



ptp
annual report
2003–2004



preparatory training programs of toronto

thank you

PTP would like to thank our funders for their continued commitment to the services we provide in Toronto.

Funders

Government of Canada

Human Resources and Skills Development, Danforth

Human Resources and Skills Development, Etobicoke

National Literacy Secretariat

Province of Ontario

Ministry of Training, Colleges and Universities, Skills Investment Branch

City of Toronto

Etobicoke South Social Services

PTP works with a number of community agencies and organizations throughout Toronto. A special thank you for their ongoing commitment to PTP and to the community we serve:

Alphaplus Centre

Ambercroft Training Centre

Crawford Health

GED Achievement

Employment Resource Centres

Kennedy ERC

Rexdale ERC

Etobicoke South Social Services

Focus Rehabilitation Management

National Health Partners

Northern Lights

OASIS

Ontario March of Dimes

SkillPlan

Toronto District School Board – Etobicoke Employment Counselling Centre

Vocational Pathways

Workers Safety Insurance Board

YWCA – Danforth Assessment Centre

Memberships

PTP is a member of:

Etobicoke Chamber of Commerce

ONESTEP (Ontario Network of Employment Services & Training Programs)

MTML (metro Toronto Movement for Literacy)

OLC (Ontario Literacy Coalition)

ptp mission statement

The Preparatory Training Programs of Toronto—PTP—provides adult basic education and other kinds of support to assist people to enter skills training and employment.

To accomplish this task the program will:

- Use an innovative and individualized approach
- Provide flexible, integrated services
- Provide program supports that will assist participants' learning
- Foster participant independence and respect people's dignity
- Strengthen participants' ability to find and keep a job



message from the chair

This annual report covers eighteen months—since April, 2003, a period of considerable change. The resignation of the previous Executive Director of PTP and the dissolution of an important financial partnership created a situation of organizational upheaval.

Thanks to the incredible efforts of the management team—Claudia Costa, Julie Chorlton, Marisa Mazzulla, Aleksandra Popovic and, especially, Barb McFater and Libby Shea, PTP survived and is now in a position to thrive. Despite the challenges for management, clients were served and well served and program development continued. There will now be more opportunity for growth with less attention being required for day to day financial management. The patience and assistance of staff at the Ministry of Training, Colleges and Universities must also be acknowledged.

Among the other achievements of the management team was the recruiting of five very able Board members. These members contributed a great deal in the transition period, helping with personnel decisions and also helping to improve Board-Staff communications.

I would like to acknowledge the yeoman service of retiring Board members Glenn Anthony and Dino Nassivera. I expect to be joining them in retirement from the Board next year. I can do this now with confidence in both the Board and Management of PTP.

Jack McLaren

Chair, PTP Board of Directors

message from the executive director

During the past eighteen months I have had the opportunity to take on a leadership role at PTP along with Libby Shea, Program Manager of our East Training Centre. The obstacles we faced were substantial, and overcoming them proved to be both challenging and rewarding. I learned a great deal about shared leadership and working with a team—appreciating the strengths and competencies that others brought to the table.

I also gained a greater appreciation for what PTP does well—really well—and that is deliver workforce literacy programming and employment services to an adult population that faces many challenges and barriers. This appreciation extends to an exceptional and thoughtful staff that has the skills, experience and values to carry out the important work that PTP has undertaken.

PTP has been innovative and forward thinking in its twelve-year history. Strong leadership and successful strategic planning led to the development of an organization that is now and continues to be a leader in workforce literacy programming—programming that has proven to be not only innovative, but also unique and effective.

Our goal at PTP has always been not just to meet, but to exceed expectations. Although PTP does many things very well, we can do better. It is extremely important that PTP remains flexible and inclusive, ensuring that adults, many of whom are living in poverty and receiving financial assistance, are able to access our programs and services readily. However, as hard as we try to meet the needs of our client group, it is not always clear what the next steps will be for many of our students en route to employment. There is clearly a lack of accessible and appropriate skills training programs as well as employment opportunities with on-the-job coaching or training.

The good news is that PTP is in the position to move forward and develop external partnerships, and to collaborate with other community agencies, skills training programs and employers. To achieve this goal, we need to reach out to community leaders and strive toward our common goal of supporting our diverse group of participants as they improve the quality of their lives and move toward suitable and sustainable employment.

I look forward to the year ahead as we continue to build on past accomplishments, with an eye to growth and improvement.

Barbara McFater
Acting Executive Director

program reports

workplace communications

At PTP, literacy and basic skills, numeracy, computer basics, document literacy and 'hands-on' workplace activities are integrated in our delivery model. We call this integrated approach to skills development the PTP Workplace Communications Program.

Students at PTP all have one thing in common—their goal of securing employment. To this end, PTP integrates the instruction of reading, writing and math with practical applications from the workplace.

The Workplace Communications program has five levels that are linked to the Ontario Government's literacy levels. Level 5 attainment means a student can manage most of the written materials they may come across on a daily basis. Students at PTP may start at any of the five levels. Depending on their employment goal, students may move on to employment from any one of the levels.

