Social & Holiday events	305

Social Services (Individuals receiving)	
Financial assistance	2322
Mental health services	138
Intake services	1221
Special needs subsidies	106
Camping scholarships	623



## FIX

*Sandra, aged 19, grew up in a modern Orthodox family of 7 children. At age 12, her father passed away suddenly of a brain tumor. Sandra's grades started to slip and by age 16, Sandra had dropped out of school and taken a job in a local restaurant to help out. At the same time, in order to improve her skills, Sandra's mother returned to school, leaving Sandra in charge of the children at night.*

*Two years later, Sandra was still working at the restaurant but was having trouble staying awake. Her co-worker, John, offered her a pill to "help her stay awake" which she took. Soon Sandra started to feel really good. The next day at work, she asked John for another pill. He gave her five more pills. Sandra had not felt that good since before her father died.*

*The next week John said that Sandra would have to pay him back for the speed. When she explained that she couldn't, John threatened to tell her mother that she had been taking methamphetamines unless she went on a date with his friend Robert. Reluctantly she agreed. That evening Robert offered her more speed and introduced her to cocaine. Because she was nervous, she accepted the drugs. One thing led to another and they ended up sleeping together.*

*When Robert dropped her off at home that night, Sandra was relieved that her ordeal was over. However, the next day John told Sandra that another friend named Paul would take her on a date that night.*

FIX is an outreach program of Ometz, targeting young Jewish adults aged 18-30, who are facing difficult challenges like addiction, violence, mental illness, homelessness and isolation.

Ometz professionals are out in the community trying to make direct contact with young people rather than waiting for referrals.

*If she refused, he would tell her mother about Robert. Sandra met Paul who also offered her cocaine which she accepted as it made being with him easier. Weeks went by. Sandra started using speed and cocaine every day. She got fired from her job at the restaurant and started earning money from her 'dates' that John arranged. She used the money to buy more speed and cocaine.*

*Sandra's mother was too preoccupied to notice what was happening. When Sandra's grandparents came to Montreal for her brother's Bar Mitzvah, Sandra's grandmother noticed that her behavior had changed. She confronted Sandra who finally confided in her about what had happened.*

*Her grandmother called the FIX line. An outreach worker agreed to meet Sandra at a local coffee shop. Sandra agreed that she needed help with her addiction and she contacted an inpatient rehab centre. She spent three months working on her addiction. Upon her release, the FIX outreach worker connected her with a therapist and support groups.*

*With the help of the FIX program, Sandra is now living independently and working part time at a daycare. She has returned to an Adult education program, and plans to go to university. She sees her therapist on a weekly basis and is reconnecting with her family. Sandra has been clean from drugs for 6 months. She has made new friends through her rehab program and she is thankful for the support that she received from the FIX program.*





# Employment & Business Centre

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Throughout 2010 the continuing economic recovery led to an ever growing number of jobs with employment slowly climbing back towards normal levels. Jobs came in, and with our help, job seekers secured interviews, job offers and employment. As expected, our greatest challenges were clients presenting with multiple barriers to employment; e.g. weak language skills, chronic unemployment, lack of Canadian experience or special needs. Our goal remained the same - to help as many as possible to secure their economic future. We achieve this through a variety of services including employment counselling, skills training, job search support, and where possible, job placement. More than **4,900** community members took advantage of our training courses and workshops, as well as our job postings, seminars, recruiting events, e-marketing and referral to job opportunities.

This year we introduced headline speakers to enhance our spring and fall **Cocktails and Conversations recruiting events**. MP Justin Trudeau and social media guru, Mitch Joel, each drew larger than ever crowds of more than **250** employers to meet with our job candidates. A total of 53 candidates were presented and almost all participants are now working.

Our Emploi Quebec funded programs, **Access 45+** (for mature workers) and **Supported employment** (for individuals with disabilities) exceeded our government objectives again this year, putting over **200** mature workers or individuals with special needs to work.

