



2018

Annual Report

Business with Purpose

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About EMBERS

EMBERS is a social enterprise working with Canadian communities to combat poverty and strengthen local economies. Since 2007, we've helped thousands of people facing employment barriers lead productive, fulfilling lives. We do this through our staffing solution, eastside works, training and ventures programs.

Canada's unemployment rate is the highest it's been in almost 50 years. In 2018, EMBERS placed about 1,900 temporary workers on job sites who clocked a combined 300,414 hours of work. This is roughly equivalent to 150 full-time jobs. Plus, 210 of these workers earned higher wages from the training they received through EMBERS.

Letter from Marcia



Dear Friends,

It gives me great pleasure to share with you the impact of yet another successful year for EMBERS.

For us, 2018 was a year of

Through our collaborative work with businesses, governments, organizations and community members, we have continued to see that:

In the following pages, I invite you to read about the people and partners we have had the privilege of working with in 2018. From skilled labourers to construction companies, local businesses and different levels of government, we are very proud of the expansive community impact we were able to create together.

On behalf of the entire EMBERS team, thank you for your continued support. Together, we will strive to create lasting change and build stronger, healthier communities.

A handwritten signature in black ink, appearing to read 'M. Nozick'.

Marcia Nozick
Founder and CEO | EMBERS

Letter from the Board

Dear friends, partners and supporters,

EMBERS had another record year and 2018 was a lot better than expected. Through wits, resources and the commitment of management, staff and the board, we were able to continue our growth and in this report, are excited to celebrate some of the major successes of 2018:

Built new partners without government contracts

Training division has grown

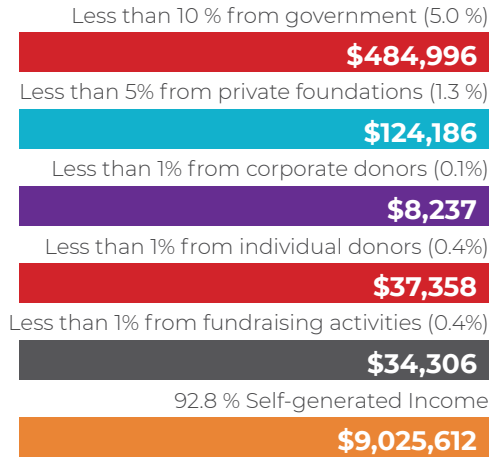
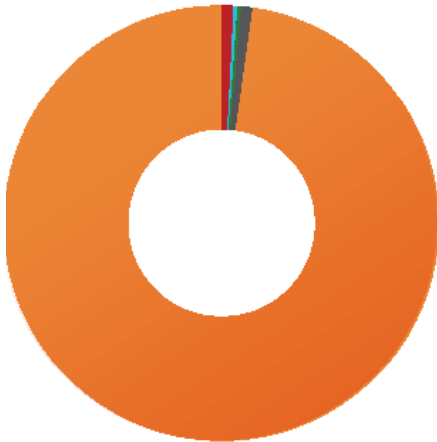
New partners

Thank you, our partners, clients, supporters and friends for helping make this year a success and taking EMBERS to the next level.

Barry Fenton

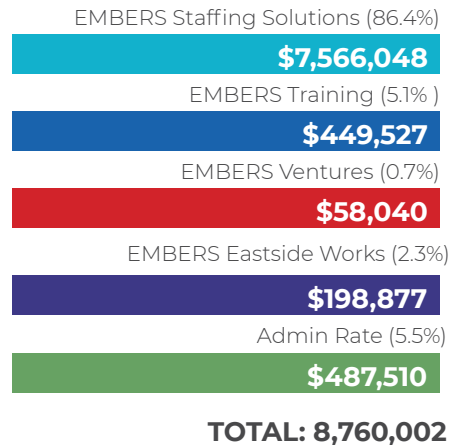
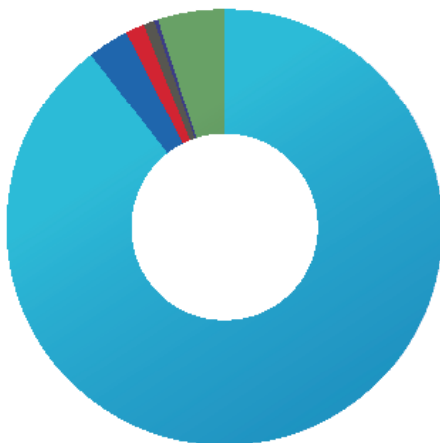
Our Financials

2018 Revenue



In 2018, **92.8%** of our revenue was self-generated.

2017 Expenditures



In 2018, **75.3%** of our expenses went directly to workers in our community in the form of wages and benefits.

That's \$6.59 million!

Our Impact

At EMBERS, our mission is to empower people facing employment barriers to be economically self-sufficient and develop productive futures. Studies confirm that employment and income directly impact a person's wellbeing and quality of life. For almost 20 years, EMBERS has employed thousands of people and paid out over \$25 million in wages and benefits to workers in our community.