Students at PTP have gained employment this past year in a variety of positions. Some of the successes we've seen include employment as security guard, retail cashier, production worker, and merchandise supervisor.

Other clients have moved on to further training for jobs as clerical worker, personal

support worker, janitor, food preparation worker, air conditioning technician and truck driver.

In 2003-04, PTP served over 400 students on a full-time basis in its Workplace Communications Program, and provided assessment, information and referral services to an additional 300 clients.



job solutions

PTP now manages two job search programs in the Danforth and Etobicoke communities. Job Solutions provides one-to-one and small group job search assistance to those with literacy and language barriers to employment. Our mission is to provide a specialized employment service to achieve the best possible employment results.

This past year Job Solutions went through some exciting changes. Job Solutions West, having successfully completed 20 months as a pilot project, became an ongoing, annually funded program. Following this model's

success, the Job Options Basic Skills Job Finding Club (JOBS) was. Co-location with PTP's training program on the Danforth has provided PTP clients with better access to services and Job Solutions can serve a greater number of participants from the workplace communications program at PTP.



With the support of HRSDC, we now have a Job Developer at each location who acts as a liaison between potential employers and our job seekers to increase interview and employment opportunities.

Presently, we also offer off-site services in three different locations: Rexdale Employment Resource Centre (ERC), Etobicoke South Social Services ERC and Kennedy ERC. As we grow, we are committed to outreach further within our communities, providing more effective services and helping more people.

In 2003–04, Job Solutions directly helped 274 job seekers develop effective job search skills and moved 156 clients towards employment

workwrite

workwrite, our program for injured workers, has continued to deliver its intensive, individualised workplace communications program to clients.

This past year we introduced three new components to the program. The first, integrated job search preparation, enables clients to gain familiarity with job search practices while finishing their language program. With the preparation component, our clients leave their language program job-search ready and can utilize their time during the four week job search training program more efficiently and effectively.

We also offer job search training onsite at PTP. This flows naturally from the idea of job search prep and provides continuity for our students. Every client currently enrolled in the workwrite program will also receive job search training at PTP.

Most recently in the workwrite program we have begun to offer job placements to our clients. The opportunity to gain experience in the area of employment that they are targeting improves the clients' marketability.

Our success in meeting the particular need of workwrite clients is important to case managers who see that the focus on workplace communications in our core curriculum is meaningful to their clients, and the community environment in our centres makes the experience an enjoyable one.

ministry of training, colleges and universities visits ptp

In early May, MPP Kathleen Wynne, Parliamentary Assistant to the Minister of Training, Colleges and Universities, visited PTP as part of her review of adult education in Ontario. She was very impressed with both PTP's integrated approach to literacy programming and our specialized job search program, Job Solutions. Ms. Wynne spoke at length with students and staff, and was especially interested in learning about the challenges we faced as a program and what challenges the students faced as individuals on their path to employment.

PTP is appreciative of the opportunity given to contribute to the adult education review process.



*PTP students share their ideas with **Kathleen Wynne** (Parliamentary Assistant to the Minister of Training, Colleges and Universities), **Audrey Spence** (Consultant, Literacy and Basic Skills, MTCU) and **Barb McFater**, (Executive Director, PTP)*

publications and resources

PTP is a leader in workforce curriculum and assessment development and we have published employment-focused teaching materials and assessment tools for the literacy field. PTP has developed an assessment system called the C.A.M.E.R.A. (Communications and Math Employment Readiness Assessment) that we use within our organization. The assessment results help our students see where their strengths and weaknesses are when it comes to work-related reading, writing and math skills. The C.A.M.E.R.A. has helped our students make decisions about what areas to focus on while studying at PTP and what kind of work they are will be ready to do when they finish. PTP has also published four volumes in our Workwrite series. The Workwrite series is a set of instructional workbooks and teachers' guides focusing on the features and functions of workplace documents. It is a unique resource of materials collected from hundreds of companies in southern Ontario. The Workwrite series gives instructors a wealth of activities to help prepare their students for the kinds of reading, writing and math they will do in entry-level jobs in the industrial, clerical, retail, and hospitality sectors. In cooperation with the Alphaplus Centre, PTP has sold over 1,500 copies of the Workwrite series.

remembering nancy

On August 23, 2004, we said goodbye to Nancy Jackman. Nancy, our friend and colleague, died after a four-year struggle with cancer. We remember her courage, her suffering, her laughter, her zest for life and her spirit of caring.

Over a period of eight or more years, Nancy brought to her work at PTP that feistiness, creativity and commitment that coloured all she said and did. Nancy was our math instructor at the West Centre. She found ways to make us see how numbers relate to our everyday and work lives. She initiated small projects that grew into bigger things. Borrowing twenty dollars from the program, she started the snack shop



Nancy Jane Jackman (nee Howell), 1954 - 2004.

that now serves to teach basic inventory, cash handling and bookkeeping, on-line grocery ordering and customer service skills. These activities are part of the Teamworks project identified with PTP. Nancy was the person who once baked five pumpkin pies for our Thanksgiving meal. She was the person who organized volunteer activities, who placed food on the kitchen shelves with the sign "Forgot your lunch? Help yourself", who sold daffodils for the Cancer Society.