### Statistics

Employment	
Intake	1683
Placement	986
Job Orders	2254
New Employers	234



Dear Cathy,

*As the first month in my new job is coming to an end, I'd like to take a minute to reflect on how Ometz helped me on my work search and to again thank you for your help as well as all the team.*

*I never envisioned being unemployed,...I was at first very discouraged, and I started my job hunt by going to see head hunters. I was very disappointed and felt deeply used by them.*

*That's around the time someone told me about Ometz. I had no idea what to expect.*

*So when I met you and your team I felt like I was able to get my dignity back, the way you've treated me with respect and kindness. With Ometz you know you get a team of people who are working for you... Keep up the good work - your services are important and needed in this community.*

Axel Lellouche

Dear Lois,

*You and your team at Ometz have a special gift. We came to you truly in crisis. Although we are far from having solved all our problems, Hannah not only managed to create a CV for me (after ten years away from business) that intrigued my future boss, but encouraged him to pay me enough that we can begin to breathe.*

*My husband is taking classes at Ometz & beginning to see the possibility of finding a new direction. You talked me off an emotional ledge & helped to explore all our financial options. You empowered us and we now feel like we have a future.*

With gratitude,

Dorothy H.



## Employment Training Department

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**O**ur **Ometz Employment Training department** offers employability enrichment, skill improvement and professional development via training courses, workshops, seminars and industry information and networking opportunities.

In response to the changing needs and realities of our job seekers and the Montreal job market, we launched the following three programs this year:

**“Understanding the Montreal job market”**: This new workshop forms one of a 3 part series to welcome newcomers. It provides an introduction to the Montreal job market, its workplace norms, policies and procedures. It prepares newcomers for a realistic job search in their new environment and also introduces them to all the community programs and external resources available to them.

A 3 year grant from the **Ministere des Services Gouvernementaux** has allowed us to launch **CLICK**, a program to teach job seekers who may be technologically challenged.

**Social Media** have gained much attention in the workplace as a means to build networks and gather

information. We added this training to our schedule along with basic and advanced levels of MS Office.

Ongoing programs include:

Our **Companion training for seniors** enjoys a partnership with the **CSSS Cavendish, Cummings Jewish Center for Seniors** and the **English Montreal School Board**. The participant receive training from the **Alzheimer Group** as well as a certificate. Companion training has graduated 45 individuals to date, most of whom have found work in this field.

Our **Transitions program**, an employability program developed in partnership with **Ministere de l'Education - Social Integration Services for Adult Education**, is a program designed for those who have been out of the workforce due to individual challenges or who have had difficulty sustaining employment.

**A L'action**, a program in partnership with **Emploi Quebec**, is intended for the career changer or career starter, and provides 7 weeks of career planning and exploration, culminating in a concrete action plan.







### Statistics

Employment Training	
Employability workshops	1986
Computer training students	82
Corporate training students	188

Hello,

*I want to thank you Galina for that suggestion you gave me about the import compliance position... , it widened my window of opportunities. I'm thrilled about the position and the company, as it is a fast growing one that is giving me a challenging opportunity, just about the type of job I was looking for, it was worth the waiting.*

*Sharon, thank you for all the insight, for insisting on the examples, for the transferable skills and the believe it sell it, I'm most certainly transferring skills.*

*Please do extend my many thanks to the computer lab and the whole Ometz organization.*

*Victor B.*

*Hi Jonathan and Sharon,*

*I am writing to let you know that I appreciate the help you both provided during my job search. I was unable to attend the second Interview skills workshop but the first workshop was greatly beneficial, as were many of the links you both provided and the feedback on shaping my CV.*

*I have found short-term employment... As this is only a temporary contractual position, there is a possibility I will be knocking on your door again in the future, but for now I am on my feet.*

*I want to stress that the service you provide is a valuable one and I am glad I was able to benefit from the knowledge and skills you so generously shared.*

*Sincerest thanks,  
Gloria L.*

metz offers counselling services to individuals, couples, children and families through counsellors, psychologists and drama and art therapists, specializing in the following areas:

- Parenting challenges
- Separation and divorce
- Violence
- Loss and bereavement

Of particular note is our successful **Family interactive play program**, which brings families to our playroom with a creative arts or drama therapist to enhance parenting strategies and familial relationships – see accompanying story on this page.

