

# CHANGING LIVES

for a Changing World

**Impact Report 2022**



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# 30 YEARS

## of empowering people to learn and find work they value

There aren't enough pages in this Impact Report to adequately describe how much the world has changed since PTP opened its doors back in 1992. Quite simply, our lives have been transformed in immeasurable ways.

And yet, there has been at least one constant over our first three decades, and that's the way our pioneering programs have positively impacted the lives of our clients – the way they have empowered tens of thousands of people experiencing significant barriers to employment to gain critical skills and find important work.

Those successes are worth celebrating, and we have paused this year to reflect on the remarkable journey we have taken to reach this milestone. But we are also working hard as an organization to look ahead – to think strategically about what we do, how we do it and how to do it better.

You'll see some of that effort reflected in this report, which highlights our ongoing commitment to three areas of focus: **Innovation**, **Digital Transformation** and **Resilience**. These pillars continue to guide our work, especially now, as we seek to balance our successful virtual training efforts with a desire to bring everyone together again amid the hustle and bustle of our in-person learning hubs.

In preparing for the days ahead – days that will no doubt be marked by even more disruption – it's worth remembering that navigating change is in our DNA. When we first opened our doors, manufacturers right across the province were closing or moving outside Ontario and thousands of jobs were lost.

PTP stepped in to provide basic-skills upgrading to those laid-off workers, creating pathways to further education and training and, eventually, new and rewarding employment. In partnership with those first PTP clients, we changed lives for the better.

Our client group has evolved since then and so, too, has the programming we offer. Through both agility and flexibility, we remain at the forefront of contextualized workforce education, providing supportive pre-employment programming to those facing individual and systemic barriers to training, education and lasting jobs.

Moving forward, we are committed to the development of a new strategic plan early in 2023. Continued collaboration with government partners, stakeholders, community members, and employers will be integral to our work in the coming years. A renewed strategy will allow us to create impact amidst ever-changing conditions and to tackle whatever comes next. Offering programs and services that meet client needs and advocating for decent work and decent pay for all will remain at the core of our mission and vision.

As always, thank you for recognizing the people we serve and the work we do.

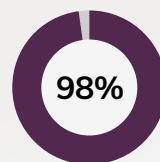
Warmest regards,



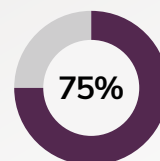
**Barbara McFater**  
CEO



**Jeffrey Ma**  
Chair, Board of Directors



98% of PTP clients say they're **satisfied or highly satisfied** with our programs



75% of PTP clients were **working or taking additional training** at program exit

## Cultivating new ways to prepare youth for work



Helping our clients succeed in a changing world means continuously seeking out new and collaborative learning models.

PTP recently partnered with George Brown College to create a progressive new pathway to employment for youth who are neurodiverse or living with mild intellectual disabilities.

At the project's outset, George Brown's College Vocational (CV) program was providing this keen group of students with training in a wide range of critical skills. But upon program completion, participants had to take on the task of job searching on their own. There were no post-program job supports to help them find long-term work they valued and no formal mechanism for tracking success.

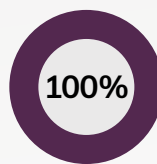
GBC-PTP staff realized that by integrating PTP's Employment Services with the college's existing training program, graduates could seamlessly tap into immediate and ongoing job supports – supports that would make the process of finding and keeping meaningful work smoother than before.

Now, from the moment CV students enter the program, they have access to PTP's full suite of proven workshops and one-on-one counselling. They can gain valuable job know-how through carefully selected work-experience placements. And they have the employment-search supports they need to streamline the hunt for decent jobs with decent pay.

Innovative collaborations like this one are helping us bring down the silos that exist across organizations – silos that can act as barriers to a better life for so many. This was an important opportunity to pilot an integrated approach to program and employment-services delivery that focuses on the needs and aspirations of participants in a more holistic way, and it will no doubt serve as a valuable blueprint for similar projects moving forward.

### Summer of success

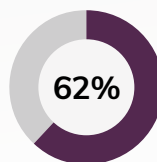
When Amsterdam Brewery's downtown Toronto production facility experienced a sudden uptick in business, manager Ricardo was keen to hire two participants from PTP's partnership initiative with George Brown's College Vocational program. "It was a really good experience," says Ricardo. "After training, they needed minimal supervision. They were willing to learn new things, and they asked questions when they weren't sure." The placements went so well that one participant was hired on full time. Says Ricardo: "We're very satisfied and we're willing to do it again next year."



