

# Annual Report

Adult Learning & Employment Programs

# 07



## **Our Vision**

Empowering adults to learn and find work they value.

## **Our Mission**

To provide basic skills education, upgrading, job search and related services to adults preparing for employment or training.

## **Our Values**

### **We value the right to learn and work.**

- We seek to create better opportunities in education and employment.
- We help people identify interests and skills, connect them to employment goals and related, realistic pathways to success.

### **We value people – their individuality and dignity.**

- We create a positive, supportive learning, teaching and working environment that encourages personal growth through reflection, goal setting and on-going assessment.
- We acknowledge individual strengths and challenges.
- We aim to accommodate special needs.
- We provide support services to enhance individual well-being and goal achievement.
- We respect the skills, knowledge, commitment and hopes of clients and staff.

### **We value open communication.**

- We build trust and listen without judging.
- We give, and respond to, constructive feedback.

### **We value diversity and community.**

- We are inclusive and collaborative.
- We encourage active participation and celebrate our shared accomplishments.

### **We value accountability.**

- We deliver effective, flexible, and integrated programs responsive to client needs.
- We follow policies and procedures that treat people fairly.
- We negotiate agreements with funders that best serve our client groups.

### **We value innovation and leadership.**

- We use research and materials development to meet, evaluate and refine PTP's program objectives.
- We recognize the role of community partners in achieving our mission.
- We strive for excellence.



## Executive Director's Report

### Annual General Meeting

Barbara McFater  
Executive Director

It has been an especially busy and exciting year at PTP.

Early last year, PTP underwent the process of re-branding. We changed our name to **PTP Adult Learning and Employment Programs**. We created a new logo and accompanying tagline — *'pathway to possibilities'*.

We also revised our mission statement, developed six value statements that guide us in our work, and after much deliberation, agreed on the following vision statement for the organization: ***'Empowering adults to learn and find work they value'***.

In addition, the board approved a three-year strategic plan that included the following five strategic directions:

- to strengthen, enhance and expand PTP programs and services;
- to establish PTP as an employer of choice in the non-profit sector;
- to develop partnerships that enhance PTP programs and services;
- to diversify our sources of funding;
- and to remain a leader in workforce literacy.

Accompanying these five directions were seventeen strategic goals, with action items and projected outcomes. All PTP staff, the Board, PTP participants, and other stakeholders were involved in developing this plan. It was our opportunity to come together, to plan for PTP's future, and to establish a shared vision for our organization.

Looking back, we began the year with a comprehensive strategic plan, a set of priority goals, a new name, a new logo, a revised mission statement, newly written values statements, a vision statement, and – most importantly – a highly committed and dedicated staff to carry out the work of delivering the programs and services to our participants.

Our first goal was to implement the Strategic Plan. We began by choosing priority goals under each strategic direction. This is what we accomplished:

#### Strategic Direction

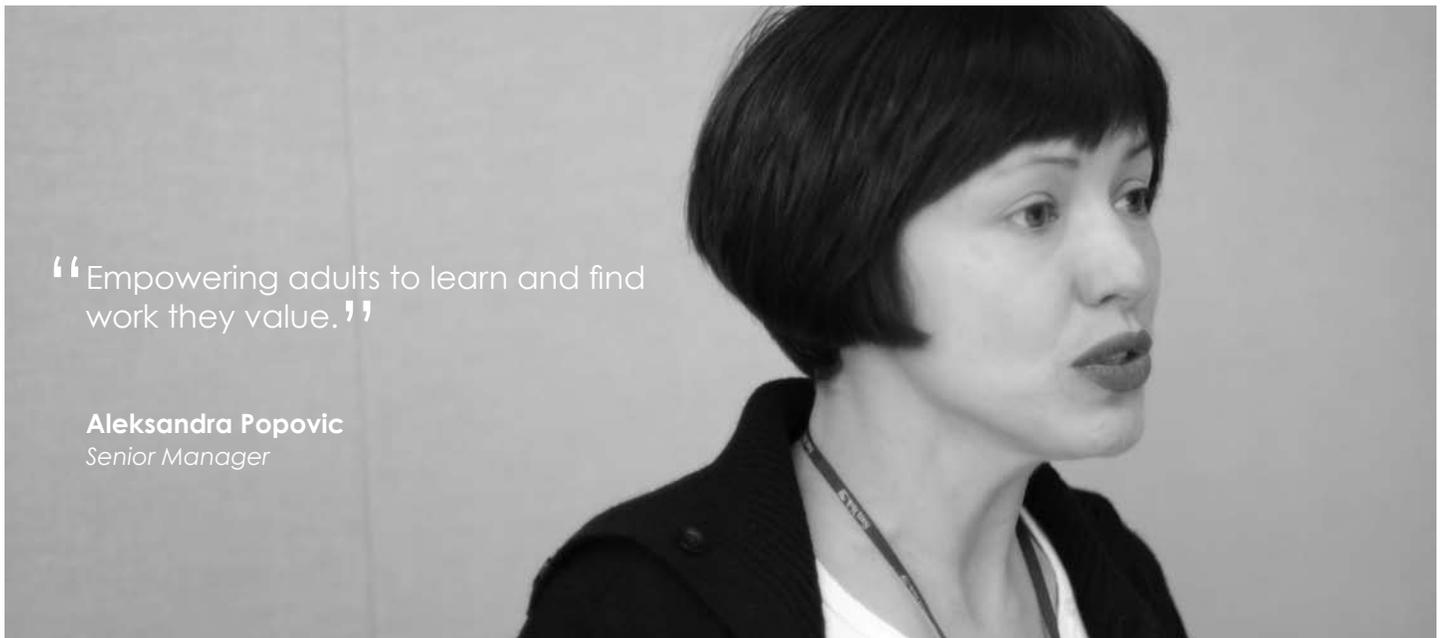
##### A. Strengthen, enhance and expand PTP programs and services

#### Priority Goals

- To establish an evaluation process to ensure continuous improvement in all programs and services
- To explore expanding programs and services to respond to the changing needs of participants, funders, employers and trainers

#### Achievements

- PTP staff were trained on MTCU's new CIPMS (Continuous Improvement Performance Management System). PTP will implement CIPMS in 2008
- PTP, in partnership with Seneca College and the Labour Education Centre, began delivering academic upgrading in November. Our goal is to deliver training to 40 participants this year, with outcomes of college entry, pre-apprenticeship training and/or apprenticeship
- OFA, Opportunities for Advancement began delivering a series of workshops at PTP titled "Woman Under Stress". These workshops will continue in the new year
- Workers' Health & Safety Legal Clinic and St. Christopher's Financial Advocacy Program regularly delivered workshops for our students
- South Riverdale Health Centre gave presentations and workshops on stress management and other health related topics



“Empowering adults to learn and find work they value.”

**Aleksandra Popovic**  
Senior Manager

**Strategic Direction**

**B. Establish PTP as an employer of choice in the non-profit sector**

**Priority Goal**

- To establish a Human Resource framework that embraces innovative practices and policies

**Achievement**

- With the support of a staff working group and the Board Personnel Committee, the new Personnel Policies and Procedures Manual, including job categories and descriptions, was completed

**Strategic Direction**

**C. Develop partnerships that enhance PTP programs and services**

**Priority Goal**

- To establish partnerships with agencies and organizations to improve access and options for our participants

**Achievements**

In order to create better ‘pathways’ for our participants, it was critical that we reach out to other programs and services, and develop strong, mutually beneficial relationships. Under ‘Employment Ontario’, Ontario’s new training and employment network, we will be evaluated on how well we link and work with other programs, employers, and trainers in our region. Our goal to establish partnerships, both formal and informal was an overwhelming success this past year.