### Statistics

Counselling services	
Counselling	254
Interactive play therapy	114

## Counselling Services

### Interactive play therapy

*Mark and Rhoda G. divorced 2 years ago and now share joint custody of their 3 boys aged 13, 10 and 7. Mark lost his job as VP of Production for a foreign pharmaceutical company. For 18 months, his job search was unsuccessful. Interviews were few and his severance package was finished. At home, tempers mounted as did the bills. Mortgage payments fell in arrears, and they had to turn to family for help.*

*Jonah, the youngest child, started appearing at his mother's bed in the middle of the night complaining of nightmares. At school, the teachers reported that he had completely withdrawn and played alone during recess. When asked a direct question in class, he whispered inaudibly if he answered at all. Sensing his weakness, his new classmates began to taunt him at lunchtime.*

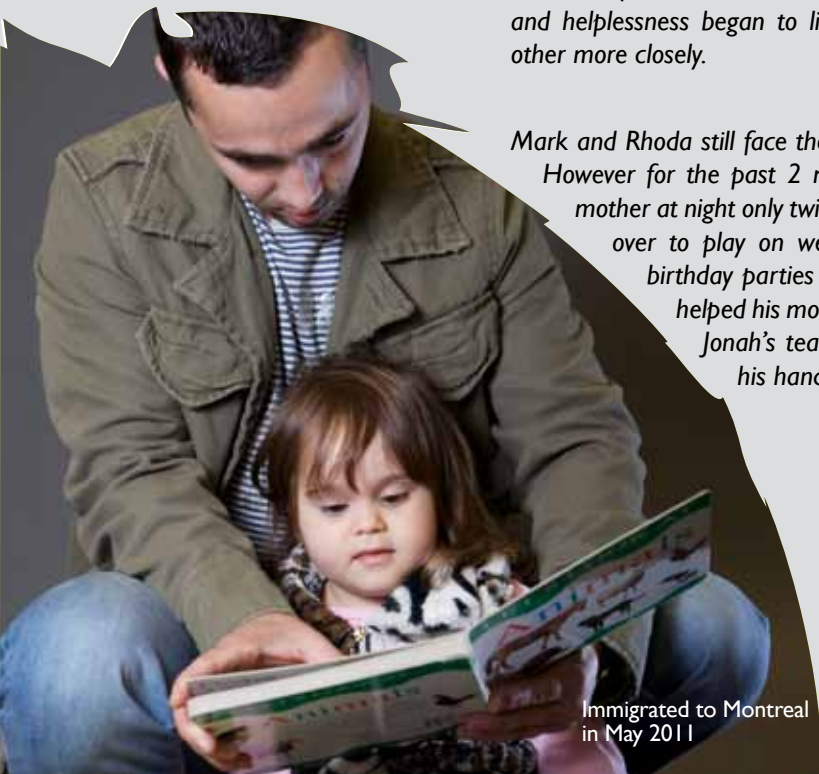
*At home the morning routine involved his deliberate attempt to drag things out and be late for school. One day Jonah was on the losing end of a fight with a classmate and both were disciplined. Mark and Rhoda were devastated – “What had become of their once happy, loving family? What had they done to themselves and to their children?”*



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in January 2007

*Jonah and his family were referred to the Ometz play therapy program. As play is the language of children, this type of therapy provided a voice for Jonah to begin to express his inner worlds and feelings, and for his parents to better understand how Jonah was playing out his role in the family. Mark and Rhoda began to feel empowered once again. They received guidance, support, and recognition as the therapist witnessed actual interactions between them and their young son. It allowed them to practice and experience positive change, and develop skills that they then transferred to their everyday lives. Their feelings of guilt and helplessness began to lift. They began to listen to each other more closely.*

*Rhoda told the therapist "As parents we love our kids and want what is best for them. This program helped us find our strength again that somehow got lost in the divorce. We are beginning to hope and see a clear picture ahead."*



