



ANNUAL REPORT 2017/18

NSCDA Board of Directors

Jane Orrell

Island Employment, Cape Breton
Chair

Amanda White

Career Connections, New Glasgow
Secretary & Vice-Chair

Phil Long

ARCD, Windsor
Treasurer

Carley Gloade

Millbrook First Nation, Millbrook
Director

Lynn McDonagh Hughes

TIANS, Halifax
Director

NSCDA Staff

Kathy McKee

Executive Director

Phil Ward

Registrar

Connie Corse

Training Manager

Cathy Casey

Career Development Specialist

Chantelle Marshall

Financial Manager

Cathi Stevenson

Communications and Media

Ashley Halverson

Administration

Caitlin Parkinson

Training Administrator

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Agenda

June 28, 2018

Hampton Inn & Suites, Dartmouth, NS

Call to order at 3 pm

Welcome by Chair: Jane Orrell

Minutes of the AGM June 8, 2017

Consideration of the Annual Report

Consideration of the Financial Report

Appointment of the Auditor

Presentation of the Directors for 2018/19

Adjournment

Immediately following:

Special Resolution Meeting

Call to order

Consideration of the revised by-laws as circulated

Adjournment



2017 AGM Minutes

Thursday, June 8, 2017 8:00 am

Inverary Inn, Baddeck, Nova Scotia

Presiding: Jane Orrell, Chair

Call to Order: 8:04 am by Jane Orrell

Board Members Present: Phil Long, Jane Orrell, Carley Gloade, Amanda White, Lynn McDonagh Hughes, Cathy Casey

Staff present: Kathy McKee, Cathi Stevenson, Phil Ward, Chantelle Marshall, Ashley Halverson

Members present:

Phil Cantrill	Derrick Hawley	Stephanie Power
Carrie Wall	Amanda White	Ashley Shelton
Clark Jollymore	Susanna Burns	Kim Marsman
Lena MacLure	Simonne Comeau	Cindy Willcott
Kim Aker	Rhonda Zasitko	Karen Kirk
Matt Lever	Sharon Doucette	Elaine Piper
Crystal Hill	Dawn Howe-Power	Brenda MacKay
Jane Mason	Joanne McKenzie	Debbie Crawford
Jan Underhill	Theresa Smith	Geoff de'Gannes
Bridgett Morgan	Jason Cogswell	Nancy Blair
Katie McNutt	Danielle Fraser	Michelle Landry
Barry Patriquin	Carolyn Gamache	Rorey Hoeg
Melissa Whitman	Stephie Kapy	Bernice Vance
Barb Oakes	Jocelyn Sparks	Jessica Lecky
Darlene O'Neill	Chidi Maduakolam	Heather Clarkson
Angie Zinn	Lisa Strong	Paula Romanow
Joe Brown	Connie Corse	Lysa Appleton
Jason LeBlanc	Jamie Patterson	Valerie Cheel
Laurel Taylor	Francesco Troili	Jessie Palmer
Dorothy Bennett	Robena Stewart	Ann Botross

1. Welcome and Introductions: Jane Orrell

Jane introduced board members, introduced the AGM report and attachments, and asked for attendance to be recorded.

Motion: to approve the agenda as presented

Moved: Amanda White **Seconded:** Phil Long

All in Favour: Yes **Contrary minded:** None

Motion carried.

2. Minutes of the AGM June 2, 2016 circulated.

Motion: to approve the AGM minutes

Moved: Phil Long **Seconded:** Amanda White

All in Favour: Yes **Contrary minded:** None

Motion carried.

3. Consideration of the Annual Report

Kathy McKee, Executive Director. Many positive changes for career development in Nova Scotia and considered nation leading in many practices. Training plan to be rolled out in detail this year with a dedicated training manager position. Last year's conference at White Point was well attended with 217 attendees. 142 people received CCDP certification, 17 in Career Pathways, assessors recruited, Mental Health Champions has 33 participants. Strategic plan was completed. Staffing, finances and administration all in order and working effectively to support operations and members.