- As stated above, we now have formal partnership with Seneca College and the Labour Education Centre to deliver academic upgrading at our East Centre

- We also established a partnership with Woodgreen Community Services, a non-profit organization that provides a comprehensive range of programs and services to the east Toronto community. At present, PTP is delivering academic upgrading to women in their Homeward Bound program, helping them prepare for college entry. Homeward Bound is a program that enables women and their children to move from low incomes and homelessness to economic self-sufficiency
- Community Connections – Job Start, Toronto Social Services, Humber College and *vpi*, Toronto Public Libraries – continue to work closely with PTP, planning and running very large and successful Job Fairs in Etobicoke. PTP has established good relationships with a variety of employers through these job fairs, and it is our hope that PTP clients will benefit from these relationships
- At present, PTP has partnered with Community MicroSkills Development Centre, a multi-cultural, non-profit, community-based organization to deliver our LBS Workplace Communications Program to clients who need upgrading in preparation for employment

**Strategic Direction**

**D. Diversify our sources of funding**

**Priority Goal**

- To explore the feasibility of obtaining charitable status

**Achievement**

- The Finance Committee of the Board explored the feasibility of PTP gaining charitable status and has recommended to proceed with the application process in 2008

## Strategic Direction

### E. Remain a leader in workforce literacy

#### Priority Goal

- To continue to demonstrate leadership, and build our reputation by setting high standards and sharing our knowledge and expertise with the field

#### Achievements

- PTP worked closely with MTCU on its Learner Skill Attainment Framework working committee. Our knowledge and expertise in workforce literacy, essential skills research and our CAMERA (Communication And Math Employment Readiness Assessment) System gave us a lead role on this committee over the past year
- PTP received funding from MTCU to deliver training to over 100 assessors on the CAMERA System in Ontario in 2008
- PTP was invited to participate in a project managed by Project Read, and funded by the Ministry of Education. PTP trained 22 Assessors in November on the CAMERA System as part of this research project. These newly trained assessors will use and evaluate the assessment tool over the next few months
- *Building for the Future: Connecting to Apprenticeship*, our resource on apprenticeship career exploration, was presented at the Opportunities Conference in Toronto. The presentation was very well received, with over 100 people in attendance
- PTP has established a working relationship with Career Essentials, a private company that trains and upgrades injured workers. PTP will conduct a pilot project on the use of our CAMERA System with their employment-bound clients in February 2008
- PTP is working with Guelph University, on the use of CAMERA with Native Water and Waste Water Operators. There is a need for a functional literacy assessment tool,

with accompanying curriculum to support the upgrading of First Nations people operating the current water systems while working toward certification as Waste Water Operators

- PTP is also working with the francophone, native and deaf streams. The francophone stream has submitted a proposal to have the CAMERA System translated into French, and the deaf stream will be looking at ways to modify the tool for their purposes. We are hoping to take the CAMERA System to both these streams later in 2008
- PTP was invited to participate on an advisory committee and present a panel report for a regional forum titled Strategic Partnerships for Action: A focus on Workplace and Workforce Literacy in Ontario. Representatives from labour, unions, government, literacy and other education and community organizations were invited to develop a plan of action to advance workforce/workplace literacy in Ontario

## Updates on Programs and Services

At the heart of the work that we carry out is our shared belief that everyone has the right to learn and to work. It is by supporting adults build the literacy and basic skills they need to move on to training or employment that we fulfill our mission and our vision.

PTP actively pursues excellence in adult education and employment preparation through innovative programming, materials development and relevant research.

PTP works to enhance the economic and social circumstances of its participants by creating a rich learning environment where participants identify their interests, develop essential skills, explore employment goals, and discover individual pathways to success.

“To continue to demonstrate leadership and build our reputation by setting high standards and sharing our knowledge and expertise with the field.”

**Claudia Abello**  
Senior Manager



## Literacy and Basic Skills Program

In 2006-07 our combined LBS programs saw a total of 614 learners, exceeding our target number of 510. Of these 614 participants, over 80% were receiving social assistance. Our outcomes were extremely good, with close to 80% reaching their LBS goal and moving on to employment, training, other education or volunteer work.

