

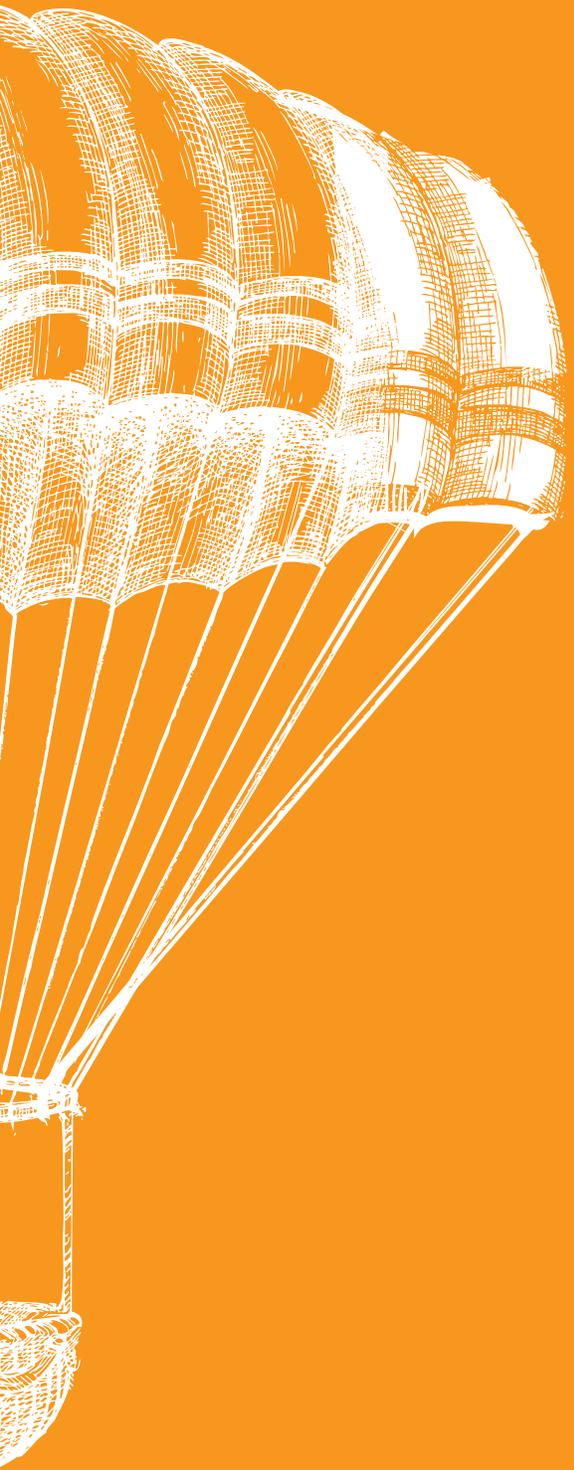


Above & Beyond

Annual Report 2011



PTP Adult Learning &
Employment Programs



Vision

Empowering adults to learn and find work they value.

Mission

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

Values

We value the right to learn and work.

We value people – their individuality and dignity.

We value open communication.

We value diversity and community.

We value accountability.

We value innovation and leadership.



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Message from the Chair



The past year was both rewarding and challenging as PTP reached farther than ever before. We strengthened our place as a leader in workforce literacy with cross-country projects, new initiatives, and increased national exposure of our workwrite instructional resources and our CAMERA system for literacy assessment.

Our executive director, Barbara McFater, and her incredible staff stayed focused on our mission and vision. Under Barbara's guidance, PTP worked tirelessly to increase our visibility and to draw attention to the critical need for adult literacy program funding, both locally and across Canada.

Internally, we revisited our strategic planning process to ensure we continue to stay focused on our core services while expanding our reach in selected areas and maintaining partnerships with organizations such as Seneca and George Brown College, WoodGreen's *Homeward Bound* program, Daily Bread Food Bank and Foodshare.

Thank you to everyone who joined the board this year. Your input and ideas have pushed the board and PTP's management team to think in new ways and to further our growth and development. To our newest members, welcome. We look forward to your contributions in 2012. Our former chair, Jon Hahn, will be leaving us this year. Jon's many contributions will be missed, especially his strong guidance and thoughtful approach. Thank you all for your service to our organization.