Vancouver's Downtown Eastside is one of Canada's poorest neighbourhoods. Research shows that for every \$1 paid to workers in our community, the estimated social return on investment (SROI) is \$4.132 because people:

- Move into better working and living environments and crime and violence rates decrease;
- Are less reliant on social assistance including income assistance, food banks, shelter allowances, and health care;
- Become financially stable, and experience increased confidence, happiness, and improved social ties;
- Spend more money in the community, promoting healthier local businesses;

This means the EMBERS 2018 investment of \$5.95 million in worker wages and benefits totals over \$24.6 million in social benefits!

EMBERS Staffing Solutions

Business with Purpose

EMBERS Staffing Solutions is Canada's only award-winning, socially responsible staffing agency. We pride ourselves on the quality of people we hire and are committed to supporting our workers' long-term success as they excel in meeting our customers' staffing needs.

In 2018, EMBERS Staffing Solutions:



Placed **1,882 temporary workers** on job sites who clocked a combined **300,415 hours of work**. This is roughly equivalent to **150 full-time jobs!**



Paid out over **\$6.3 million** in wages and benefits to workers in our community.



Community Employment Services

EMBERS Community Employment Services program provides employment services and vocational training opportunities to male parolees in the Vancouver West Parole Region.

In 2018, EMBERS Community Employment Services program:



Supported workers in getting more than **140 vocational certificates** in Workplace Safety Awareness, Occupational First Aid, Fall Protection, Hoist Operator, Construction Safety Officer, Forklift, Traffic Control and more.

Helped **107 people** find employment.

“People don’t actually realize how much stress is actually involved in that negative lifestyle. Like, it’s hard work. Too many of my friends were dying, or getting killed and I just had enough of the lifestyle. When I went to EMBERS I got lots of support there and there was a good network. I like what EMBERS does for people and what they’ve done for me, I’ve seen them help people lots. When I think about going back, I just think about what I have now. I’m clean and sober, I work every day, I’m responsible, I pay my bills. Instead of being a menace to society, I’m actually a part of society in a productive manner. It’s a good feeling.”

Mike W.

Training & Power of Work

Work gives you a sense of purpose, a sense of connection, and a way to move forward in your life. Through workshops, training, and one-on-one support, Power of Work is creating new ways to help unemployed or underemployed individuals gain access to meaningful work. When workers join Power of Work, we work together to uncover the skills and career goals that they didn't know they had, allowing workers to achieve a higher level of employment and promote their personal and professional growth.

Programs We Offer:

- Hospitality Fundamentals: Providing skills and certificates needed for the hospitality industry.
- Construction Fundamentals: Providing skills needed for entry level construction (including apprenticeships, forklift license, First Aid, and more).
- Essential Skills: Teaching basic skills and high school diploma preparation.
- Personal Development Toolkit: Offering tailored career advice to set personal goals, develop confidence and manage stress.
- Career Planning for New Immigrants: Offering career planning and advice for professionals required to obtain Canadian Equivalent Qualifications.

In 2018, EMBERS Training:



Helped over **260 people** enhance their careers through skills training.



Helped workers earn **1000 certificates**.

Training & Power of Work

When Ralph first walked into Eastside Works, he was fifty six years old and ready to retire. He had been working since he was 12, mainly in the service industry, but had only completed his 7th grade education. Growing up, Ralph had felt abused and picked on all his life, which in turn had forced him to become the bully. At 16, Ralph quit school and moved out on his own. He always wanted to complete his high school education but felt discouraged by the increasing barriers in his way.

Walking into the ESW, Ralph immediately felt heard and understood by the staff, who took the time to assess his particular needs and referred him to Lynne Tapper through the Power of Work program. With Lynne's help, Ralph enrolled in courses to complete his GED and was given the resources he needed to get his certifications and his degree -- these included tickets for bus transportation, gift certificate for groceries and on-going support. Through the EMBERS Training program, Ralph received continued one-on-one support and tutoring and was able to work on his weak points in math and computers, while continuing to excel on his strengths. It was this kind of targeted support and encouragement that helped Ralph stick with his courses and get his GED.

Ralph is 56, healthy and wants to do something to be proud of himself. Ralph feels that getting his high school diploma will open more doors for him, get him more employment opportunities and increase his chances at success, while restoring his sense of confidence and self-worth.

EMBERS Ventures

EMBERS Ventures specialized in helping low-income entrepreneurs create sustainable incomes for themselves. While we have worked with a variety of entrepreneurs, our main focus has been supporting individuals with barriers such as mental health issues, or limited capacity and resources.

By mid-2018, we realized that with the rapidly changing landscape of entrepreneurship training over the last few years, EMBERS Ventures needed to reassess its offerings in order to stay effective and relevant.

Through the latter half of 2018, we embarked on a full market assessment with recommendations to go forward into 2019. We are excited about the new direction of Ventures and are developing key partnerships that will better serve the community, leverage existing programs and collaborate more meaningfully with our colleagues in the Self-Employment realm. Stay tuned for our updates in 2019.

