

ANNUAL
REPORT **2009**

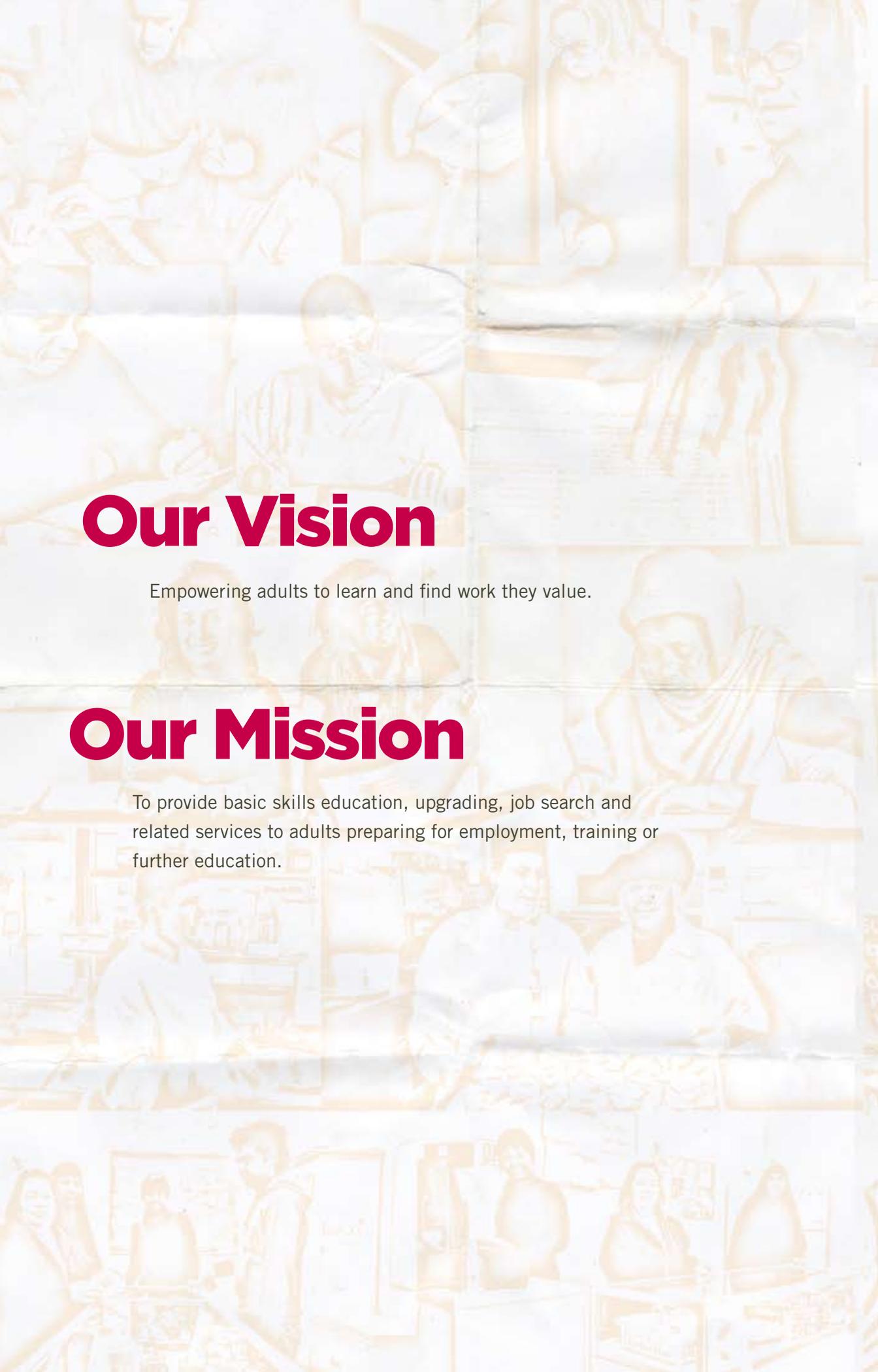
a week in the life

**Monday
Tuesday
Wednesday
Thursday
Friday**

**a week
in the
life of...**



PTP ADULT LEARNING AND EMPLOYMENT PROGRAMS



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, training or further education.

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.