*Mark and Rhoda still face the challenges of a divorced family. However for the past 2 months Jonah has awakened his mother at night only twice. He has invited two classmates over to play on weekends and was included in 3 birthday parties for classmates where he eagerly helped his mother to pick out the 'right present'. Jonah's teachers say he has begun to raise his hand to volunteer answers in class.*

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in May 2011

## School Services

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This past year our **School services department** responded to more than **5,500** members of the Montreal community. Our highly specialized services to early childhood and daycare centres, to pre-schools, and to elementary and high schools enriched the quality of life of our schools, our children and our families. We continued to play a central role in identifying challenges and providing a critical response in addressing and resolving problems.

Parents benefitted from our assessment and counselling services. They also participated in parenting workshops and parlour groups, which provide a more intimate setting for exploring and exchanging ideas and approaches to current school and lifestyle challenges. Students benefitted from a host of responses including skill building opportunities, speech and occupational therapy assessments, interactive group programs, crisis intervention and career counselling.

As the Ometz philosophy of treating the “whole child” becomes entrenched in all areas of our department, schools are increasingly taking advantage of career counselling for their students. Families are requesting counselling and family play services for themselves and their children. Students have the opportunity through our newly designed group programs to learn new skills

and information that will stand them in good stead as they develop through adolescence.

### Groups for Prevention:

Ometz has expanded the repertoire of programs offered to groups of students and parents in order to promote healthy lifestyles and strong parenting skills. Sexuality, dating relationships, alcohol use, drug use, stress reduction through meditation are just some of the topics that are offered in schools and communities around Montreal.

Of particular note is our new **KIDS CAN!** program, funded by Health Canada, and realized in partnership with the English Montreal School Board and Concordia University. This is a 3 year program that will provide **3,000** grade 6 students with education, information and skill building on the topic of marijuana and Ritalin use.





**Statistics**

School Services (individuals receiving)	
Counselling services in schools	919
Speech and Occupational screening	1871
Students participating in prevention groups	3109
Parents participating in parlour groups	391
Daycares, elementary and high schools being serviced	88

*Anatoly and Elena and their three school-aged children, immigrated from Russia, via Israel, 2 years ago. Anatoly is currently unemployed and studying French, while Elena is working in an office. They survive on a marginal income.*

*The children, who are attending a French speaking school, find the adjustment to the language and culture very stressful. The son has become disruptive and sullen. The parents are worried and the teachers frustrated.*

*The Ometz school counsellor was contacted and took charge of the file. She started to meet the family on a regular basis to ensure that they have access to the services that will support their children’s success at school. This included arranging for funding for speech and language assessment and treatment for the youngest daughter, which the family could not otherwise afford. A subsidized psycho-academic assessment for the son indicated specific academic difficulties and remedial services were arranged. Social skills groups were already being run in the children’s classes to help them integrate socially.*

*The children were also sent to summer camps in order to alleviate the stress for the parents and encourage the social relationships that recreational activities will provide. A referral for a specialized camp was made for the youngest daughter to reinforce her language acquisition and reading readiness.*

*The family was also referred to our Intake and Employment departments to help them address their financial challenges and to help Anatoly find work.*

*Ometz “wrap-around services” help newcomers access the resources that make a successful integration into our community possible.*



## ProMontreal Entrepreneur Program (PME)

Our **PME program** continued to provide support and information to aspiring entrepreneurs and also experienced an increased demand for business plan preparation. During the past year there were several businesses that required our professional assistance to draft turn key business plans in order to apply for other sources of funding. As a result of the programs timely advice and guidance several businesses benefited from external sources of funding for a total of over \$278,000. Moreover, there was a greater need for expert advice and guidance which resulted in the creation of another **Tune up your business program**, aimed at start up businesses, allowing them to meet with seasoned professionals.

An outreach to Scotiabank resulted in a new partnership whereby the bank offered a \$5,000 grant to one of our entrepreneurs whose business plan was approved for funding from our **PME Fund program**.