Motion: to approve the AGM Annual Report

Moved: Cathy Casey

Seconded: Phil Long

All in Favour: Yes

Contrary minded: None

Motion carried.

4. Consideration of Financial & Auditor's Report

Phil Long, Treasurer: Presented financial and auditor's report. NSCDA generated revenue from projects, membership, conference, training. Finished first of a two-year contract. Expenses and revenue tracking as expected. Growing revenue streams will be certification and training.

Motion: To approve the Financial and Auditor's reports as presented.

Moved: Cathy Casey

Seconded: Phil Long

All in Favour: Yes

Contrary minded: None

Motion carried.

5. Appointment of the Auditor

Motion: To appoint Collins Barrow as auditors for 2017-2018.

Moved: Paula Romanow **Seconded:** Amanda White

All in Favour: Yes

Contrary minded: None

Motion carried.

6. Presentation of Directors/Officers for 2017/18

Jane Orrell, Amanda White, Phil Long, Cathy Casey, Lynn McDonagh Hughes, Carley Gloade

Questions were answered about how many board members positions are available and what expertise is needed. Answer: Up to 10 board members. Chosen from various regions, board is developing new governance structure and will be defining board competencies and recruiting as per these requirements during the next year.

Motion to adjourn: Jane Orrell

Adjourned at: 8:42 am

Respectfully submitted by Amanda White, Secretary

Year in Review 2017/18

As part of the Nova Scotia employment services system, the NSCDA has been busy working for our members and with our partners to deliver programs and services that meet the needs of the career development profession in Nova Scotia.

Training Program

In the past year, our training program has grown in every way possible. Connie Corse was added to staff as training manager and Caitlin Parkinson joined to become training administrator. This is in response to the growth and need to manage a growing portfolio of training in multiple modalities. The training program has morphed into an online, multi-lingual, SME-driven entity that has an enormous (and seemingly never-ending) volume of knowledge to provide to members. We are also seeing how some of the training development is pertinent to other jurisdictions in the province and across the country. This will open exciting doors for future prospects. The online HUB is our learning management system and will house our training. As we become more adept at its use and power, our catalogue and selection of training will grow.

Case Management Specialization

At last year's conference in Baddeck, we announced the development of a comprehensive training program on case management to be offered as a specialization for those holding the CCDP designation. We have delivered on this promise and have loaded Module 4 (out of a current design model encompassing nine modules) onto our online system. We have approximately 200 learners registered for this course alone, so we know that there was a gap to be filled in knowledge and competency.

Governance and Strategic Plan

For the past year, the NSCDA has been working with consultants to complete the strategic plan requirement of taking the NSCDA from an operational board to a governance board. This has included reviewing all policies, by-laws, committees and guidelines that have governed the NSCDA for many years. With the growth of the organization and the addition of staff to perform tasks, the existing structure needed change. Andy Cutten of Halifax Global has worked closely with the board and executive director for the past year to help develop a new model that will allow the organization to grow and succeed in ways that had not been imagined a few years ago. This change management process will continue to unfold for another year or more, as we meet the goals outlined in the strategic plan.

Staffing and Administration

Since the last AGM there have been three new staff members added to the organization. Two in training noted earlier, and Cathy Casey as our career development specialist. Cathy works hand in hand with the employment service network across the province and country to ensure that efforts and needs of all members are coordinated. She manages to be in three places at once and is invaluable in bringing a system-wide perspective to development of the sector.

Chantelle Marshall, our financial manager, has taken on the task of corralling our membership efforts and organizing our work in this area moving forward. She coordinated the NSCDA's group health benefits, which has been very successful in surpassing our sign-up goal, and most recently helping design and deliver a membership portal that will tie our website and learning portal together to bring members a more complete and comprehensive service offering.

Annual Conference

We were saddened to learn of the destruction of part of the Inverary Inn in Baddeck this June after we had experienced this wonderful venue for our 2017 conference. After the Baddeck conference, we sent out a survey to attendees to get feedback and we were thrilled! While there is much room for improvement, we were assured that members appreciated their time together and many remarked that Baddeck was their favourite conference to date.