**100%** of CV students **completed** the learning program



**100%** of CV students **completed** a related work-experience placement



**62%** of CV students were **employed or taking further training** at exit



# DIGITAL TRANSFORMATION

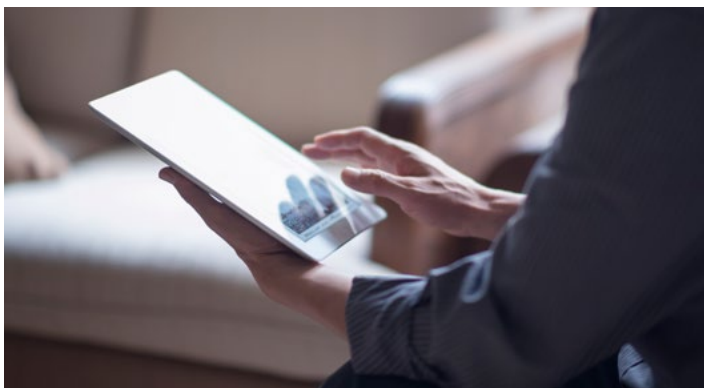
## Evolving alongside our clients

Our goal has always been to honour and reflect the changing needs of the people we serve. Achieving that goal has meant working hard over three decades to stay one step ahead of the literacy learning curve.

Even at our “print age” beginnings, PTP’s long-range plan anticipated the emergence and growth of new technologies, so as the accepted definition of workforce literacy shifted from print based to computer based, we were ready.

We created a computer lab in each of our learning centres and added computer literacy to our curriculum. As the technology changed, we did, too, always ensuring we were on the leading edge of workplace trends. The emergence of Learning Management Systems (LMS) and cloud computing made it possible for us to offer clients a blended learning approach. We also shifted some of our activities to the cloud for improved collaboration between our two centres.

That kind of commitment to continuous adaptation allowed us to successfully navigate the uncharted waters of COVID-19. Even in the pandemic’s earliest days, we quickly onboarded new digital learning tools so, even as the world stopped, clients could maintain their learning progress. These new tools – including digital textbooks and donated Chromebooks – have been so successful, we are adapting once again and making them a permanent part of our program offering to better serve clients who want to learn from home or on a schedule that suits their busy lives.



Then in 2021, we developed a plan to build a future-state digital strategy that puts a lens on how we use technology, our processes and our organizational structure. The plan has been translated into a roadmap to build our digital maturity in two phases:

### PHASE ONE

Stabilize operations by focusing on business continuity and cybersecurity, and the management of learner/client relationship data. Build a unified culture across locations and share resources. Consolidate our finance system in accounting and sales.

# 1

### PHASE TWO

Optimize by conducting initiatives focused on technology education and enablement, system integration, IT process optimization and system implementation.

# 2

We look forward to sharing highlights from the rollout of this exciting initiative as soon as we are able.

# RESILIENCE

## Working to thrive amidst continuous change



Resilience may be a recent focus for some organizations, but PTP has long been intentional about being able to push back against any shock. In fact, since our earliest days, we have been incorporating resilience into our work by:

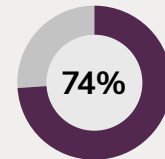
- Establishing sound governance
- Ensuring solid finances
- Managing risk
- Planning for a digital future

It was thanks to this solid footing that, during the pandemic, we were able to shift our learning model from in person to online/virtual, then to hybrid and back to in person in just a matter of months – all while ensuring our clients maintained their progress.

And yet, we believe that as an organization, we are only truly resilient when those we work with and those we serve have the tools they need to be resilient, too.

To that end, we're ensuring that our dedicated staff members have flexible work options, access to robust wellness supports, unlimited paid sick days and job security. Our clients can tap into an increasingly wide range of programs designed to help them adapt to workplace change, including **Employment Services, Employment Essentials: Choices, Let's Connect: One-on-One Counselling, Elevate: Training for Food and Beverage Manufacturing, Literacy and Basic Skills, Academic Upgrading and English for Work – Programming for Newcomers and Refugees.**

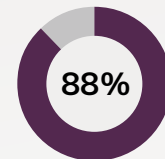
In the days ahead, we will continue to put a strong emphasis on adapting to our community's changing needs and helping them manage the stressors they may experience. We will listen and learn, and we remain open to doing things differently.



