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the passion to inspire  
the passion to lead  
the passion to achieve

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## Vision

Empowering adults to learn and find work they value.

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## Mission

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

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## 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.

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## Message From The Chair

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*Belinda Huang*

Thanks to the creativity and enthusiasm of Executive Director Barbara McFater and her incredible staff, 2007-2008 has been a most productive and exciting year. Using the five strategic directions and goals jointly reached by staff, managers, and the Board of Directors in 2007, PTP continues to strengthen, expand and enhance its programs and services by improving existing core programs while incorporating new services to increase its competitiveness and funding diversity.

It has also been a year of significant achievements for the Board of Directors. Inspired by PTP's commitment to implement a Continuous Improvement Performance Management System (CIPMS) across all programs and services, the Directors have launched and completed the first-ever evaluations of the Board and the

Executive Director, as well as an overhaul of the organization's by-laws to reflect changes in the last ten years. All three projects improve the transparency and functionality of PTP's governance and Executive Directorship.

For the last five years, it has been a tremendous honour and pleasure for me to serve on the Board of Directors. As I bid my final goodbye, I want to thank my fellow Directors for their hard work, thoughtfulness and support this year as we tackled and completed an unprecedented number of projects. Most of all, I want to thank Barbara McFater, Claudia Abello, Aleksandra Popovic, and the staff for their unspoken trust in the Board to serve them with integrity. Thank you and I know I will be hearing much more about PTP's innovative accomplishments in the future.

Belinda Huang  
*Chair*



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## Message From The Executive Director

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It has been an exceptionally busy and eventful year at PTP and we are happy to report a wide range of accomplishments. We presented at two Canada-wide conferences – the Council of Ministers of Education Canada pan-Canadian Interactive Literacy Forum and, along with George Brown College and Toronto Social Services staff, at the Canadian Apprenticeship Forum in beautiful Victoria BC – a highlight for all of us!

We also moved forward in carrying out several strategic goals, published two new books in our *workwrite* series, trained over 150 assessors on our CAMERA Assessment System, and produced a report titled “Filling the Gap” that looks at how community based agencies can support the aspiring apprentice – to highlight just a few achievements.

This past year also saw PTP succeed in attaining a formal partnership with Seneca College and the Labour Education Centre to deliver academic upgrading for adults preparing for college, apprenticeship, further training or employment. I would like to extend a very special thank you to both Elise Sheridan (Seneca) and Wendy Tanner (LEC) for supporting this partnership and trusting PTP to take the lead.

I would also like to thank the Board of Directors for their ongoing commitment and support.

PTP is extremely fortunate to have such thoughtful volunteers carrying out the important work of governance. A special heartfelt thank you goes to Belinda Huang, our outgoing Chair, who inspired us all to work individually and collectively to accomplish a variety of goals this past year. Under her leadership, the Board flourished and she truly will be missed.

And finally, I would like to thank PTP’s extremely competent and knowledgeable staff. Their dedication and commitment to the day to day work of managing and delivering excellent programs and services make my role as the Executive Director a rewarding experience. I am enormously grateful to work with such a fabulous group of people as we collectively strive to achieve our vision of empowering our participants to learn and find work they value.

Barbara McFater  
*Executive Director*

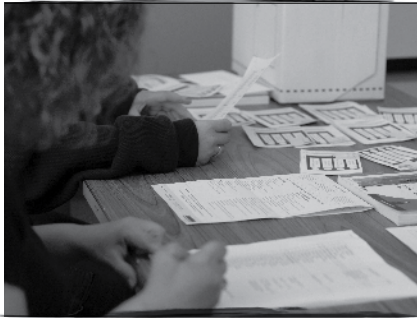
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## PTP Programs

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### Literacy and Basic Skills

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PTP's LBS program focuses on delivering the Essentials Skills learners at all levels of literacy require to reach their goal. After LBS, students move on to Job Solutions job search program, Pre-employment Development, further skills training such as Personal Support Worker or Early Childhood Assistant, or upgrading at adult high schools and community colleges.

Teamwork, an integral part of our program, allows students to put their classroom learning to practical use. Whether using

point of sale, studying safe food handling, preparing a special lunch, completing an inventory form, chairing a centre meeting, planning an event or interviewing a student for the newsletter, students benefit from the hands on approach these classes offer. A unique opportunity presented itself this year for students to stage and carry out a Mock Election in preparation for the 2008 federal elections. Seven PTP students hired by Elections Canada as poll clerks got a chance to practise before Election Day.