Certification

Certification has turned into a core business activity for the NSCDA. With 180 CCDPs as of this writing, the program has shown that it has merit and will continue to evolve as a new and growing program should.

Partnerships and Projects

Several initiatives have interested the NSCDA this year. We have undertaken three projects pertinent to the growth of career development. The first is the Transferable Skills Portfolio development project. This project will go to pilot soon with a product that provides a framework for career practitioners to work with clients to uncover the value and use of their skills. We have also hired a consultant to review our current certification program and to undertake a detailed analysis of its three year results. This will give us an opportunity to make course corrections and to ensure that the original intent of the design is being met. The third project currently underway is the Student Employability Skills project where 120 summer students and their

employers are engaged in a process (ESAT) with Futureworks as a consultant to explore the development and need for employability skills improvement over the course of their employment.

The NSCDA continues to sit at many tables across the province and country. We are fortunate that the employment system in Nova Scotia is so progressive – creative thought and resourcefulness are the norm here! We are proud to represent you, our members, during this incredible time of opportunity.

Submitted by Kathy McKee,
Executive Director,
NSCDA



Projects

Transferable Skills Portfolio

The YMCA Dartmouth's Portfolio Express program, completed in spring 2017, provided a framework for the development of a compact, transferable-skills focused portfolio development program suitable for use in Nova Scotia Works Centres. This new model would allow an individual's skills, knowledge and attitudes to emerge from a breadth of learning experiences rather than be matched to a pre-identified skillset such as Essential Skills. The new model would focus on the identification and articulation of transferable skills, and on proof of skills and learning. The outcomes would link directly to a skills profile, resume and/or employment plan. The pilot of this model will be undertaken in the coming year.

Evaluation Project

For more than three years the NSCDA has been certifying Career Development Practitioners (CDPs) in Nova Scotia. More than 170 CDPs have achieved the designation, and the right to use the title of Certified Career Development Practitioner (CCDP) professionally.

To ensure the ongoing success of the program and to measure its effectiveness the NSCDA has commissioned a consultant to conduct an evaluation of the Career Development Practitioner Certification Program.

What Evaluation Will Achieve

A formative evaluation of the Career Development Practitioner Certification Program will enable us to:

- determine if the program meets intended objectives
- assess the design and delivery of the program
- to identify any areas that need improvement and ensure rigor and defensibility of the certification process

Summer Student Employability Skills Project



The NSCDA is partnering with the Youth Initiatives division of the Department of Labour and Advanced Education on an employability skills pilot project for youth and employers. The participants are those who are involved in the Student Summer Skills Incentive program. This program offers wage assistance to non-profit organizations that provide summer jobs to post-secondary students.

The NSCDA has engaged Futureworx, using their highly successful Employability Skills Assessment Tool (ESAT), to provide employability skills training, coaching and support to 120 students in four pilot locations across the province. Students and their respective employers will receive training on employability skills with the impact of this training evaluated through employer feedback and student success by the Centre of Employment Innovation.

Participating NSW Centres: Four Nova Scotia Works service providers will implement the pilot during the summer of 2018: TEAM Work Cooperative (HRM), Employment Solutions (Bridgewater), Futureworx (Truro), and the YMCA of Cape Breton (Sydney). Student coordinators at each site will receive ESAT training and employability skills workshop training to support the project. Coordinators will work closely with students to help them achieve gains in employability skills while assisting employers with navigating issues such as supervision and accountability. The 12-week program will run over the summer months with a final report due in Oct.