I'm incredibly proud of PTP's work this year and I look forward to whatever challenges and opportunities the future brings. I have great confidence in PTP's board and know that Barbara McFater and her team will continue to display the tireless enthusiasm we all value so much.

Heather Williams

Message from the Executive Director



At PTP, we work on innovative ideas to further the impact of our programs and services. Whether delivering a targeted program in one of our centres, helping a job seeker find ‘that perfect job’, training employees in a workplace, speaking at a local conference, delivering a workshop across the country, or developing a successful partnership, it is always our goal to surpass expectations.

In all our programs and services our supportive, respectful, client-centered approach inspires individuals who face barriers to literacy and employment to take risks, develop skills and build a better life. Their stories of change and success motivate us to continue to strive for excellence in service delivery.

Over the past few years we have furthered our reach and impact through some very special partnerships. This year, we were recognized by our partners with two distinctive awards. The *Crystal Learning and Leadership Organization Award* was presented to Claudia Abello by George Brown College’s *Career and Work Counsellor Program* recognizing PTP’s commitment to sharing our expertise and to mentoring those entering the field of career counselling. I received the *Senecans of Distinction Award* in recognition of the exemplary partnership PTP has developed with Seneca College in creating and developing our *Academic Upgrading Program*. We were privileged to accept these awards as testaments to the work we at PTP — staff and participants — do together. I thank staff for their professionalism, for all their behind the scenes work, the care they give and the effort they make so graciously.

I would also like to thank PTP’s Board of Directors for their support and guidance — with a special thank you to Jon Hahn, who is departing. Jon was a thoughtful, strategic thinker and I will miss his positive contribution to the work of the board.

In closing, I would like to say that PTP is extremely fortunate to have so many dedicated individuals supporting the work of the organization and I am personally grateful. It is with this support that I look forward to the year ahead.

Barbara McFater

Literacy and Basic Skills

Recognizing the courage literacy participants need to commit to learning, LBS staff and instructors focus on delivering programs that respect their desires, develop their skills, enrich their experience and open a world of possibility.

As a community of practitioners and learners we always want to do more, get better and be more effective. That's why this year we've added financial literacy to our workforce literacy and essential skills curriculum, began collaborating with AlphaPlus on their technology case study, and started working with Toronto Public Health to enhance participants' learning experience.

Financial literacy provides life skills content whose relevance is immediately apparent to learners. The same is true for learning about health and wellness. In keeping with our hands-on approach, we not only read and talked about exercise and nutrition, we "walked" to Montreal having strapped on our pedometers, calculated our steps and converted them to kilometres. We made weekly meals in our Food and Nutrition Teamwork group, and were active participants in workshops where we learned how to prepare healthy food on a small budget. Our ongoing commitment to excellence in computer literacy training made PTP a great site for AlphaPlus to observe computer classes in action as part of their *Learning Together Using Technology* case study.

Now, having received a grant from Toronto Public Health, we are preparing to mount a peer leadership development program that will see about ten of our students receive training in diabetes prevention. All LBS staff and students will benefit as we will all be involved in this project in various ways. Learning together, with and from each other, makes risk-taking and change a more positive experience. The skills acquired and lessons learned are carried forward in the confidence to seek work, training or further education.

We are happy to share a success story:

Landing a job in an upscale coffee shop wasn't easy. When she arrived for the first of a series of interviews, Selima, a student in LBS level 2, found she had to complete an online application on the spot. It took a long time, she says, but she did it and she got the job. Selima had to do two days of training. Having the courage to ask questions helped her get through it and earned her the respect of her trainer. Knowing when and how to ask for help is an important skill Selima learned in her LBS program. Knowing that she's capable of learning means she doesn't give up easily or quickly. Selima likes to work, she says, because work builds independence. She highly recommends our programs.

Academic Upgrading

Our entire team in Academic Upgrading— instructors, partners, and administrative staff — all work hand in hand to deliver exceptional programming to support students in achieving their goals.