Over the course of the past few years PME has continued to build a relationship with Dawson College's intern program. This year, several PME small business clients benefitted from the placement of interns, to support their administrative work.

*I am writing this letter to thank Rachel Chemtob for all her help that she provided to my company ClickMySlice.*

*She was generous with her time and helped me modify and correct the company's Business Plan. She not only helped me correct the business plan from a strategic point of view but she also took time to review things that were not strictly part of her task, correcting the grammar and ensuring that the content made sense, taking into consideration that my first language is Spanish and not English.*

*Furthermore, she has taken the time to review and provide feedback regarding our marketing material, promotional and marketing strategies and overall operations. And she is following up with us on a regular basis.*

*With the input, support, guidance and wise advice from Rachel I applied to the Canadian Youth Foundation, the Development Bank of Canada and the CDEC of Cote des Neiges. I am excited to say that thanks to Rachel's efforts, our company got \$78,000 from these three funding organizations.*

*All the help provided by Rachel is priceless.*

*Rudy Palacio-Schneider*

### Statistics

Entrepreneurship	
Consulting	142
Workshops	97
PME Funded businesses	8

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## Board

We are indebted to our Board for their vision, creativity and commitment

Kathy Assayag  
Michael Cape  
Deborah Corber  
Elena Kruger  
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Dr. Mitch Shiller  
Karen Soussan  
Bonnie Unger  
Marc Welikovitch  
Ruta Westreich

## Funders

We wish to express our gratitude to the following major funders for their enduring confidence and support

Agence de la santé et des services sociaux de Montréal  
BDH Community Foundation  
Centraide of Greater Montreal  
Dorothea Gould Foundation  
EJLB Foundation  
Emploi- Québec  
Estate of Peter Harasti  
Federation CJA  
Foundation of Greater Montreal  
Gustav Levinschi Foundation  
Health Canada  
Human Resources and Skills Development Canada  
Jewish Community Foundation of Montreal  
Laura Schechter Fund (King family)  
Ministère de l'Immigration et des Communautés culturelles  
Ministère des Services gouvernementaux  
Public Health Agency of Canada  
Sharon Steinberg Foundation  
Totalkidswear  
Ville de Montréal



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## Donors

With the generosity of individuals, families and corporations, we are able to provide vital programs to the community

### \$5,000 +

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Kimwood Nuns Island Holdings Ulc  
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### \$1000 - \$1999

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Susan Fox  
Richard King  
Proforce Personnel Inc.  
Ruth & David Nadler Endowment Fund  
Bryan Trottenberg

### \$500 - \$999

4011040 Canada Inc.  
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Sandra Cuenca  
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Elliot Goldwarg  
David Gottlieb  
Neil Kravitz  
Marvin Ostin  
Daniel Rabinovitch  
Mitchell Shiller  
David Small  
Solgusta (1977) Inc.  
Jeff Soussana  
André Telio

### \$100 - \$499

David Abramson  
Yair Altman  
Kathy Assayag  
Assemblée Nationale du Québec  
Sandy Baitel  
Salomon Benchimol  
Howard Berger  
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Myriam Ekhouzer  
Sarita Elman  
Eduardo Fabian Tokor  
Carole Flikier  
William Fraiberg  
Sorel Friedman  
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Carolyn Gehr  
Nelu Gluckman  
Golden Market Management Inc.  
Jeffrey Gossack  
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Alexander Gross  
Ari Grunzeweig  
Elie Haddad  
Neil Horowitz  
Mimi Israel  
Gerald Issenman  
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Denise Karter  
Andy Kirstein  
Susan Kling  
Lucie Lazar  
Katia Levy  
Edward Lohner  
Tracy Lohner  
Howard Margolese  
Joseph Menacha  
Samuel Merovitz  
Sandra Mitchell  
Morris & Rosalind Goodman Family Foundation  
Glenn J. Nashen  
Susan Orenstein Little  
Arthur Pervin  
Allan Ptack  
Stephen Rapps  
Lorne Rosenbloom  
Bram Rubinger  
NH Salvage Inc.