MESSAGE FROM THE CHAIR

I am proud to report that 2009 was another year of success for PTP. Our fiscal year that ended March 31 saw us continue to build salary and benefit reserves—a critical issue given the repercussions of the financial collapse of late 2008. The operational core of the organization was strengthened, and risk continues to be reviewed strategically across all aspects of our operations. We have become more tax-efficient by obtaining charitable status, making every dollar our funders provide us deliver incrementally on programming. We continue to develop strategies to recruit and train the most talented and passionate board volunteers, and the overall levels of board involvement and contribution continue to rise as a result.

Solid governance and financial stewardship are the key underpinnings of successful organizations. When they are combined with long-term strategic leadership, amazing results can be achieved. In PTP's case, strategic priorities were established three years ago, under Barbara McFater's leadership, with the input of PTP staff, and she has been able to execute on them. Specifically, PTP has been able to add to their list of funders and grants in the year when some organizations saw challenges in this regard. The announcement of the Office of Literacy and Essential Skills (OLES) funding, and the calibrating of our literacy assessment tool, CAMERA, to the International Adult Literacy Scale (IALS), show that there is much for PTP to share with Ontario and Canada. I look forward to 2010, and expect that PTP will remain an incredibly exciting place to work, and a strategic partner to a growing number of organizations. To the staff at PTP, the board is very proud of your accomplishments, and collectively we thank you for your commitment to excellence, which shows through every day.

Jon Hahn



MESSAGE FROM THE EXECUTIVE DIRECTOR

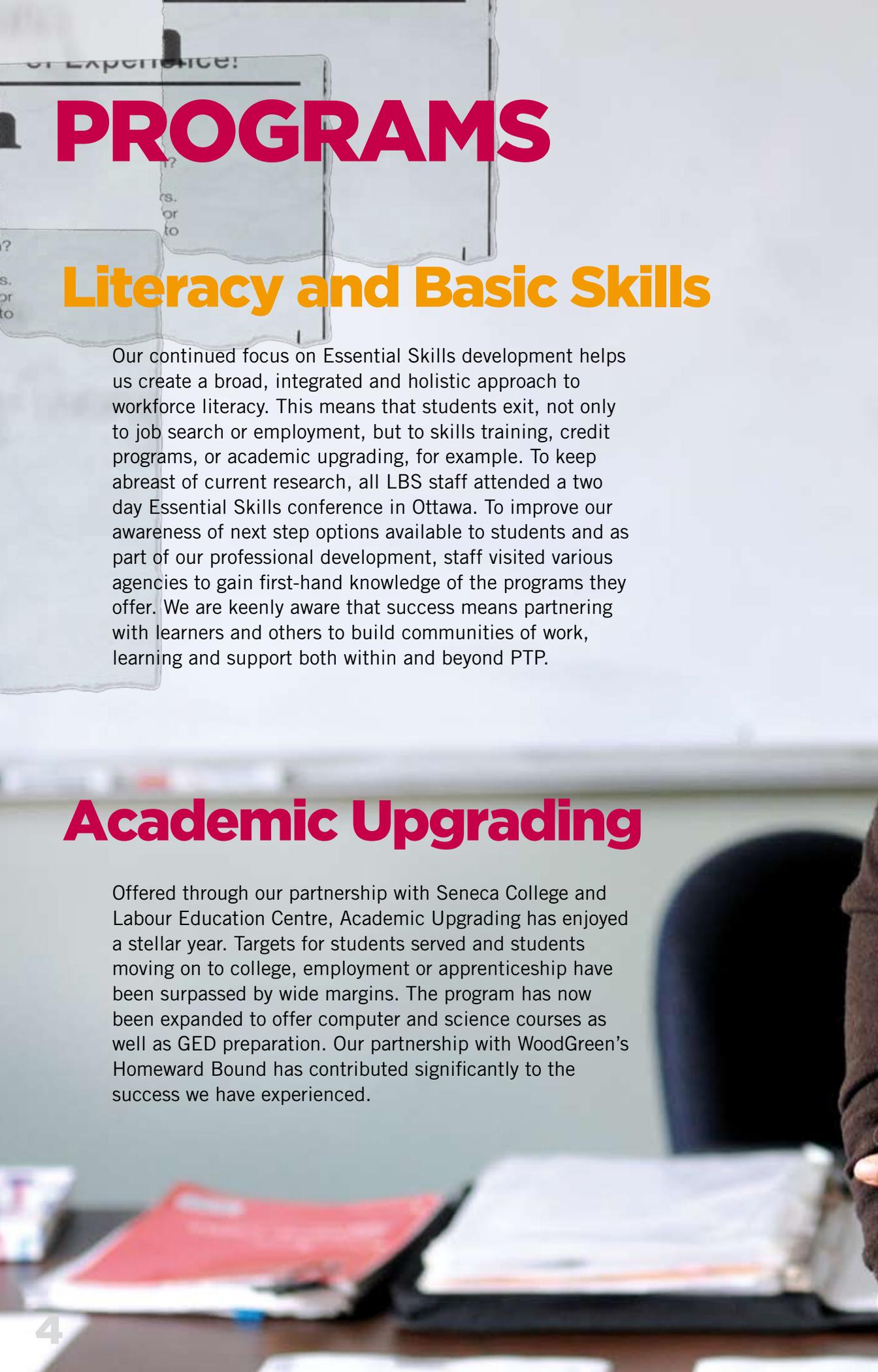
Service expansion, partnership development, attaining charitable status and the launch of our first national research project are accomplishments that characterize another remarkable year for us at PTP.