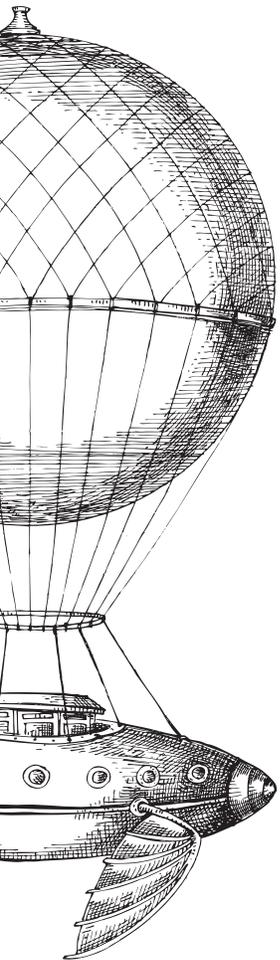
We work to ensure that every student has the opportunity to complete their upgrading with us. The key to our success is having every student feel supported. There is an open door policy for participants to consult with the Program Coordinator to address any needs or concerns. We provide access to resources to assist with planning for post-secondary studies, and for next steps upon program completion.

Our partnership with WoodGreen's *Homeward Bound* has continued to exceed expectations, with strong positive outcomes of students moving on to college. A new building to house incoming participants of *Homeward Bound* has led to an increase in student intake.

We are delighted to report the success stories of Amanda and Sarah:

Amanda started with us in the summer of 2010. In 16 months, Amanda has completed 5 credit courses in Math, English and Biology while working a full-time job. She is a remarkable success story!

One of our most memorable students is Sarah who has no formal educational background. She was homeschooled exclusively in Afghanistan and then came to Canada and participated in our program. Despite some challenges, she completed two credited English courses and was accepted into the *Community Service Worker* program at Seneca College — a true educational achievement!



Pre-Employment Development

This year we added to our PED services. Alongside our *Take Charge for Work and Life* program, we now offer a program called *Building for the Future* to explore apprenticeship in the skilled trades. In all of our PED programs, we know from working with people who are experiencing many personal barriers to becoming successful, every step they 'dare' to take marks a huge gain. Once participants have a better understanding of their barriers, the staff and the program workshops help them process this information and move forward towards setting realistic goals. Whether the issues are literacy, family, or health related, gaining access to the appropriate programs and/or contacts can make the difference to future success.

There were so many success stories this past year it was hard to choose! Here is one among many:

Kim, a participant in *Take Charge for Work and Life*, was under much personal stress. She was estranged from her family. Her living conditions were poor and she lacked self confidence. Through our life skill workshops, and weekly one on one counselling, Kim learned strategies to help her cope with her life situations as she gained new self confidence. As she worked towards making a positive change in her life, she was able to focus on new career goals. Kim is successfully completing a year-long diploma program in *Administrative Assistance with Desktop Publishing*.



“Completing the Pre-Employment Development Program and LBS Level 5 gave me the confidence to apply to Working Skills Centre.” – Kim



In our new PED *Building for the Future*, which focussed on investigating pre-apprenticeship possibilities, we worked with young men aged 19–27. Many had literacy and legal problems and a lack of positive influences in their lives. Despite these obstacles, JD flourished in the program. He has been accepted into the pre-apprenticeship program for *Network Cabling and Electrical* and is thriving in the course.

Our *Take Charge for Work and Life* program enjoyed great outcomes. Oscar, a 54 year old gentleman, had spent much of his life caring for his mentally challenged daughter. Although he was ready to find a career path for himself, he had multiple barriers including age, limited skills and a questionable work history. Oscar worked through the life skill workshops and spent much time discussing his life to date. As he gained new self confidence and reassurance, Oscar was accepted into The Renewal Foundation's *Coffee and Vending* program. Oscar has completed the program and has been offered employment.

Job Solutions Employment Services

Over the past year, with the dedication and commitment of the Job Solutions' team, we helped over 300 clients find work they value.

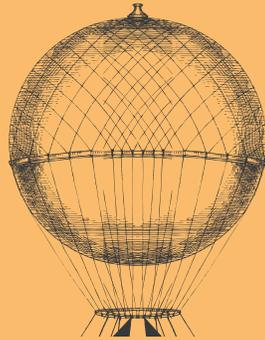
This was an exciting year for Job Solutions as we completed the transition to the new Employment Services' model. We expanded from a job search program into a full suite of employment services at PTP's West Centre, with itinerants at PTP's East Centre, the Daily Bread Food Bank and Toronto Employment and Social Services' Attwell resource centre.