This past year saw Kamran Ahmadpour, Christiana Owo and Karin Meinzer take the opportunity, through AlphaRoute, to learn how to design and deliver online courses using MOODLE. Karin went on to design and deliver a food handler course, and Christiana one on employability skills. Both courses were well-received by students.

PTP continues to work actively

with other organizations in its community. This year the East Centre joined the West Centre in our partnership with Microskills, where PTP instructors teach workplace math and communications to participants who are preparing for computer studies or employment. Another valuable collaboration was formed between PTP and Women's Habitat. A parent support worker from Women's Habitat visits PTP's West Centre monthly to facilitate a parents' support and discussion group and offers one to one support. To assist with students' financial management PTP held its second annual free income tax clinic facilitated by St. Christopher House. We also continued to partner with Opportunity for Advancement to deliver the Women Under Stress program.



## Academic Upgrading

PTP's Academic Upgrading program, offered in partnership with Seneca College and the Labour Education Centre, is designed to assist participants to prepare for post-secondary education, pre-apprenticeship training or apprenticeship with an employer. Participants are given individualized, learner-centred instruction in math, reading and writing skills. One-on-one support to develop a plan for further training and education is also provided. Participants in the program enjoy benefits such as a Seneca College student card and access to the college.

Recently, ten of our academic upgrading students moved on to post-secondary studies at institutions such as Seneca, Humber and George Brown College. One student moved on to an apprenticeship role prior to entering college in 2009.

## Job Solutions

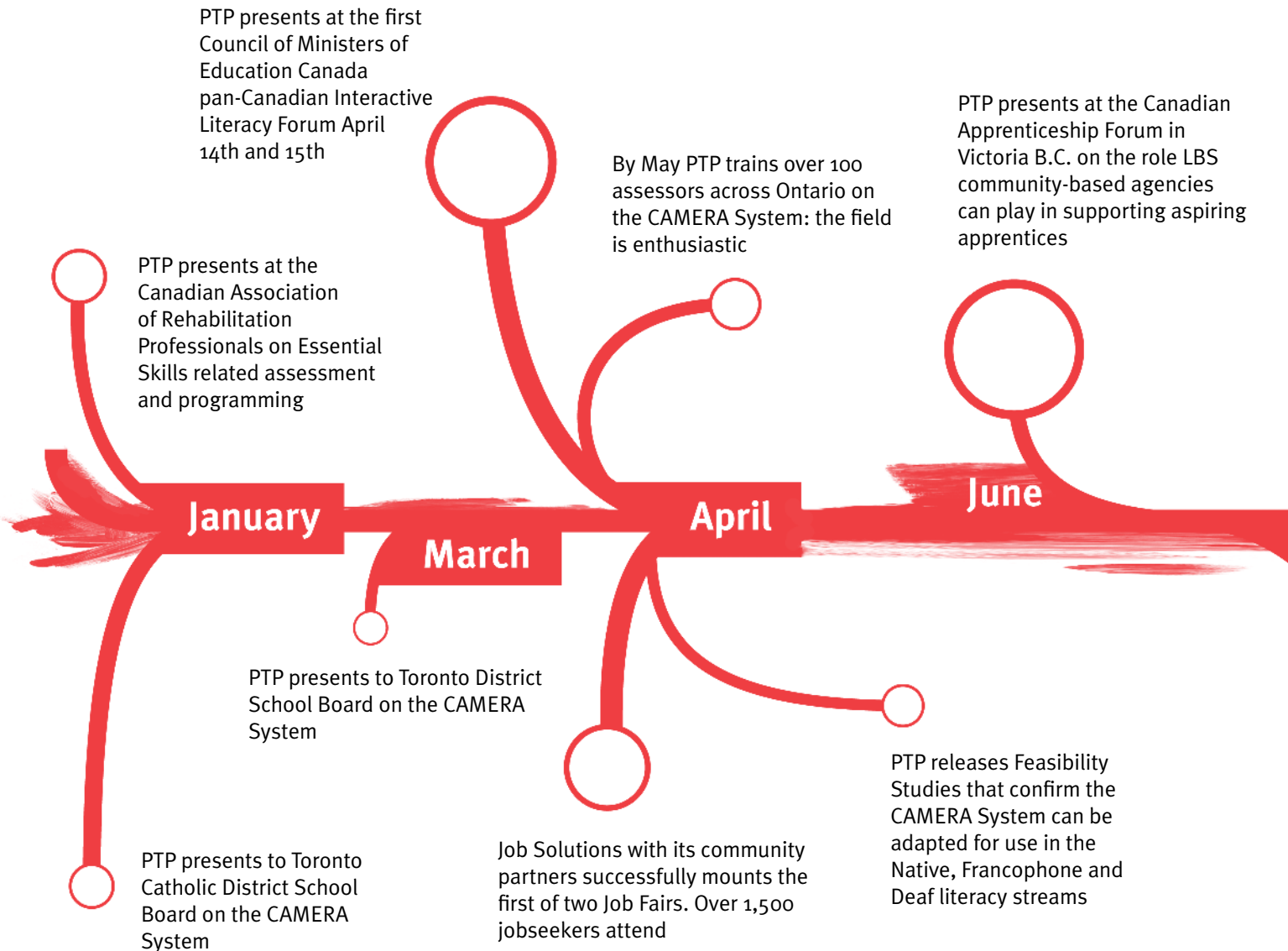
PTP's Job Solutions program offers modified job search and job development for participants with literacy and language barriers. Our specialized job search program, one-to-one and small group workshops, served over 280 clients this