What Nancy did best was share. She shared with us the stories of her life. Through them, we learned that at the very heart of her being was family. Through her stories, we learned about David, her husband, Andrew and Laura, her children. Nancy talked about her dad, her mother who had died, and her siblings. She talked about the summers she and David spent camping, watching Andrew and Laura grow up in the company of friends and relatives. We remember the deep pleasure she drew from life, the absolute love she had for her family, the ways she drew us into that family and we are comforted by our remembrances.

To remember and honour Nancy Jackman, we have established The Nancy Fund to support the students she served and the work she valued.

auditor's report

To the members of PTP—Preparatory Training Programs of Toronto:

I have audited the statement of financial position of PTP as at March 31, 2004 and the statements of operations and changes in fund balances and of cash flows for the year then ended. These financial statements are the responsibility of the corporation's management. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and the significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion these financial statements present fairly, in all material respects, the financial position of the corporation as at March 31, 2004 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Robert M. Veltheer, Chartered Accountant, Richmond Hill, Ontario, June 30, 2004

Statement of Operation as at March 31, 2004

	Unrestricted Fund	Externally Restricted Fund	Totals 2004	Totals 2003
REVENUE				
Government Grants				
MTCU – Province of Ontario	\$ –	\$ 1,041,887	\$ 1,041,887	\$ 1,073,600
HRSD – Gov't. of Canada	–	304,525	304,525	272,239
National Literacy Secretariat	–	–	–	110,500
Industry Canada	–	–	–	3,365
Toronto Social Services	17,587	–	17,587	18,643
Fees for Service	<u>242,323</u>	<u>–</u>	<u>242,323</u>	<u>495,118</u>
	<u>\$ 259,910</u>	<u>\$ 1,346,412</u>	<u>\$ 1,606,322</u>	<u>\$ 1,973,465</u>
EXPENSES				
Program support	\$ 1,195	\$ 41,254	\$ 42,449	\$ 64,158
Bad debt	–	–	–	73,909
Office & administration	28,664	83,065	111,729	104,142
Professional services	31,052	45,137	76,189	134,533
Building occupancy	34,804	267,151	301,955	206,602
Staffing	<u>146,730</u>	<u>909,018</u>	<u>1,055,748</u>	<u>1,335,177</u>
	<u>\$ 242,445</u>	<u>\$ 1,345,625</u>	<u>\$ 1,588,070</u>	<u>\$ 1,918,521</u>
Excess of Revenues over Expenses	\$ 17,465	\$ 787	\$ 18,252	\$ 54,944
Inter-Fund Transfer	-1,411	1,411	–	–
Fund Balances Beginning of Year	<u>-8,103</u>	<u>59,006</u>	<u>50,903</u>	<u>-4041</u>
Fund Balances End of Year	\$ 7,951	\$ 61,204	\$ 69,155	\$ 50,903

Note: For a complete copy of the Financial Statements, please contact the PTP office.

ptp board of directors

Jack McLaren, Chair
Glenn Anthony, Treasurer
Paula Hunter, Communications Officer
Belinda Huang

Paul Laughlin
Dino Nassivera
Sabita Ramlal
Patrick Woo

current ptp staff

management

Barbara McFater	Acting Executive Director
Claudia Costa	Manager, Job Solutions Programs
Aleksandra Popovic	Manager, workwrite Programs
Elizabeth Shea	Manager, East Training Centre

administration

Irene Fotinos	Huong Nguyen
Avis Henry	Moganah Seva Samy
Patricia Kowalska	

assessment & instruction

Kamran Ahmadpour	Elizabeth MacDonald
Linda Armstrong	Karin Meinzer
Hyla Davis	Katherine Rios
Susan Fearnley	Debbie Robertson
Olga Hermann	Anne-Marie Williams
Linda Jin-Troendle	Jeff Willis
Vicky Johnston	Bari Zittell
Vishnu Lilharder	

employment counselling and job developing

Emily Hall	Roxanne Partridge
Michelle Hughes	Maria Romaschin
Andrew Kent	June Seagrave

program consultants

Anna Cambone	Marisa Mazulla
Karen Geraci	Willis Rudy
Linda Jin-Troendle	

short term contracts + outgoing staff

Julie Chorlton	Diane Hsi-Chi Lu
Zahra Hirani	Henry Owh
Melanie Jamieson	Paul Owh
Sanjay Lakhana	Michael Ryan
John MacLaughlin	Ming Tam
Sheldon Mahabir	Christina Wiggins

locations

PTP East Centre

815 Danforth Avenue
Toronto, Ontario
M4J 1L2

PTP West Centre

5415 Dundas Street West
Toronto, Ontario
M9B 6E3

East Training Centre

Suite 201
416.510.3266

West Training Centre

Suite 200
416.239.7309

Job Solutions East

Suite 208
416.686.8426

Job Solutions West

Suite 200
416.239.8802



ptp

www.ptp.ca