Since 2001, EMBERS Ventures has:



Helped over 790 local small businesses and microenterprises past and present, start, launch and grow their businesses through Ventures' *Build a Business* programs.



Worked with a variety of Vancouver businesses including **Catfe, UpperStory Films, Indiggo Age Cafe, Quirky Paper, Pivot Star and more.**



EMBERS Eastside Works

EMBERS Eastside Works is an income generation hub in Vancouver's Downtown Eastside helping people who struggle with severe barriers to work — such as homelessness, addictions, and mental health — gain new skills and improve their livelihoods. Eastside Works opened its doors in April 2018 and has had a very successful first year of this social innovation pilot program. As we move into year two, we continue to test, ideate, collaborate and design a model for employment services for the most barriered individuals that will have a sustainable future.

From April 2018 to December 2018, Eastside Works facilitated:

- 256 Intakes
- \$80,601 Earned by Members
- 149 Internal and External Job Placements
- 304 referrals to External Organizations

Highlights:

- Doors opened for a soft launch of Eastside Works on April 4th
- Initial programming provided by community partners, which included Soft Skills Workshops (Knack- Potluck Café Society), Stress Busters (EMBERS), Tech Cafes (UBC LE, DTES Literacy Roundtable) and Declaring Earnings While on Income Support (MSDPR)
- Placed workers with community partners – Potluck, Solefood and Hastings Crossing BIA
- Park Stewardship Pilot Program launched – 26 Eastside Works clients trained (WHIMIS, Narcan, De-escalation, Outreach, General Cleaning) and employed; Vancouver Board of Parks and Recreation has committed to extending the pilot until January 2019 with the intention of making this a more permanent fixture
- Municipal Elections Outreach – 19 Eastside Works clients trained and employed in elections outreach; \$2466 paid out in wages

Worker Moves Up the Income Generation Continuum

When Mike was brought into Eastside Works by another active member, he was not motivated to work. He had tried over 15 employment agencies and training programs in the past and none of the serviced had hleped him. Mike used to work as a tennis coach, but due to a series of significant traumas in his life, had stopped working as a coach and eventually stopped working all together. The longer Mike was unemployed, the less confident he felt and the harder it was for him to find sustainable employment.

Coming into ESW however, Mike didn't feel judged. He felt like the staff at Eastside Works had thrown him a lifeline and because the staff had put their trust and confidence in him, he felt empowered.

He first started working for ESW as a Park Steward. There, he began to re-learn the dynamics of working with others during each of his shifts. He was also able to come to ESW for support and one-on-one workshops. If Mike was facing any conflicts or personal challenges, he knew he could come chat with one of the dedicated and familiar staff after his shift to debrief: "I wouldn't have lasted a week, if it wasn't for their support."

Since joining the Park Stewardship Pilot Program, Mike is now working part time at the Firehall Arts Centre as a custodian, has transitioned into competitive employment and still comes into Eastside Works for continued feedback and support.

Income Generation Continuum



Friends & Supporters

ATS TRAFFIC | ONO WORK & SAFETY | GIRMA GIORGIS | MIKE ZITA | KELLY KOLLMAN | PHOENIX GROUP | STEVEN IGRICZI | ANIL HASHAM | ONO WORK & SAFETY | DANIEL FRITZ | WALTER & CATHERINE CHERNOFF | PHYLLIS LANG | PUREBREAD BAKERY INC. | LOUIS BRASSART | SEAN WIENS | REBECCA CROWE | GROVESNOR CANADA LTD. | VERTICAL BRIDGE | COLLEEN PATRICK | CONCERT PROPERTIES LTD. | WAYNE MARSDEN | JAMES WILKINS | PUREBREAD BAKERY INC. | LADY ROUGHNECK SOCIAL | CCI RENOS | MORRIS DE COTIIS | DAVID LEPAGE | SUSAN ANDREWS | ANTHEM CAPITAL CORP. | DUNCAN WLODARCZAK | WARRINGTON PCI MGMT | BARRY FENTON | SHELLEY FROST | BRIAN ROCHE | CAROL DAVENPORT | LYNNE TAPPER | DOUG TURNER | CHERYL BUCHANAN | LYNNE TAPPER | DOUG TURNER | CHERYL BUCHANAN | KINGDOM BUILDERS | ERIC GODOT ANDERSEN | WENDY WATERS | DEBORAH ROSS | SUSAN FUGMAN | JOHN AND RUTH LEARY | ALBERT HUANG | NORM K TAYLOR | MARCEL CHALMERS | BETH BOYCE | BETTE ADAMS | GREGORY BOROWSKI | ELMERAYTA GARNER | RICHARD HALLIDAY | JASON HORNER | MICHAEL JASZCZEWSKI | COLIN MERRIAM | LOUISE WEBB | MARK ZAITSOFF | GRAHAM FLIGG | MATTHEW LEES | DEBRA AARONS

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