year and more than 150 secured employment. One of the most important aspects of our program is our capacity to job develop for clients who need extra support. Our Job Developers establish and maintain relationships with key employers increasing our capacity to ensure participants find suitable employment.

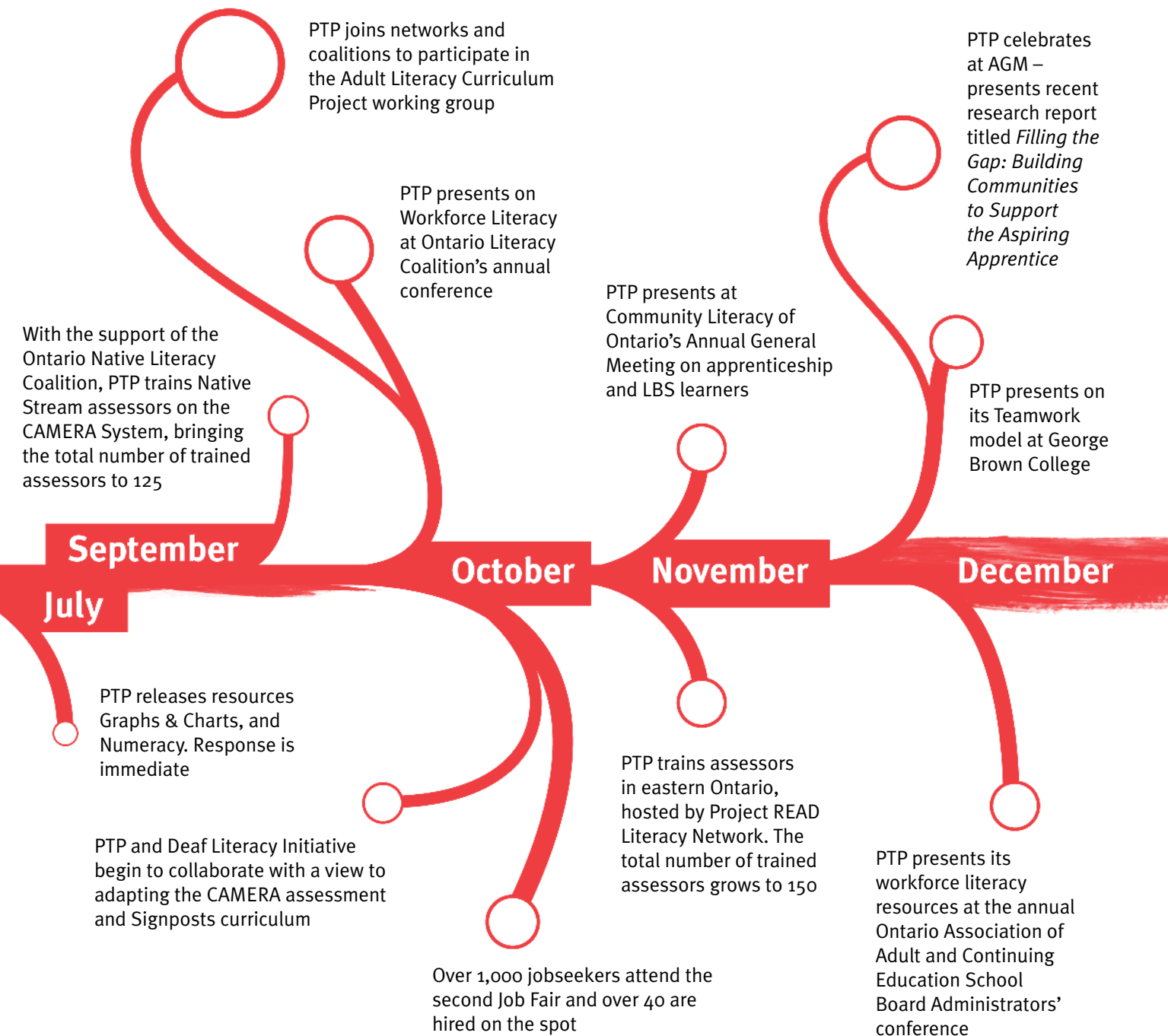
Job Solutions organized two well attended Job Fairs at the Etobicoke Civic Centre – in partnership with Toronto Social Services, Toronto Public Libraries, vpi, JobStart, and Humber College. At each event more than 1,000 jobseekers met 34 employers, and a number secured employment.