In the future, under MTCU's new CIPMS (Continuous Improvement Performance Management System), LBS programs will be evaluated primarily on outcomes and student satisfaction. Our energies will be focused on ensuring students have excellent programming and clear pathways to their next steps.

## Job Solutions

Our specialized job search program for clients who have less than grade 12 education assisted 341 clients, and helped secure employment for more than 55% of its clients during 2006-2007.

PTP looks forward to the changes that the new year brings as MTCU moves from the transition stage to a transformation stage regarding the integration of all its employment assistance services.

## Pre-employment Development: Take Charge for Life and Work

In 2006-2007 we delivered 6 PED sessions at both our East and West centres. 67 clients benefited from career exploration, a series of life skills workshops, labour market research and one-to-one counselling. At the end, 46 clients followed their action plan, and are either working, volunteering or enrolled in a training program.

## Employment Placement (EP)

EP, our job search program for clients who have a grade 12 education or higher, was a new initiative in 2006. At present, we are seeing over 50% of clients finding sustainable employment.



## Workwrite Program for Injured Workers

PTP continues to deliver training to injured workers at both of our locations.

Our approach to workforce literacy and essential skills training using the CAMERA System led to an invitation to present at York University in November. Future case managers were introduced to the value of contextualized education for effective and efficient transition back into the workforce.

## NEW Research Report

***Workforce Literacy and Essential Skills: Increasing student success through contextualized learning***

The purpose of the report was to examine and report on PTP's 'Teamwork' projects, currently an important part of our Literacy and Basic Skills program. The result is a very detailed and thoughtful report that explores and analyzes both PTP's

model of workforce literacy programming, as well as other contextualized program models in the province.

## Current Research

***Filling the Gap: Establishing Effective Links between LBS and Apprenticeship***

The purpose of this research is to look at how community-based agencies can better support the 'would be' apprentice en route to apprenticeship. In the fall of 2007, PTP carried out 'action-based research' for this project in partnership with George Brown College. Thirty participants explored the skilled trades using PTP's resource, *Building for the Future: Connecting to Apprenticeship*. They also received upgrading in Communications and Math, as well as one-on-one counselling. Most of these participants have now moved on to pre-apprenticeship training. The results of this research will be presented in a report in the spring of 2008, and also at the Canadian Apprenticeship Forum's 2008 Conference titled "Apprenticeship – Our Competitive Advantage" to be held in Victoria BC in June 2008.

## PTP Board of Directors 2007

PTP is governed by a volunteer Board of Directors whose members have a wide range of skills, knowledge and experience. Its contribution and dedication are very much appreciated.

### Board of Directors

<b>Chair</b>	Jeremy Zinger	<b>Directors</b>	Bianca Gikondi
<b>Vice-Chair</b>	Belinda Huang		Jon Hahn
<b>Treasurer</b>	Joanna Lim		Paul Tan
<b>Communications Officer</b>	Heather Williams		Paula Hunter
			Sarah Milton-Lomax (Sabita Ramlal) to July 2007