Thanks to generous special funding from MTCU, we have been able to increase the number of LBS instructional hours we provide at both our East and West centres. As a result, we have improved our capacity to serve literacy learners, especially those at the foundation stages. This funding has also made it possible for us to expand the range of subjects we offer in our Academic Upgrading program. Students can now complete all their ACE certificate requirements at PTP, a development that builds on the strong relations we have with our partners Seneca College, Labour Education Centre and WoodGreen.

The opportunity to share our expertise in workforce literacy and employment preparation by working with five communities across Canada has been facilitated by funding received from the Office of Literacy and Essential Skills. In giving back to the literacy community, we also expect to learn from and to form new connections with agencies and workers in the field.

Making a positive difference in the lives of our participants, despite the systemic barriers and hardships they encounter, is what motivates us at PTP. For their help in realizing our work: thank you to our funders for their support, our volunteer Board of Directors for their guidance, our many partners who work closely with us and who share in our challenges and successes. Finally, thank you to an exceptional staff who carry out the day-to-day work of supporting participants, participants with whom we join in working towards meaningful change and a better future.

Barbara McFater



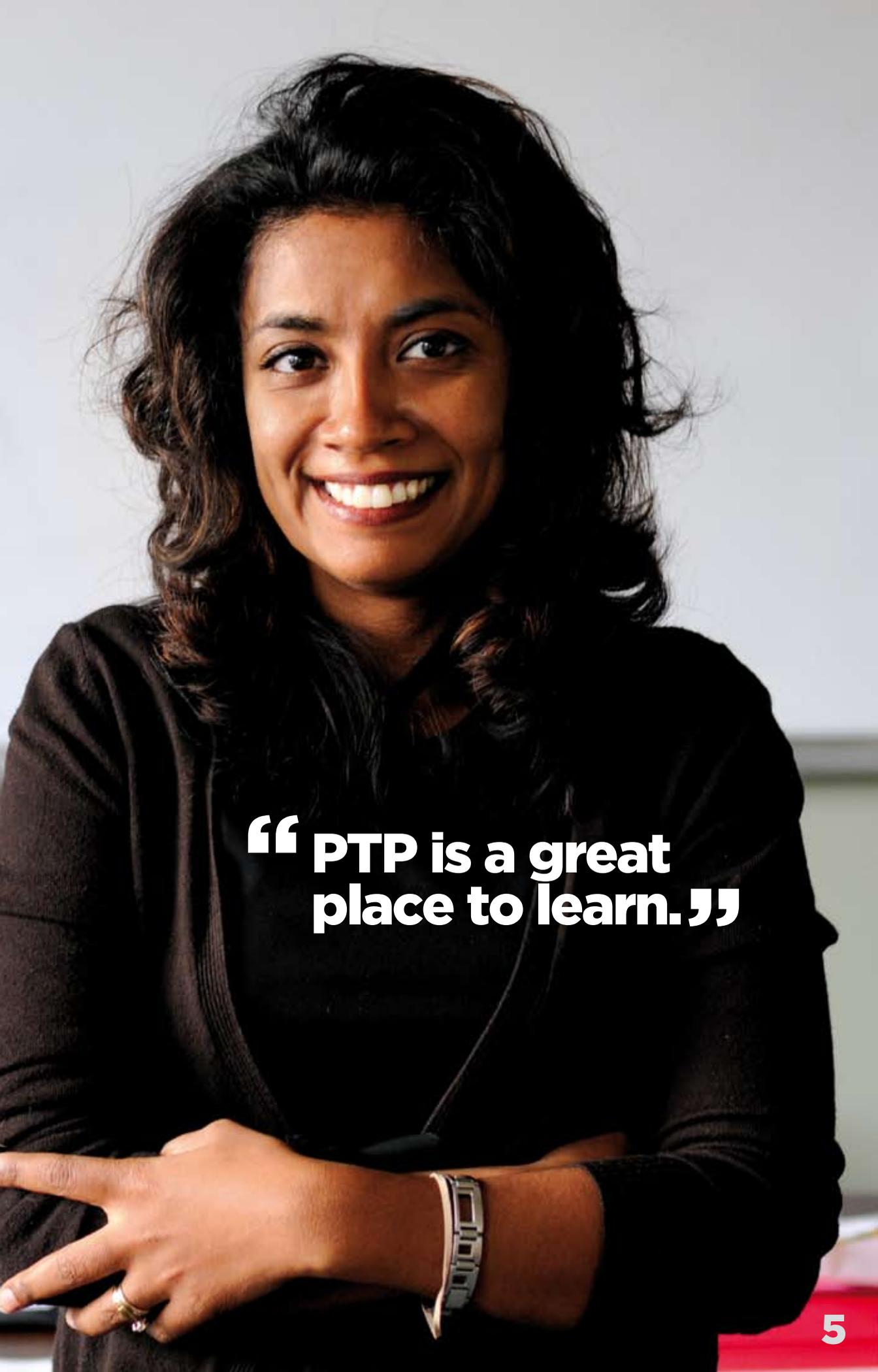
PROGRAMS

Literacy and Basic Skills

Our continued focus on Essential Skills development helps us create a broad, integrated and holistic approach to workforce literacy. This means that students exit, not only to job search or employment, but to skills training, credit programs, or academic upgrading, for example. To keep abreast of current research, all LBS staff attended a two day Essential Skills conference in Ottawa. To improve our awareness of next step options available to students and as part of our professional development, staff visited various agencies to gain first-hand knowledge of the programs they offer. We are keenly aware that success means partnering with learners and others to build communities of work, learning and support both within and beyond PTP.

Academic Upgrading