Major Projects

- Mental Health Champions
- Case Management Specialization
- Certification RPL Process Review
- Youth Employability Skills Training
- Employer Engagement Training
- Older Workers Learning Plan for Career Professionals
- Job Developers Training
- Indigenous Certification Assessment
- Executive Leadership Training

Training

The NSCDA has continued to increase the number of training and development opportunities for their members over the past year. We started the year with a highly successful NSCDA Annual Conference in June, followed by many in-person and webinar training activities, building on existing partnerships as well as creating new ones. Highlights Include:

- Mental Health Champions Training Day held at the annual NSCDA Conference in Baddeck.
- Presentations at both the Psychosocial Rehabilitation Conference held in Sept. 2017 in Halifax and the 2018 Cannexus Conference held in Ottawa, on Recovery Oriented Practice and the Mental Health Champions Initiative.
- Partnering with the Department of Education and Early Childhood Development to offer a webinar on the changing labour market of Early Childhood Educators in the province of Nova Scotia and the Department of Labour and Advanced Education presenting on Labour Standards.
- Partnering with the Centre for Employment Innovation to present a NOW program webinar.
- The John Howard Society presenting a webinar on The Record Suspension Process in Nova Scotia. This webinar had registrations filled twice with approximately one hundred members attending.
- Literacy Nova Scotia presented on Literacy Services in Nova Scotia.
- Partnering with CERIC, Dr. Suzanne Cook presented an afternoon screening of her research project: Redirection: Movers, Shakers and Shifters, focusing on the older workers during career transitions.
- Partnering with Bell, Browne, Molnar and Delicate Consulting Inc. to offer webinars on Motivational Interviewing and Writing Professional Case Notes with close to one hundred participants attending five separate webinars.
- Sponsor of 180 seats to the 23rd National Supported Employment Conference
- Other training included ESAT Training, Personality Dimension Training, Resume Development and sponsoring Dalhousie Continuing Education Courses.

The largest project for the training and development at the NSCDA was the implementation of the online learning management system, known as the HUB. This system launched in late September with the CCDP certification program becoming available online to support individuals to move through the certification process. The HUB will continue to grow as we upload more training content and develop methods to archive our training to better serve our members. A large component of our training content development is recognizing the importance of training that accommodates and reflects the diverse learning modalities of our members. To that end, we are working to provide all of our content in both French and English and to ensure that it is JAWS compliant.

The Case Management Specialization Training was launched at the end of November on the HUB with 203 individuals currently registered for this training. The training is a comprehensive look at case management skills and knowledge within career services, including instructor designed curriculum and assessed assignments.

Further training continues to be developed over the next year including; completion of the Case Management Specialization Training, MBTI Training for Career Counsellors, Employer Engagement training, Older Workers training, further development of the Mental Health Champions initiative, Diversity and Inclusion, as well as partnering with CEI to offer four research webinars.

Submitted by Connie Corse,
Training Manager,
NSCDA

Certification

It has been over three and half years since the first group of Certified Career Development Practitioners (CCDPs) completed the NSCDA Certification program. Many changes and improvements have taken place, refining our program into one of the leading certification programs in Canada. This would not have happened without the expertise of our members, and the support of the Department of Labour and Advanced Education.

We have moved our system online, greatly improving processing time and assessment capabilities. The last two exams were written using our digital system (the HUB). Three new Structured Interview Assessors were trained, bringing our total to eighteen (18).

One hundred and eighty (180) CCDPs will receive their designation by July 2018. There are currently 115 candidates in process, including those in Career Pathways (45). The first group of CCDPs have entered the three year recertification window.

The NSCDA is working on the National Certification Working Group with the Canadian Council for Career Development to

explore reciprocity and a national certification model for the country.

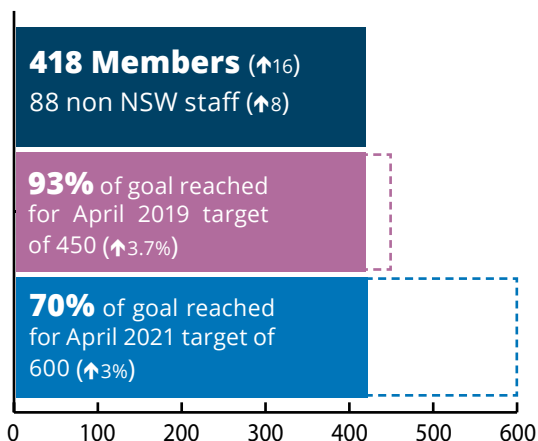
At the 19th NSCDA Conference in Baddeck we took advantage of excellent networking opportunities to touch base with the membership and certification issues. We presented CCDP pins at an evening ceremony that was greatly appreciated by members. In January 2018 we celebrated the first 150 CCDPs in an event at Nova Scotia Works Centre Windsor. Over 50 CCDPs, along with community and government members joined the NSCDA to mark this notable achievement. The event was live streamed on Facebook.