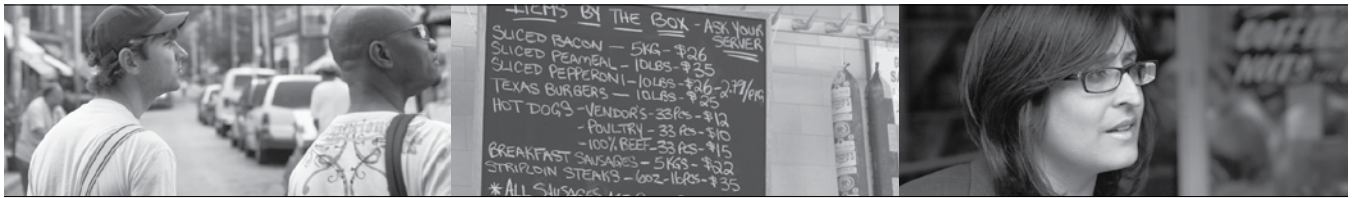


## Highlights & Achievements









## Pre-Employment Development Take Charge for Life and Work

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Through a variety of specialized employability and life skills workshops, literacy and vocational assessments, as well as one-to-one counselling support, our PED program helps participants explore their potential and define future possibilities that will lead to a productive employment or self-development pathway. A comprehensive, individual action plan is pivotal to this planning and preparing for employment; throughout our 12-week career exploration program, we serve more than 60 clients a year with a better than 85% success rate.

## Employment Placement Program

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The EP Program assists Ontario Works recipients find and maintain suitable employment. Our program has developed good relationships with the Social Services offices in our direct catchment areas at both the East and West locations.

We're proud of our clients who are able to transition back into the workforce like Kris, who had left her previous employer 7 years ago to care for her ill, elderly parents. After participating in PTP's PED program last year and then recently upgrading her computer skills, she joined the EP program and quickly secured employment as an administrative assistant for a large insurance company.

## Workwrite Upgrading for Injured Workers

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PTP's workwrite program offers individualized upgrading for a small group of injured workers in receipt of WSIB benefits. These participants come to augment their existing skills and develop new ones in order to move on to their next steps toward labour market re-entry. In this setting, we offer a full suite of training services including workplace communications, academic upgrading for college entry, Pre-GED and GED preparation, as well as job search skills and job placements. The exceptional instruction these injured workers receive motivates them to rise above the barriers their injuries might present and make a commitment to learning. And their efforts yield great outcomes: this past year more than half of our workwrite program participants moved on successfully to college and other skills training.



## Research and Resource Development Projects

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PTP is pleased to have contributed to the field through several projects this year. Most notably, PTP participated as experts in the area of workforce literacy programming for employment-bound learners in the *Learner Skill Attainment (LSA) Framework Initiative* project along side others with expertise in high school accreditation, college and apprenticeship preparation, and lifelong learning and independence. This project saw the development of a framework for an expanded set of pathways LBS learners can follow in order to transition to the next steps of their goal path. The focus of the work within the newly developed pathways was on Essentials Skills-related content and identifying appropriate assessment tools. The LSA work will inform the future

direction of LBS programming and reporting of learning gains.

With the Communication and Math Employment Readiness Assessment (CAMERA) System materials refined and expanded this year, PTP set out to train assessors in other programs throughout Ontario. The response was overwhelming and after six well-received training sessions, today over 150 assessors and administrators across the province now have the CAMERA in their assessment portfolio. Our waiting list keeps growing so look for more information on CAMERA training in the future.