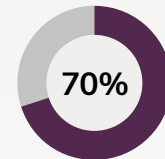
74% of Elevate clients were **working or taking additional training** at program exit



100% of Let's Connect clients **completed** the program



88% of Employment Services clients were **working or taking additional training** at program exit



70% of English for Work clients were **working or taking additional training** at program exit

## SUCCESS STORY

# From newcomer to (nearly) new graduate



For many recent arrivals to Canada, gaining critical new skills is just one challenge in the quest for independence. Planning a rewarding career path and learning how to confidently navigate a whole new employment system can be just as demanding.





That's why when Gloria's housing worker told her about PTP's Choices program, she enrolled almost immediately. Designed to help participants explore their career options and make informed decisions about their futures, Choices offers empowering workshops, site visits, guest speakers and much more. Over the course of 12 weeks, Gloria gained employability and job-search skills, built her financial literacy and learned about Canadian employment standards and workplace rights. "It was one of the best courses available to me," she says. "I also liked that I could learn online."

But that was just the beginning of Gloria's push to improve her skills. With Choices under her belt, she stayed to upgrade her reading, writing and computer skills through our literacy and basic skills program. Next, PTP's staff members helped her enroll in the Learning Enrichment Foundation's Early Childhood Assistant (ECA) program. In just a few short weeks, she'll be graduating and looking for her first job as an ECA – a challenge that's not nearly as daunting as it once was. Gloria now knows she has the skills she needs to make her dreams come true.

It wasn't always easy, but Gloria credits her PTP employment counsellor with helping her stay positive: "She said, 'Don't give up. Keep trying. We are here to help you get what you want.'"

When asked if she has advice for other newcomers who aren't sure how to kick start their own pursuit of work they value, she tells them to embrace the challenge – alongside the team at PTP. "You have to take a risk. PTP is one of the best programs."

### Gloria's Pathway to Change

-  Choices: Building Skills for a Better Future
-  Literacy and Basic Skills
-  Employment Services
-  Early Childhood Assistant



**Stay positive, believe in yourself and have faith that everything will work out.**

## SUCCESS STORY

# Rebounding after job loss

Even newcomers with considerable work experience can face challenges when they try to look for meaningful, long-term employment in Canada.

Case in point: Rafaella. She had built a lengthy resume in her home country but didn't feel like she was making career progress after arriving in Canada. Then, when COVID-19 hit, she was laid off – even after testing positive for what was then a very new and mysterious virus.

The sudden loss of her job came as a shock. She was just starting to build her confidence and understand how to work with a richly diverse group of coworkers, people who all brought unique perspectives and practices to the workplace. How could she get her career back on track?

Then, when she was surfing the internet for employment programs one day, a link for PTP's Elevate program popped up in Rafaella's search results. Designed to provide a direct pathway to work in Ontario's food and beverage manufacturing sector, Elevate provides participants with critical sector-specific skills as well as employability and soft skills that help ensure their long-term success.

For Rafaella, Elevate offered new possibilities – and the chance to really excel in Canada. "You may have experience from a good job back home," she explains. "But now your role must change. A program like Elevate can prepare you for that change."

In fact, the program exceeded Raffaella's expectations: not only did it ready her to re-enter the job market, but her Elevate instructor helped her see she had choices, and that she could shift her career goals to get ahead faster.

Right after completing the program, Rafaella began working as a technician at Unilever, but it wasn't long before she was promoted off the production floor and into operations. Her latest goal is to become a quality assurance manager. No doubt she'll achieve that, too.



## Rafaella's Pathway to Change

- Elevate: Job Training for Food and Beverage Manufacturing Sector
- Production role with major manufacturer
- Promotion to managerial role



Look for help from programs like Elevate. It's never too late to ask for help.



## SUCCESS STORY

# Searching for “self” so the work can follow



For some PTP clients, knowing which career path to take can be a bigger challenge than gaining the skills to take it. That was Suzanne’s dilemma. “I didn’t want a job just for a job’s sake. I wanted to figure myself out,” she explains.

With a long-held love of cooking, Suzanne had always wondered whether she could one day open her own catering business. But first she had to get to know herself better and explore what would truly make her happy.




To jump start that journey of self-discovery, Suzanne enrolled in our Choices program, which helps clients envision their true potential and make positive change in their lives. By working closely with her instructors over the 12-week program, Suzanne came to see the full range of employment possibilities available to her. “Choices was like a reintroduction to my own self,” she says. “Six months ago, I didn’t understand myself as I do today.”

Eager to keep expanding her horizons, Suzanne joined the Elevate program so she could work towards her food handler certificate and other credentials that will set her up for work success. Once again, she gives her PTP instructor high praise, calling her a difference-maker. “She took time and used different terminology to help me get the material.”

With more and more opportunities opening up for Suzanne, she’s adding to her training to-do list and upgrading her numeracy skills through PTP’s Literacy and Basic Skills program. That’s the power of PTP, she says: the programs are interconnected and support each other.

“I now think not just in terms of what’s happening now, but in the long term – even five years from now,” says Suzanne. Her dream of owning her own catering business may be closer than she thinks.

### Suzanne’s Pathway to Change

-  Choices: Building Skills for a Better Future
-  Elevate: Job training for Food and Beverage Manufacturing
-  Literacy and Basic Skills



The Choices program gave me a roadmap to where I wanted to go.

# WORK READINESS TRAINING

## Pilot project connects Indigenous job seekers to employment



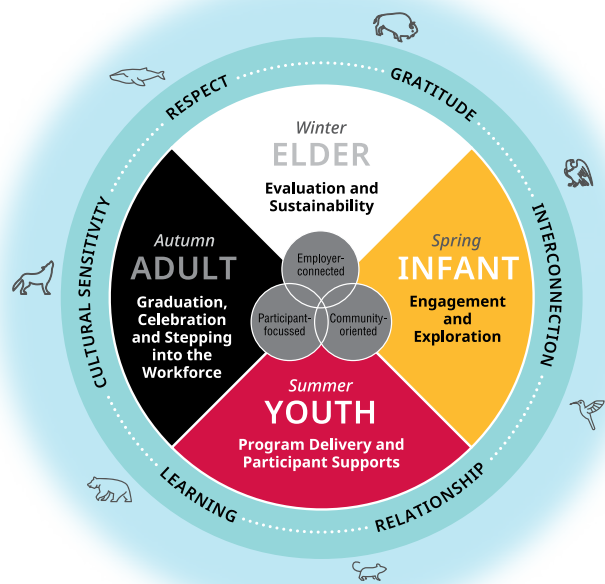
After five successful years, our innovative Pathway to Work project is finally wrapping up. This promising collaboration between PTP and Indigenous communities in Manitoba and British Columbia was designed to ready local job seekers for good, long-term employment on large-scale construction projects.

Each client took part in a wide range of proven, culturally appropriate learning initiatives – including training, health and safety certification and a paid work placement – to help build both skills and confidence. The Pathway to Work team also worked to future-proof the program by building the capacity within each community to design, deliver and refine the initiatives on their own.

Even two years of COVID-19 disruptions couldn't derail the project. In fact, thanks to the hard work and dedication of everyone involved, the program will graduate three full cohorts of work-ready participants this year, ensuring brighter futures for all involved. In fiscal year 2021–2022 alone, the program served 35 clients – six of whom were women. In total, 27 graduated and 18 immediately went on to further education or employment.

### Supportive conceptual framework

To help guide and sustain the project, we created a Pathway to Work framework that reflects our vision for designing and delivering training that is centred in partnership and mutual learning. Developed by team member Kelly Foxcroft-Poirier, the framework is responsive to participant, community and employer needs.



Taking its structure from the medicine wheel, the framework's four phases align with the four seasons and life stages. Each phase includes practices that exemplify Pathway to Work's collaborative approach. At the centre are the three pillars that underpin our Work Readiness training, while the border outlines both the principles that guide this work and the animals that characterize the qualities and strengths necessary to create a healthy ecosystem.

🔗 Check out the Pathway to Work website at [pathwaytowork.ca](https://pathwaytowork.ca)

# Financials

Our mixed revenue model – which includes restricted grant funding, unrestricted pay-for-performance funding and fee-for-service options – continues to make it possible for us to support a broad range of innovative program and service initiatives. Thank you to our team and Board of Directors for their ongoing commitment to PTP’s long-term sustainability and organizational resilience.

## Overall Budget Performance

We exceeded budget performance this fiscal year, strengthening PTP’s financial bottom line and increasing our unrestricted net assets, adding to reserve funds, all in support of organizational resiliency and long-term sustainability.

### REVENUE SOURCES



● Provincial grants	60%
● Federal grants	18%
● Pay for performance	15%
● Fee for Services	5%
● Publications Sales/Other	2%
<hr/>	
	<b>100%</b>

### BREAKDOWN OF EXPENDITURES



● Adult Education and Training	51%
● Employment Services / Career related activities	25%
● Administration	14%
● Pre-Employment & Job Training Programming	8%
● Training educators across Canada	2%
<hr/>	
	<b>100%</b>

🔗 Read our full auditor’s financial report via this link: <https://ptp.ca/impactreport2022/Financials/ptp-financial-statements-2021-22.pdf>

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Adult Learning and  
Employment Programs