We now have a Resource and Information centre available for independent job seekers. A professional team of employment counsellors and job developers work closely with clients who need a more supportive job search. Many participants have been out of the workforce for some time, have low levels of literacy and face a range of other barriers to conducting a successful job search. However, with intensive one on one support from staff, clients' self-confidence and motivation are strengthened — both key to finding and maintaining a job. We have also established excellent relationships with a variety of employers who now reach out to us for support in filling job vacancies!

We are thrilled to share Larry and Mahmood's success stories!

Larry registered at Job Solutions after completing PTP's *Pre-Employment Development* program. He was looking for help in finding employment in the transportation industry as a delivery driver. Larry had a passion for driving but was concerned that his grade 8 level of education may keep him from accessing his dream job. His level of education affected his confidence and self esteem. Larry attended all his scheduled workshops and worked closely with his employment counsellor. His self confidence grew as he became more knowledgeable of job search processes and techniques. With the help of Job Solutions' staff, he was able to secure full-time employment doing what he loves best, working as a delivery driver.

Mahmood had been out of the workforce for over 10 years. This created a gap in his resume and, in combination with his age and lack of recent labour market experience, made it extremely difficult for him to find a job. Finally, with our Job Developer's support, he successfully passed two interviews with his current employer. After a long process during which he had to undergo police and credit checks, many phone calls and PTP staff acting as a reference for him, he was thrilled when he was offered a position as Assistant Building Superintendent with good pay. He thanked PTP staff for always being there for him, for never giving up hope, for trusting him and going the extra mile to help him in every aspect of his job search.



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“My upgrading at PTP prepared me to fill out forms, count and calculate. Job Solutions helped me find a job.”
– Selwyn (shipper/receiver)

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Resource Development, Research and Training

PTP's resource development department hosts numerous research, materials development, training and consulting initiatives that reach communities all over Canada — on the west coast, in the prairies, on the east coast and as far north as Nunavut.

And PTP's resources and expertise continue to be in demand. This year PTP extended its reach in a cultural context with the completion of an adaptation of CAMERA (*Communications and Math Employment Readiness Assessment*) for the Deaf literacy community in Ontario, and has begun exploring adaptation of CAMERA for use in Francophone communities across Canada.

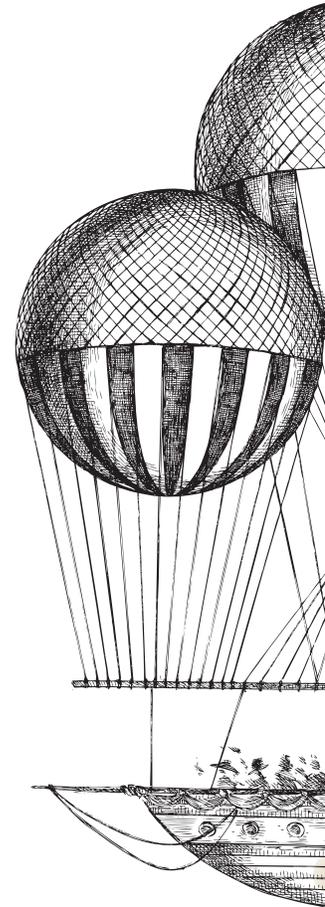
In keeping with our workforce literacy and essential skills orientation, through its assessment and workplace training services, PTP advanced the skills of close to a hundred employees across a range of sectors in the GTA including hospitality, manufacturing, health and education. This work took PTP into new forums with employers, labour, and literacy organizations, and has led to early exploration of social enterprise as a context for reaching out in innovative ways to improve the social and economic circumstances of adults we may not have reached before. With the potential that comes with these initiatives, new relationships and new contexts, PTP looks forward to the many opportunities that lie ahead.



“I can write notes to my supervisor now. She understands them!”