### Our Staff

<b>Executive Director</b>	Barbara McFater	<b>Employment Counselling and Job Development</b>	Ritu Bhardwaj Roxanne Brigham Susan Fearnley Katherine Green Lynn Manwar Maria Romaschin Jessica Verbovsky
<b>Senior Managers</b>	Claudia Abello Aleksandra Popovic		
<b>Managers</b>	Vicky Johnston Tra Mi Nguyen Anne Marie Williams		
<b>Program Coordinators</b>	Linda Armstrong Pauline Larsen Debbie Robertson	<b>Consultants</b>	Matt Foran Karen Geraci – inQuire consulting Marisa Mazzulla – inQuire consulting Linda Jin-Troendle – Linbert Financial Gail Stewart Vanessa Devotta
<b>Administration</b>	Maria Anwer Minh Chun Avis Henry Patricia Kowalska		
<b>Finance Department</b>	Huong Nguyen	<b>Short Term Contracts and Outgoing Staff</b>	Yvonne Cummings Michelle Hughes Travis McWilliams Alethea Spiridon Christina Yu
<b>Assessment, Instruction, Workshop Facilitation</b>	Kamran Ahmadpour Cheryl Bardouille Sue Burke Olga Boutsis Herrmann Vishnu Lilhardar Karin Meinzer Lauren Morris Lucy Ng Katherine Rios Yvonne Smythe Sheila Stewart Christiana Owoo Jeff Willis	<b>Volunteer Staff/Practicum Students</b>	Yaman Alhashedi Chilesche Chanda Andrea Ferkranus Denny Medeiros Ashleigh Shabot Irene Swierczynski Karma Tashi

# Thank you

## Funders

PTP is grateful to our government funders for continued support of our programs and services.

Government of Canada  
Office of Literacy and Essential Skills  
Government of Ontario  
Ministry of Training, Colleges and Universities  
City of Toronto  
Toronto Social Services

## Memberships

PTP appreciates the work conducted by the following organizations. They keep us informed, advocate on our behalf and contribute in a significant way to the communities we serve.

Community Literacy of Ontario (CLO)  
Metro Toronto Movement for Literacy (MTML)  
Ontario Literacy Coalition (OLC)  
Ontario Network of Employment Skills Training Projects (ONESTEP)  
A Women's Training Community (ACTEW)

## Community Partners

PTP works with many organizations and agencies across Toronto and Ontario – special thank you for their ongoing support to our projects, research and, most importantly, the communities we serve.

Ability Learning Network  
Action Read  
AlphaPlus Centre  
Alternative Education Centre  
Ambercroft Labourers' 506 Training Centre  
Canadore College  
CARES  
Cascade Disability Management  
Centennial College  
Centre for Community Learning and Development  
CORCAN  
Crawford Healthcare Management  
Deaf Literacy Initiative  
Dress Your Best  
Employment Resource Centres  
Etobicoke South Social Services ERC  
Rexdale ERC  
GED Achievement  
George Brown College  
Georgian College  
Georgian Literacy  
Goodwill Assessment Centre  
Halton Catholic District School Board  
Hamilton Literacy Council  
Hamilton Wentworth Catholic District School Board  
Humber College  
Iroquois Falls Adult Learning Centre  
JobStart

Labour Education Centre (LEC)  
Lambton College  
Lambton Kent District School Board (LKDSB)  
Learning Disabilities Association of Ontario  
Lecap - Centre d'apprentissage et de perfectionnement Inc.  
Literacy Link Niagara  
Literacy London Inc.  
Massey Centre for Women  
Microskills  
Mohawk College  
Napanee Community Learning Centre  
Niagara Region Literacy Council  
NRCS Inc.  
Ontario Literacy Coalition  
Ontario Native Literacy Coalition  
Ontario Place  
On-Track  
Opportunity for Advancement (OFA)  
Organization for Literacy  
Peel Adult Learning Centre  
Peel District School Board  
Port CARES  
Prince Edward County Learning Centre  
Prince Edward Learning Centre  
Project READ  
Quinte Adult Day School  
Quinte Literacy  
Rehabilitation Network  
Riverdale Community Health Centre  
School of Career and Academic Access  
Scott Mission  
Second Harvest  
Seneca College  
Sibley and Associates  
Sioux Hudson Literacy Council  
St. Christopher House, Financial Advocacy & Problem Solving Program  
St. Louis Adult Learning Centre  
St. Mary's Adult Learning Centre  
Thames Valley District School Board  
The Royal Ontario Museum  
Toronto Catholic District School Board (TCDSB)  
Toronto District School Board (TDSB)  
Toronto Public Library  
Toronto Social Services  
East Toronto Social Services  
Etobicoke South Social Services  
Toronto Training Board  
Toronto Worker's Health & Safety Legal Clinic  
*vpi*  
Webster's Academy  
Woodgreen  
YWCA

And to Starbucks and Shoppers Drug Mart – A very big thank you for your donations and support for our participants. Your generosity and support are much appreciated.