Offered through our partnership with Seneca College and Labour Education Centre, Academic Upgrading has enjoyed a stellar year. Targets for students served and students moving on to college, employment or apprenticeship have been surpassed by wide margins. The program has now been expanded to offer computer and science courses as well as GED preparation. Our partnership with WoodGreen's Homeward Bound has contributed significantly to the success we have experienced.



**“ PTP is a great
place to learn.”**



**“ I have gained
enough confidence
to go to an interview. ”**

workwrite

PTP's *workwrite* program for injured workers provides focused academic and essential skills upgrading for learners wanting to re-enter the workforce, and 2009 has been no exception. The program – which taps into PTP's own series of workforce literacy publications – covers communication, math and computer skills for employment, as well as linking clients to Job Solutions for job search training or co-op placements. Where clients are bound for post-secondary courses, *workwrite* refers to PTP's Academic Upgrading and GED preparation programs.

Job Solutions

To build community relations and to serve the needs of clients, Job Solutions engaged in a number of activities. A new partnership with the Daily Bread Food Bank has us providing job search preparation for their Food Service trainees. This is proving to be a win-win relationship. So far, assisted by our staff, two sets of trainees have all gone on to employment in the hospitality field. On site job fairs for Starbucks and G4S we arranged resulted in a number of our clients being hired. To supplement our in house workshops, we invited employers to tell us about their hiring practices and what they look for in employees. As part of our work with Community Connections, we organized an information Awareness Fair in May and a Job Fair in October that, together, attracted more than 900 participants. Most importantly, through our specialized job search, one-to-one sessions and small workshops, we served more than 350 clients.

Employment Placement Program

2009 may be the busiest year yet in the Employment Placement program with a steady increase in referrals each month. Our EP Program assists Ontario Works recipients who have grade 12 or higher find and maintain suitable employment. Our challenge this year has been to screen and serve a high number of participants while dealing with an economic downturn and the move towards part-time and casual work. With support from our EP team, participants have found Security, Food Services, Customer Service and Office positions.