Nigihst (working in housekeeping)





Special Awards

Crystal Learning and Leadership Organization Award

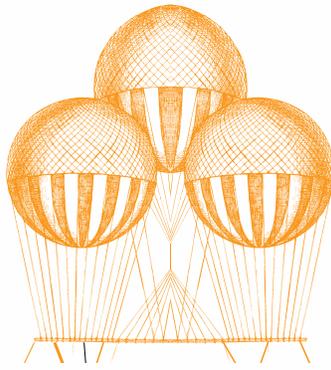
PTP was honoured to receive the *Crystal Learning and Leadership Organization Award* from George Brown College's *Career and Work Counsellor* Program. Claudia Abello, PTP's Director of Operations and Employment Services, accepted the award at the event earlier this year. The award recognizes organizations that have consistently provided enriching learning experiences through practicum opportunities to students, and that have sought to hire students after graduation.

To quote Gillian Johnston, *Career and Work Counsellor* Program Coordinator, "Claudia Abello has consistently supported the program, students and graduates. Every year she speaks in our Special Needs course about working with clients with literacy issues, she takes practicum students each semester, she takes the most students from the Internationally Educated Professionals stream of the program for day long Observation Placements and she hires our grads."

PTP thanks the entire Job Solutions' team for their ongoing commitment to support practicum students during their placements. We also recognize that the contribution students make while at PTP enhances service delivery and we greatly appreciate and celebrate our 12 year partner relationship with George Brown College.

Senecans of Distinction Award

Barbara McFater, PTP's Executive Director, was honoured this year with a *Senecans of Distinction Award*. This award recognizes the exemplary partnership PTP has developed with Seneca College to deliver academic upgrading at PTP's Danforth location. Now in its fifth year, the program has exceeded expectations: the number of students served and the number going on to college exceeded what we projected. Barbara attributes the success to PTP's fabulous instructors and strong partnership relationships. She thanks Leolyn Hendricks and Elise Sheridan of Seneca College for their enthusiastic support of this collaboration between our community-based organization and the college, and thanks WoodGreen's *Homeward Bound* program for the role they've played in our shared success.



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Annie completed her Level 5 LBS, is currently taking courses at night in Academic Upgrading and is also registered at Job Solutions hoping to find work. “I will never forget everyone at PTP and how much they helped and supported me.” – Annie

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Acknowledgements

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.

CLO

Community Literacy of Ontario

MTML

Metro Toronto Movement for Literacy

OLC

Ontario Literacy Coalition

ONESTEP

Ontario Network of Employment Skills Training Projects

Social Planning Toronto

Volunteer Toronto

Community Partners

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

Arctic College

Career Foundation

Centennial College

Community MicroSkills Development Centre

Daily Bread Food Bank

Deaf Literacy Initiative

Dress Your Best

Envision Education Foundation

FoodShare

GED Achievement

George Brown College

Goodwill ReachTM

Humber College

JobStart

JVS, Toronto Youth Job corps

Labour Education Centre

Learning Enrichment Foundation

Mustard Seed

Opportunity for Advancement

Ralph Thornton Centre

Seneca College

Seven Generations

St. Christopher House, Financial Advocacy & Problem Solving Program

Starbucks

The Canadian Centre for Financial Literacy

The Redwood

The Royal Ontario Museum

The Training Renewal Foundation

Toronto Catholic District School Board

Toronto District School Board

Toronto Employment and Social Services

- Attwell Employment and Social Services
- Consillium Place Employment and Social Services
- Etobicoke South Employment and Social Services
- Beaches Employment and Social Services

- Golden Mile Employment and Social Services

- Lesmill Employment and Social Services

- North York Central Employment and Social Services

- Scarborough North Employment and Social Services

- Scarborough West Employment and Social Services

Toronto Public Health

Toronto Public Library

vpi

Women's Habitat

WoodGreen Community Services, Homeward Bound Program

Working Skills Centre

YMCA

YWCA

Employers

Aramark

Bennington Heights Daycare Centre

Compass Group Canada

Embrujo Flamenco

Enviromaids

Fine Details

Goodwill

Home Depot

LUSH

Novotel Hotel

Pan on Danforth

PARC

Pickle Barrel

Sammy's Student Exchange

Shoppe Burger

Sunflower Kitchen

SupperWorks

Board of Directors

Heather Williams, Chair
Anita Agrawal, Vice-Chair
Sanjoy Gupta, Treasurer
Saira Somani, Communications Officer
Alan Campbell, Director
Ellamae Chua, Director
Jonathan Hahn, Director
Julius Olajos, Director
Sharon Saunders, Director