## Auditor's Report

To the members of PTP:

The accompanying summarized financial statements are derived from the complete financial statements of PTP – Preparatory Training Programs of Toronto as at March 31, 2007 and for the year then ended on which I expressed an opinion without reservation in my report dated June 27, 2007. The fair summarization of the complete financial statements is the responsibility of management. My responsibility, in accordance with the applicable Assurance Guideline of the Canadian Institute of Chartered Accountants, is to report on the summarized financial statements.

In my opinion, the accompanying financial statements fairly summarize, in all material respects, the related complete financial statements, in accordance with the criteria described in the Guideline referred to above.

These summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the entity's financial position, results of operations and cash flows, reference should be made to the related complete financial statements.

Richmond Hill    Robert M. Veltheer  
June 27, 2007    Chartered Accountant

### PTP - PREPARATORY TRAINING PROGRAMS OF TORONTO

#### SUMMARIZED FINANCIAL STATEMENTS FOR THE YEAR ENDED MARCH 31, 2007

	2007	2006
<b>REVENUE</b>		
Government grants	\$ 1,754,629	\$ 1,525,320
Capital grants	26,488	26,777
Fees for service	308,230	315,095
	<u>\$ 2,089,347</u>	<u>\$ 1,867,192</u>
<b>EXPENSES</b>		
Program support	\$ 86,147	\$ 63,799
Office & administration	101,455	126,237
Professional services	209,562	115,463
Building occupancy	330,436	318,729
Staffing	1,306,085	1,196,422
	<u>\$ 2,033,685</u>	<u>\$ 1,820,650</u>
EXCESS OF REVENUES OVER EXPENSES	\$ 55,662	\$ 46,542
FUND BALANCES BEGINNING OF YEAR	\$ 117,136	\$ 70,594
FUND BALANCES END OF YEAR	\$ 172,798	\$ 117,136
<b>COMPOSITION OF FUND BALANCES</b>		
Unrestricted resources	\$ 119,133	\$ 106,652
Invested in fixed assets	\$ 30,665	\$ 9,234
Internally restricted resources	\$ 23,000	\$ 1,250
	<u>\$ 172,798</u>	<u>\$ 117,136</u>

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

## Testimonials

"I am now able to do a good job at work as a Cashier/Sales Associate because of my training at PTP. In the Coffee Club I learned customer service skills and how to use the cash register. My reading and spelling skills improved and the computer skills I developed made me feel confident in using the computer at work."

*A Workplace Communications participant*

"The Job Solutions Program was very helpful. It prepared me for interviews. The program lifted me up and gave me the confidence to approach employers knowing that I will do well. Without your help I would never have found a job."

*A Job Solutions participant*

"This program was helpful in terms of directing us on the right path according to our skills and interests which will benefit us in the long run to finding employment. I am very satisfied with my plan of action and I am going to make a full commitment to achieving my goal."

*A Take Charge for Life and Work participant*

"I have been in Canada for over ten years and have not seen another program like PTP. I was very happy. I learned a lot. The staff were very helpful, fair and non judgmental. I am now able to read and write and complete work order/completion forms relating to my job. I really benefited from the program."

*A Workplace Communications participant*

"I have learned a lot from PTP and this is helping me in both my jobs. I can read reports, instructions, medication labels, etc, with very little difficulty. My math and computer skills have improved a lot as well. I am now independent and have two jobs. Most importantly, I now have self-confidence and my children and I are very happy."

*A Workplace Communications participant*

"The program was awesome. I am using the skills I learnt at PTP in my job as Serviceperson at the K-Cafe. Some of the skills are reading, writing, customer service, inventory, organizing information and cash register."

*A Workplace Communications participant*



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