MONDAY

Learning essential skills like teamwork, time management, problem solving and numeracy



TUESDAY

Working in rich learning environments at the right pace and with the right support



WEDNESDAY

Using technology to job search, send email, search the web, and practice cash register skills

THURSDAY

Building confidence by carrying out real tasks



FRIDAY

Succeeding by discovering strengths and planning next steps



Pre-Employment Development

PED clients continue to experience many successes. Often times clients arrive feeling depressed, unfocussed and frustrated. However, over our 12 week program they gain a sense of hopefulness, a sense of belonging and a renewed sense of energy and motivation. Through participation in life skills workshops, academic, vocational and personality assessments and one on one counselling sessions, our clients are able to set clear, realistic career and personal goals. This snapshot illustrates the difference our work makes: Val did not last in any program she enrolled in. However, we provided her with constant support and listened to her needs. She is now completing the Maintenance and Repair program at Ability Learning Network and feels she is finally realizing a goal. She now feels excited about her future. Our program provides clients the support they need to make meaningful changes in their lives.

Resource Development and Research

The CAMERA (Communications and Math Employment Readiness Assessment) system of assessment and teaching resources has seen a significant upswing in interest over the past year. Both the literacy sector and secondary training providers throughout Ontario are trying to address how best to meet literacy needs for employment. In the summer of 2009, PTP launched a pilot project with a secondary training provider, outside of the literacy sector, to test both demand and capacity for taking CAMERA to a larger market in 2010.

An exciting new project was launched in September 2009 by PTP, in partnership with the Metro Toronto Movement for Literacy. Entitled CAMERA: Capturing Learner Gains along the IALS scale, the 14 month initiative will link CAMERA results to the IALS scale, an international benchmark of adult literacy. The intention is to more clearly link CAMERA with Essential Skills levels in a bid to make it ever more useful and relevant for literacy practitioners. Results are anticipated in late 2010.



“ Employment Facilitators had a positive attitude which made me feel good even though I was unemployed. ”

“ PTP has helped me improve my math, English and computer skills. I want to work in the health care field and these skills will help me find a job. ”

“ Being in PTP also gives me a sense of purpose. You know that at the end of the day being in the course will lead you to employment or other relevant training. So for me coming to PTP is very important and necessary at this time in my life. ”

“ There are many reasons why I come to PTP. A few of the reasons I come are to do upgrading for the G.E.D, to keep myself busy and out of trouble. I like the safe, comfortable and friendly environment here at PTP.

What PTP has done for me is give me my self esteem back as well as give me a positive attitude towards myself and others around me and confidence in all the things that I do. PTP has made a difference in my life by helping me fight against my addiction. PTP has also helped me strengthen my writing and thinking skills. ”

“I get
courage to
learn for
myself and
my kids.”



OALC

The Ministry of Training, Colleges & Universities has launched a multi-year Ontario Adult Literacy Initiative which involves PTP and literacy networks collaborating to develop an Adult Literacy Curriculum. PTP is contributing its expertise in workforce literacy programming, assessment and resource development. By improving the quality and consistency of LBS instruction, the curriculum is expected to lead to improved outcomes for literacy learners. Based on the common language of essential skills, the curriculum should make it easier for learners to demonstrate their achievements to next-step service providers and employers.

“ I get hope for the future. I’ve learned a lot about myself and people. ”

WESCan

PTP has embarked on an exciting two year project that will see us share the knowledge and experience we have gained in delivering workforce literacy as well as the resources that comprise our CAMERA system with five communities across Canada. WESCan, The Workforce Essential Skills across Canada project, will involve working with these communities to develop workforce literacy programming that is relevant and meaningful. To help effect this transition, PTP will train staff and provide on-going support. A workforce implementation guide will be produced for use by other programs interested in developing literacy and essential skills programs for low-skilled learners or workers.



Thank You

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 Employment and 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.

ACTEW

A Women's Training Community

CLO

Community Literacy of Ontario

MTML

Metro Toronto Movement for Literacy

OLC

Ontario Literacy Coalition

ONESTEP

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.

AlphaPlus Centre

Career Essentials

Cascade Disability Management

Community MicroSkills Development Centre

Crawford Healthcare Management

Daily Bread Food Bank

Deaf Literacy Initiative

Dress Your Best

GED Achievement

George Brown College

Goodwill, Reach™

Humber College, Rexdale ERC

JobStart

JVS, Toronto Youth Job Corps

Labour Education Centre

Miziwe Biik

NRCS Inc.