Now that certification has been in place for three years, the NSCDA has undertaken an evaluation project aimed at determining if the program meets the original intended objectives. A consultant, Scott Christian, has been hired for this evaluation. Final report is due in July.

Submitted by Phil Ward,
Registrar,
NSCDA

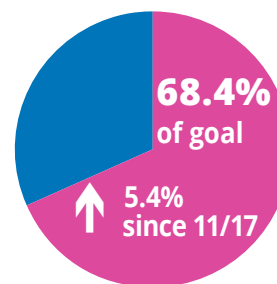
Membership

ORGANIZATIONS GOAL REACHED (21 organizations represented. April 2019 goal: 15)

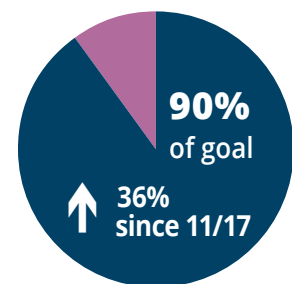


Certification

Designated
CCDPs



Career Pathways
to Certification



Financial

STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS FOR THE YEAR ENDING MARCH 31, 2018

REVENUES

	2018	2017
EMPLOYMENT NOVA SCOTIA	1,057,419	941,885
SPECIAL PROJECTS	15,911	28,379
MEMBERSHIP	12,758	4,949
CONFERENCE SPONSORSHIPS	11,275	5,235
COURSE FEES	6,965	1,925
CERTIFICATION	6,531	6,050
INTEREST	3,059	2,283
CONFERENCE REGISTRATIONS	0.00	38,670
OTHER FUNDING	0.00	3,969
	1,113,918	1,033,345

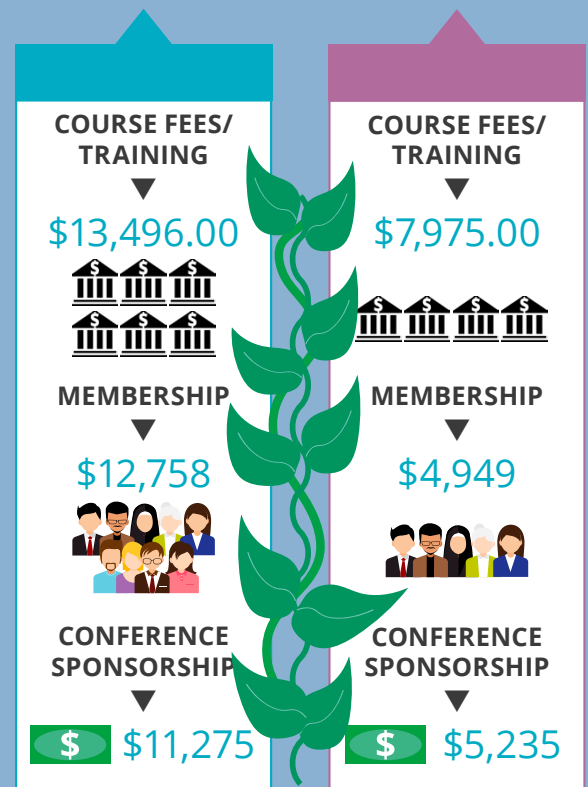
OPERATING EXPENSES

ADMINISTRATIVE	642,287	477,581
AMORTIZATION	19,317	11,572
CERTIFICATION PROGRAM	8,413	25,442
CONFERENCE	82,551	70,861
SPECIAL PROJECTS	13,929	28,379
TRAINING PROGRAM	285,838	356,894
	1,052,335	970,729
EXCESS OF REVENUES OVER EXPENSES	61,583	62,616
NET ASSETS – BEGINNING OF YEAR	150,961	88,345
NET ASSETS – END OF YEAR	212,544	150,961