Not only is CAMERA reaching more and more of Ontario's Anglophone literacy stream, it is also being considered for use in the Francophone, Deaf, and Native LBS streams. PTP completed feasibility studies that, in each case, recommended adaptation and outlined what would be involved in the process. To date,

each stream has taken its own unique steps towards making CAMERA accessible to its learner populations: the Francophone Stream has completed preliminary translation activities; the Deaf stream has requested adaptation work to begin under its latest project; the Native Stream chose to be trained on the tool in its present form and to begin to gather information from the field to support future adaptation work.

As part of the CAMERA System, PTP's *workwrite* series of instructional materials addressing document use, reading, writing, and numeracy for the workplace has enjoyed great success. This past year we added two new resources *Graphs & Charts* (book 6) and *Numeracy* (book 7). Our recent fall promotion on the full set of seven books encouraged many programs to take advantage of these resources for teaching their employment-bound learners.

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## Board of Directors 2008

Belinda Huang, Chair  
Jonathan Hahn, Vice-Chair  
Heather Williams, Treasurer  
Sarah Milton Lomax,  
Communications Officer

Andre Bastian, Director  
Bianca Gikondi, Director  
Joanna Lim, Director

Julius Olajos, Director  
Paul Tan, Director

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## Our Staff

### Executive Director

Barbara McFater

### Directors

Claudia Abello  
Aleksandra Popovic

### Managers

Roxanne Brigham  
Vicky Johnston  
Tra Mi Nguyen (Maternity Leave)  
Anne Marie Williams

### Coordinators

Linda Armstrong  
Pauline Larsen (Maternity Leave)  
Lynn Manwar  
Debbie Robertson

### Administration

Maria Anwer  
Minh Chung  
Avis Henry  
Patricia Kowalska  
Ricardo Saldarriaga

### Finance Department

Huong Nguyen

### Instructors, Workshop Facilitation

Kamran Ahmadpour  
Linda Lawson  
Vishnu Lilhardar  
Karin Meinzer  
Lauren Morris  
Simone Morrison  
Elena Neagu  
Lucy Ng  
Katherine Rios  
Yvonne Smythe  
Shahina Suleman  
Jeff Willis

### Employment Counselling and Job Development

Sophy Crook  
Monika Daci  
Susan Fearnley (Maternity)  
Ken Hall  
Jennifer Lalonde  
Maria Romaschin

### Short Term Contracts and Outgoing Staff

Cheryl Bardouille  
Ritu Bharwaj  
Olga Boutsis-Herrmann  
Sue Burke  
Katherine Green  
Christiana Owoo  
Sheila Stewart  
Jessica Verbovsky

### Consultants

Vanessa Devotta  
Matt Foran  
Karen Geraci – inQUIRE consulting  
Linda Jin-Troendle – Linbert Financial  
Marisa Mazzulla – inQUIRE consulting  
Gail Stewart

### Volunteer Staff/Practicum Students

Americo Albarran  
Trudy Coomber  
Cindy Hutchison  
Feng Lin



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# Thank you

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## Funders

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

Government of Ontario

Ministry of Training, Colleges and Universities

City of Toronto

Toronto Social Services

Government of Canada

Office of Literacy and Essential Skills

## 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.

A Women's Training Community

Community Literacy of Ontario

Metro Toronto Movement for Literacy

Ontario Literacy Coalition

Ontario Network of Employment Skills Training Projects

## 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

AlphaPlus Centre

Career Essentials

Cascade Disability Management

Centre for Community Learning and Development

Community Literacy Ontario

Community MicroSkills Development Centre

Conestoga College

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

Halton Catholic District School Board

Humber College

JobStart

Labour Education Centre

Lambton Kent District School Board

Lecap – Centre d'apprentissage et de perfectionnement Inc.

Literacy Northwest

Miziwe Biik

NRCS Inc.