Ontario Native Literacy Coalition

On-Track

Opportunity for Advancement

Project READ

Seneca College

St. Christopher House, Financial Advocacy & Problem Solving Program

Starbucks

The Royal Ontario Museum

Toronto District School Board, Danforth Assessment Centre

Toronto Public Library

Toronto Employment and Social Services

- Etobicoke North Employment and Social Service
- Etobicoke South Employment and Social Services
- East York Employment and Social Services
- Scarborough Employment and Social Services

Toronto Training Board

vpi, Etobicoke Assessment Centre

Women's Habitat

WoodGreen Community Services, Homeward Bound Program

Board of Directors 2009

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Andre Bastian, Vice-Chair
Heather Williams, Treasurer
Claire Gumus, Communications Officer
Anita Agrawal, Director
Bianca Gikondi, Director
Julius Olajos, Director
Evelyn Reyes, Director
Paul Tan, Director

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Kamran Ahmadpour
Linda Armstrong
Caitlin Burrell
Steven Jones
Vishnu Lilhardar
Karin Meinzer
Neetu Momi
Lauren Morris
Simone Morrison
Jennifer Nadeau
Elena Neagu
Lucy Ng
Maeve O'Malley
Cheryl Reid
Katherine Rios
Yvonne Smythe
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Kunga Norzom
Angela Perri
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Stan D'Souza

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Olga Boutsis-Herrmann
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Susan Fearnley
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Ana Tossan

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Paul Bonsell – Defining Design
Kim Diamond – K.D. Design
Karen Geraci – inQUIRE consulting
Linda Jin-Troendle – Linbert Financial
Madeline Lunney – Lunney Consultants
Marisa Mazzulla – inQUIRE consulting
Sarah Murray
Gail Stewart

WESCan Advisory Committee

Margaret Eaton
Brigid Hayes
Suzanne Koersen
Nanci McConnell
Melody Parubocz

Supply Instructors

Joy Lehmann
Jack McLaren
Carolyn Rasiuk

Volunteer Staff / Practicum Students

Percy and Vera Bergart
Shuichi Fukuda
Milena Lomovic
Walter Vianga
Qing Zhou

Our Staff

Executive Director

Barbara McFater

Directors

Claudia Abello
Aleksandra Popovic

Managers

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

Coordinators

Ken Hall
Pauline Larsen
Lynn Manwar
Debbie Robertson

Administration

Maria Anwer
Minh Chung
Avis Henry
Patricia Kowalska
Ricardo Saldarriaga

Finance Department

Huong Nguyen

A special thank you to Laura Sky, SkyWorks Charitable Foundation, for presenting her new documentary film *Home Safe Toronto* at our 2009 AGM.

AUDITOR'S REPORT

To the members of PTP Adult Learning and Employment Programs:

I have audited the statement of financial position of PTP Adult Learning and Employment Programs as at March 31, 2009 and the statements of operations, of changes in net assets 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, 2009 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Richmond Hill, Ontario

June 19, 2009

Licensed Public Accountant

Robert M. Veltheer, C.A.

PTP ADULT LEARNING AND EMPLOYMENT PROGRAMS STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2009

	2009	2008
REVENUE		
Operating grants – note 9	\$ 1,845,191	\$ 1,933,386
Capital grants – note 10	21,888	23,662
Fees for service	440,921	334,123
Other income	62,338	13,823
	<u>\$ 2,370,338</u>	<u>\$ 2,304,994</u>
EXPENSES		
Program support	\$ 119,126	\$ 164,004
Office & administration	113,941	110,266
Professional services	230,393	253,700
Building occupancy	358,232	353,840
Staffing	1,418,349	1,397,958
	<u>\$ 2,240,041</u>	<u>\$ 2,279,768</u>
EXCESS OF REVENUES OVER EXPENSES	\$ 130,297	\$ 25,226
NET ASSETS BEGINNING OF YEAR	\$ 198,024	\$ 172,798
NET ASSETS END OF YEAR	\$ 328,321	\$ 198,024
COMPOSITION OF NET ASSETS		
Unrestricted resources	\$ 145,598	\$ 114,537
Invested in fixed assets	23,362	32,656
Internally restricted resources – note 12	159,361	50,831
	<u>\$ 328,321</u>	<u>\$ 198,024</u>

The accompanying notes are an integral part of these financial statements and are available on request.



Monday
Tuesday
Wednesday
Thursday
Friday

PTP East Centre

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