Comparison of Year-to- Year Generated Revenue

2018

2017



The NSCDA began the year with GIC investments equalling \$150,961. Revenue was generated throughout the year through project funding, membership, conference sponsorships, course fees, certification program, interest income and provincial funding. Total revenue for the year is \$1,113,918.

Expenses are attributed to five (5) main areas: administrative, projects, certification program, conference expenses and training program.

Year end assets are a \$30,000 cashable GIC as security against the organizational credit cards. Monies are kept in low risk bank accounts accruing as much interest as possible while ensuring that funds are secure.

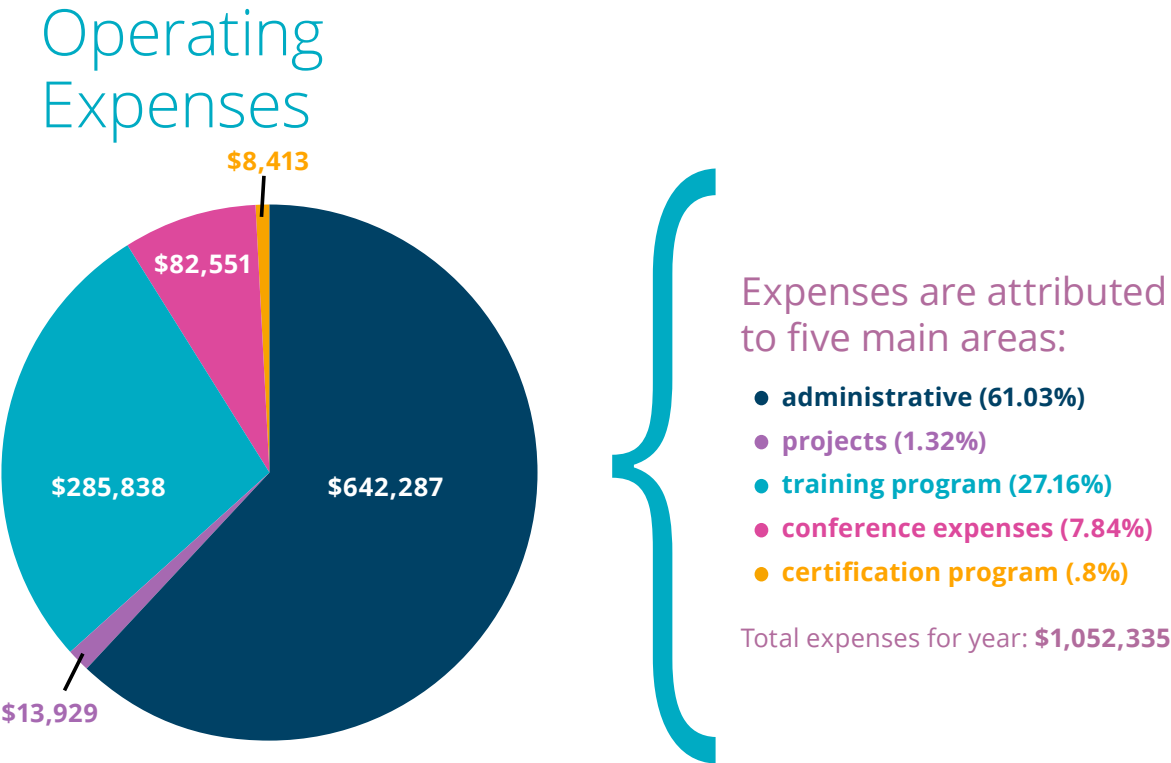
The NSCDA was fortunate to have received a two-year funding contract on March 31, 2017 for its operations. We are committed to providing value to our membership by growing all parts of the organization through increasing membership and providing opportunities for professional development

such as the certification program, case management and annual conference.