Ontario Literacy Coalition

Ontario Native Literacy Coalition

On-Track

Opportunity for Advancement

Pathways to Education

Prince Edward County Learning Centre

Prince Edward Learning Centre

Project READ

Quinte Adult Day School

Seneca College

Shoppers Drug Mart

Sibley & Associates

St. Christopher House, Financial Advocacy & Problem Solving Program

Starbucks

Thames Valley District School Board

The Centre for Skills Development and Training

The Royal Ontario Museum

The Wellington County Learning Centre

Toronto Catholic District School Board

Toronto District School Board

Toronto Public Library

Toronto Social Services

Etobicoke North Social Service

East Toronto Social Services

Etobicoke South Social Services

Toronto Training Board

*vpi*

Webster's Academy

Women's Habitat

Woodgreen

YWCA

A very special thank you to Paul Bonsell and Ericson Balagtas of Defining Design. We are in awe of their ability to capture the essence of PTP in their designs.

# Auditor's Report

To the members of PTP – Adult Learning and Employment Programs:

The accompanying summarized financial statements are derived from the complete financial statements of PTP - Adult Learning and Employment Programs as at March 31, 2008 and for the year then ended on which I expressed an opinion without reservation in my report dated July 3, 2008. 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, ON  
Robert M. Veltheer C.A.  
July 3, 2008  
Licensed Public Accountant

## PTP – Adult Learning And Employment Programs

### Summarized Financial Statements

### For The Year Ended March 31, 2008

	2008	2007
REVENUE		
Operating grants	\$ 1,933,386	\$ 1,754,629
Capital grants	23,662	26,488
Fees for service	347,946	308,230
	<u>\$ 2,304,994</u>	<u>\$ 2,089,347</u>
EXPENSES		
Program support	\$ 164,004	\$ 86,147
Office & administration	110,266	101,455
Professional services	253,700	209,562
Building occupancy	353,840	330,436
Staffing	1,397,958	1,306,085
	<u>\$ 2,279,768</u>	<u>\$ 2,033,685</u>
EXCESS OF REVENUES OVER EXPENSES	<u>\$ 25,226</u>	<u>\$ 55,662</u>
NET ASSETS BEGINNING OF YEAR	\$ 172,798	\$ 117,136
NET ASSETS END OF YEAR	<u>\$ 198,024</u>	<u>\$ 172,798</u>
COMPOSITION OF NET ASSETS		
Unrestricted resources	\$ 114,534	\$ 68,549
Invested in fixed assets	32,656	30,666
Internally restricted resources	50,531	73,583
	<u>\$ 198,024</u>	<u>\$ 172,798</u>

the passion to inspire  
the passion to lead the passion to achieve

The passion to inspire,  
to lead and to achieve

## Fanny's Story



Being a team leader in PTP's Iron Chef competition and successfully completing AlphaRoute's MOODLE Safe Food Handling program (designed by PTP instructor Karin Meinzer) are some of the stepping stones that helped Fanny gain admission to the Daily Bread's Food Services Program. She is now being paid for her training, loving every minute of it and looking forward to eventual employment. Here's how she got to where she is.

A single mum, Fanny came to PTP's LBS program to develop her reading, writing, math and computer skills in the hope of going on to train as an early childhood educator. During her time with us, she came to realize that mastering the literacy skills to become an ECE would take a long time. But, along the way, she had the chance to recognize her genuine interest in food, the talent she has for preparing it and the confidence she was gaining from working in a team environment.

Like all PTP students, Fanny participated in Teamwork, our hands-on learning enterprise that complements our contextualized workplace communications program. As a member of our food team (we also run a snack shop, provide an inventory support team and produce a newsletter) that plans, prepares and sells a weekly lunch to students and staff, Fanny had a chance to demonstrate initiative, the ability to think on her feet, to get others involved and to get the job done. She came to see and value the fact that she was recognized as a leader by her peers.

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**Fanny had the chance to demonstrate initiative, the ability to think on her feet, to get others involved and to get the job done.**

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Working with PTP instructor Shahina Suleman, Fanny felt her confidence grow as she practised Essential Skills. When we told her

about the Daily Bread's training opportunity, she was keen to apply. The oral communication and research skills she had practiced in her LBS program, as well as the food handling knowledge and experience she acquired, were all crucial to her success. She also passed a gruelling three-hour job trial – working for an hour each under three different chefs – with flying colours.

Fanny used her computer skills to find out about the Daily Bread. As a result, she was able to talk about the way she identifies with their principles. She loves the idea of reaching out to others with food and of building community by actively engaging in it. Fanny drew on her knowledge of food handling to impress her interviewers with her answers while her experience helped demonstrate her skills in the kitchen. She was able to read recipes and to ask for help when she needed it. Well done, Fanny! We wish you every success.



east

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west

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[www.ptp.ca](http://www.ptp.ca)

PTP Adult Learning and Employment Programs