Executive Director

Barbara McFater

Directors

Claudia Abello
Aleksandra Popovic

Managers

Vicky Johnston
Lynn Manwar
Anne Marie Williams

Coordinators

Pauline Larsen (on maternity leave)
Debbie Robertson
Maria Romaschin

Administration/Support

Maria Anwer (on leave)
Minh Chung
Avis Henry
Karen Knights
Patricia Kowalska
Jennifer Morgan
Ricardo Saldarriaga

Finance Department

Huong Nguyen

Instructors, Workshop Facilitation

Kamran Ahmadpour
Linda Armstrong
Daphane Bertram
Caitlin Burrell
Vishnu Lilhardar
Karin Meinzer
Lauren Morris
Simone Morrison
Elena Neagu
Lucy Ng
Cheryl Reid (on maternity leave)
Katherine Rios
Yvonne Smythe
Shahina Suleman
Jeff Willis

Employment Counselling / Job Development

Monika Daci
Tatiana Daci
Milena Lomovic
Kunga Norzom (on maternity leave)
Angela Perri
Brett Reneau
Lyudmyla Vavryshchuk

Supply Instructors

Maeve O'Malley
Carolyn Rasiuk
Christina Truong

Consultants

Ericson Balagtas – Defining Design
Paul Bonsell – Defining Design
Kim Diamond – K.D. Design
Karen Geraci – inQUIRE Consulting
Madeline Lunney – Lunney Consultants
Marisa Mazzulla – inQUIRE Consulting
Gail Stewart

Volunteer Staff/Practicum Students

Michelle Adams
Yuko Kitabatake
Lyudmila Kukhta
Andrew Shaver

Short Term Contracts / and Outgoing Staff

Ayo Akanbi
Lee Delaino
Ken Hall
Mirah Kirshner
Heather Lash
Larry Leveque
David McConkey
Ambrose McIntosh
Neetu Momi
Sarah Murray
Nasim Naji
Raj Persaud
Glenna Rebick
Cathy Schmidt
Tara Shuster

WESCan Community Partners

Claire Ashton
Paul Brinkhurst
Gay Douglas Broerse
Sheena Falconer
Christina Fowler
Gail Gorchynski
Ashley Hoath
Cheryl Kustra
Randy Lindsay
Nene Van Volsen

WESCan Advisory Committee

Margaret Eaton
Brigid Hayes
Lindsay Kennedy
Nanci McConnell
Suzanne Pederson

Auditor's Report

To the members of PTP Adult Learning and Employment Programs:

I have audited the accompanying financial statements of PTP Adult Learning and Employment Programs which comprise the statement of financial position as at March 31, 2011, and the statements of operations, of changes in net assets and of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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. These standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion

Opinion

In my opinion, the financial statements present fairly, in all material respects, the financial position of PTP Adult Learning and Employment Programs as at March 31, 2011 and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Robert Veltheer, B.A., M.B.A., C.A.

Licensed Public Accountant

Richmond Hill, Ontario

July 28, 2011

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2011

	2011	2010
	\$	\$
REVENUE		
Operating grants – note 7*	\$ 2,412,075	\$ 2,348,232
Capital grants - note 9*	33,620	23,991
Fees for service	706,805	628,538
Other income	25,485	18,130
	\$ 3,177,985	\$ 3,018,891
EXPENSES		
Program support	\$ 196,148	\$ 208,417
Office & administration	144,765	125,221
Professional services	11,510	13,777
Project & program consultants	394,509	441,152
Building occupancy	442,849	373,938
Staffing	1,884,326	1,783,399
	\$ 3,074,107	\$ 2,945,904
EXCESS OF REVENUES OVER EXPENSES	\$ 103,878	\$ 72,987
NET ASSETS BEGINNING OF YEAR	401,308	328,321
NET ASSETS END OF YEAR	\$ 505,186	\$ 401,308
COMPOSITION OF NET ASSETS		
Unrestricted resources	282,393	176,471
Invested in fixed assets	8,831	12,207
Internally restricted resources (note 11*)	213,962	212,630
	\$ 505,186	\$ 401,308

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



**PTP Adult Learning &
Employment Programs**

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