The NSCDA successfully passed our financial review on June 15, 2018, undertaken by Collins Barrow, Chartered Professional Accountants. All financial transactions have been handled appropriately with the goal of protecting our assets, increasing revenue and meeting our contractual commitments.

The future financial oversight of the association will be adjusted as the governance structure changes from an operational board to a governance board. The NSCDA has targeted professional financial expertise as one of the requirements of the Board. This expertise will guide us as our support to members grows.

Submitted by Chantelle Marshall,
Financial Manager,
NSCDA



Conference

The 2017 conference held at Inverary Resort in Baddeck, was a huge success. People seem to prefer attending conferences in rural locations where they can relax, focus on the conference and network with their peers.

We were delighted with the turnout. We had 59 delegates attend pre-conference, as well as 28 Mental Health Champions. In total, 254 attended the 2017 conference, up from the previous year when turnout was 217.

This year we decided to keep the format used the previous year, and it proved successful, providing two sessions for a full-day pre-conference experience. Teresa Francis started the day with her morning session "Introduction to Career Development", followed by Carla Anglehart's afternoon session "Building Change Resistance". Taking place concurrently with pre-conference was a full-day training session for Mental Health Champions facilitated by Neasa Martin.

Candy Palmater started conference on a great note with her positive and inspirational message about loving and respecting yourself and each other. Her ability to captivate the delegates with humour and solemn emotion set a great tone for the rest of the conference.

We offered 12 breakout sessions with a variety of presenters from across the province. Based on feedback, the topics

proved to be relevant to the current work of the delegates.


The NSCDA's Board Chair, Jane Orell, presented the organization's inaugural Lifetime Achievement Award to recipients, Laurie Edwards and Clarence DeSchiffart. This was a first-time event for the organization.

Two plenary sessions were offered. The first, by Elizabeth Shein who touched on Compassionate Self Care: An Ethical Imperative, received high praise from many who attended. The second plenary was by Jamus Dorey who openly discussed career services in the broader context and, coupled it with his personal story. He inspired people to want, more than ever, to help others become the best they can be.

Jennifer Moss presented the closing address Happiness and its Impact on Innovation, ending the event on a note of encouragement.


Delegates left this conference feeling inspired, informed and more connected to their peers.

Submitted by Ashley Halverson,
Co-chair,
Conference Committee,
NSCDA



"The information can be used in my everyday life and I was able to network with other organizations."

"I took away something from every session and speaker."



"Very topical to our day-to-day work."

"You walked away with several new ideas and programs to use with clients — both employer and job seekers."

Governance

In early 2017 the NSCDA contracted Halifax Global Inc. to provide business planning and advisory services with the goal of creating a five year strategic plan for the organization. The plan was delivered in spring of 2017 with the three over-arching objectives:

1. To achieve a recognized leadership position in the career development field;
2. Grow membership; and
3. Complete the board transition to a governance board.

From its inception, the NSCDA was governed by an operational board: that is, a board of directors who took responsibility for both setting the direction and agenda of the NSCDA as well as the execution of all tasks. This small but effective volunteer board took on large projects with enthusiasm and effectiveness. It was this work that set the stage for the growth of the profession, the development of the certification program, the ability to provide training and provincial and national partnerships. As more expertise

became located with the staff of the NSCDA, the governance framework needed to change to suit the NSCDA's changing work and circumstances.

In late 2017, the Board chose the Cortex Model of governance which is a results/outcomes based model. Major characteristics include:

1. Focus on customers/clients, the community/market-place, legislation, best practices and employee knowledge to define the standards, expectations and performance outcomes to which the NSCDA aspires;
2. Clarify and set outcome measures of success; and
3. Have a clear accountability framework.

It is with this in mind that the NSCDA created detailed board competencies for the recruitment of new board members and targeted expertise where it would be most needed. This will ensure that the Board is measuring success against what is important versus what is convenient.

NSCDA STRATEGIC PLANNING