Barry Samberg  
Deborah Samek  
Abraham Sargon  
Michael Sawizky  
Barbara Segal  
Eli Segal  
Ovadia Shebath  
Bonnie Shemie  
Liberty Sites Ltd.  
Gail Small  
Karen Smordin  
Michael Stein  
Lisa Stern  
Suliteanu Rozansky & Ass.  
Howard Szalavetz  
Susan Szalpetor  
David C. Tobias  
Ben Topor  
Bonnie Unger  
Lee Webber  
Steven Winkelman  
John Zimmerman  
André Zoldan





## Volunteers

We couldn't do it without you!  
Thanks to our volunteers

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Linda Balass	Carrie Garbarino	Katherine Issenman	Katherine Issenman	Audrey Lapalme	Charles Murat	Emilie Regniere	Derek Silverman	Lynn Wolfe
Helen Bar	Judy Gardos Bergman	Jack & Jill	Jack & Jill	Lona Lapin	Beatriz Myssior	Denis Roiter	Jenny Singer	Camille Woodard
Linda Bassal Samberg	Gail Garfinkle	Carmel Jacobson	Carmel Jacobson	Alice Lehrer	Larissa Naiman	Elan Roiz	Amanda Singer	Li Xuejiao
Shimon Becker	Gail Garfinkle	Lev Jakoby	Lev Jakoby	Branda Levine	Danielle Nashen	Laurie Rosenthal	Chantal Sochaczewski	Gale Yanofsky
Corinne Benabou	Michael Gerstel	Enda Janco	Enda Janco	Shira Levitt	Joy Navi	Karina Roskies	Ethel Solomon	Randy Zittner
Talia Bensoussan	Amanda Gibs	Sarah Jones	Sarah Jones	Roxanne Levy	Zack Newman	Miriam Rosner	Dalia Spatzner	Debbie Zuckerman
Laura Bergman	Gregory Gibson	Frank Kagan	Frank Kagan	Cassie Levy	Debby Newpol	Dori Ruben	Vivian Squire	
	Jeanette Gilman	Bradley Kaplin	Bradley Kaplin	Elyssa Lieberman	Allie Novack	Frankie Rubinger	Barry Steinberg	
	Rena Gold	Sam Karine	Sam Karine			Giselle Salloum	Dr. Bill Steinman	
	Olga Davydova							

## Statement of operations - year ended March 31, 2011

Revenue	2011 \$	2010 \$
Federation CJA	2,163,028	2,387,190
Fee for service	1,052,669	1,081,577
Government grants	850,645	746,698
Operation Montreal	281,000	281,000
Centraide	320,000	320,000
Donations	425,626	343,743
B.D.H. Community Foundation	434,000	330,000
Rent in kind	210,000	210,000
<b>Total Revenue</b>	<b>5,736,968</b>	<b>5,700,208</b>

Government grants	2011 \$	2010 \$
Emploi-Québec	475,195	430,561
MICC (PANA)	92,285	91,125
PSOC	70,427	69,046
HRSDS	20,541	34,758
Health Canada	116,450	43,530
MICC (PILI)	-	20,665
Other grants	75,747	57,013
	<b>850,645</b>	<b>746,698</b>

Expenditures		
Operation expenses		
Program salaries and benefits	3,663,528	3,679,366
Program contract professionals	257,665	244,746
Activity costs	274,441	303,856
Professional development and memberships	23,881	35,239
Rent	210,000	210,000
Marketing	83,559	79,353
Information technology	192,995	143,115
Amortization of capital assets	66,938	36,947
	<b>4,773,007</b>	<b>4,732,622</b>
Administration		
Salaries and benefits	580,173	529,868
Office and general	95,501	105,359
Insurance	48,062	47,931
Professional fees	20,784	46,914
Bank charges	3,748	3,904
	<b>748,268</b>	<b>733,976</b>
Funding and development	93,552	57,676
<b>Total expenditures</b>	<b>5,614,827</b>	<b>5,524,274</b>
<b>Excess of revenue over expenditures</b>	<b>122,141</b>	<b>175,934</b>

Thanks to our funding partners:

