



Impact Report 2023

Stronger Together



Contents

3

Greetings from our CEO and Board Chair

Stronger together: a year of collaboration and community

14

Connecting. Cooperating. Creating Change

How we're always stronger together – in our clients' own words.

5

PTP +

National Partners

Women First: Building Skills for Success

Local Partners

George Brown College and Ready, Willing and Able

Community-based Agencies

WoodGreen

Employers

Bridging the gap between clients and careers

Employers

Delivering training right in the workplace

Our People

Enabling seamless service delivery

16

A New Strategic Plan

A new, four-year strategic framework that will focus and refine our efforts moving forward.

17

Financials

Stronger together: a year of collaboration and community

Greetings from Barbara and Jeffrey

Before sitting down to write this message, we took a quick look back at last year's Impact Report – to see how far we had come over the last 12 months, but also to make sure we had made good on a number of promises from last year's report.

For starters, we committed ourselves to developing a new four-year strategic plan – and we're happy to say that, if you skip ahead to page 16, you'll be able to read all about this exciting new framework.

We also pledged to drive even greater levels of cooperation with our government partners, stakeholders, community members and employers. We have been able to rise to the challenge on that front, as well, as the stories you're about to read will confirm.

We also strengthened our resolve to offer programs and services that meet our clients' needs while advocating for decent work for all. We're proud to say this remains at the core of PTP's mission and vision.

A year not without challenges

After innovating our way through the most acute phases of the pandemic, we emerged an organization transformed. Where once we offered only in-person supports, our clients are now thriving thanks to new hybrid programming that makes it possible for them to gain new skills without sacrificing other parts of their lives.

This ongoing digital transformation is also helping us stay one step ahead of a surge in client numbers. Many of these folks are experiencing multiple barriers to long-term, meaningful employment. Housing and food insecurity, poverty, serious mental health concerns – they all need to be confronted as we work to help clients build better lives.

“At Futureworx we value our partnerships and collaborations. Our work with PTP is encapsulated by a shared heartfelt desire to help people realize their full potential at home, work and in community. The Women First: Building Skills for Success initiative exemplified the strength and richness that partnerships can bring to joint undertakings. PTP and the values they embody demonstrate that, ‘together we are greater than the sum of our parts!’”

Randy Lindsay
CEO, Futureworx
Nova Scotia

PTP +

This increasing complexity makes our collaborative working model all the more important. Collaboration supports everything we do – in fact, you might say PTP is really PTP +. PTP + our national partners. PTP + other community-based organizations. We are PTP + the employers we work with. And without a doubt, we are PTP + our incredibly talented staff members and the clients we support.

All of those partnerships are at the heart of our many successes in 2023. We wrapped up a national project – Women First: Building Skills for Success – and continued our innovative work with George Brown College to ensure youth with mild intellectual disabilities receive integrated employment services. Both of these projects generated illuminating reports that we will use to deepen our impact.

There is much more to tell you about, so we hope you'll read all of the “collaboration chronicles” we've included in this year's report. We believe they show we are on the right track and also point the way forward.

Before we go, we would like to extend a heartfelt thank you to all those who continue to collaborate with us: our dedicated Board members and community partners, our trusted government funders and project workers, and of course, our wonderful staff members. We are truly stronger together.

Warmest regards,



Barbara McFater
CEO



Jeffrey Ma
Chair

Women First: Building Skills for Success

A lack of food, adequate shelter, clothing or transportation can stop a woman’s journey to meaningful work before it starts.

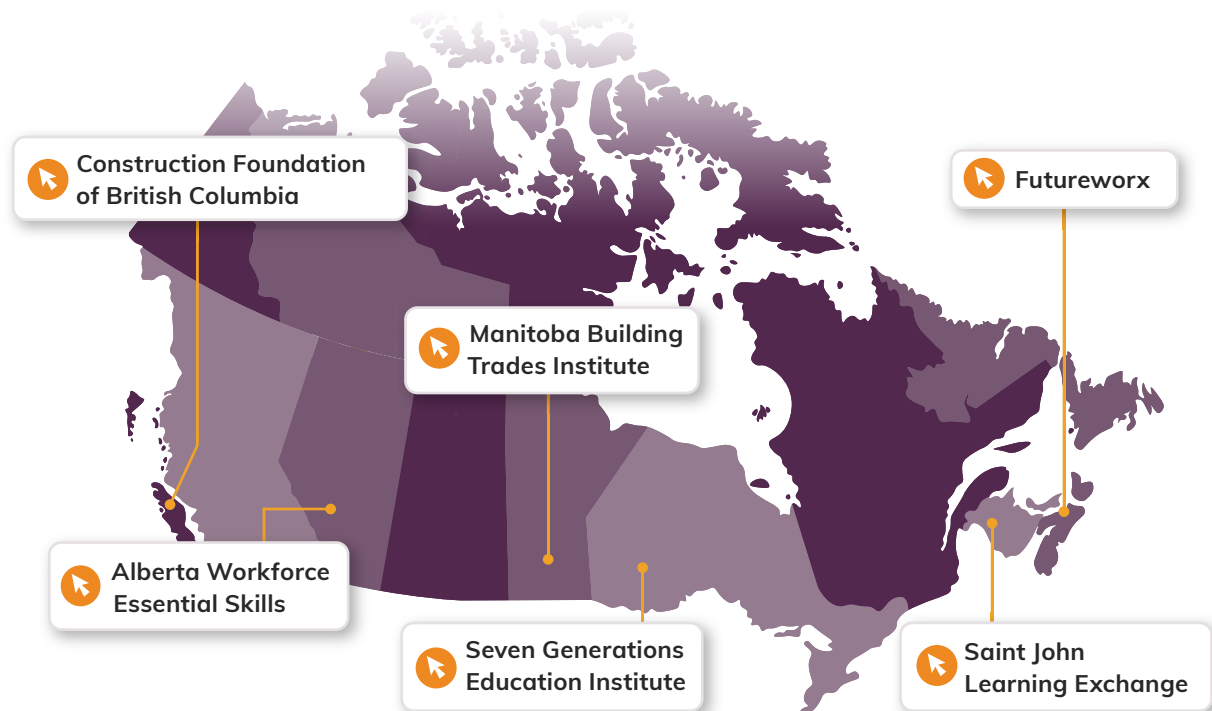
So this powerful 2023 program – guided by the belief that building employment skills is really only possible when other critical needs are met first – ensured each client received wraparound supports designed to reduce multiple and complex barriers to success.

Funded by the Government of Canada’s Women’s Employment Readiness Program and designed and delivered within PTP’s Pathway to Work framework, Women First: Building Skills for Success was developed with a specific focus on boosting participants’ transferable skills and adaptability. Clients learned how to better work in partnership with others and to foster relationships through respect.

PTP partnered with outstanding organizations from across the country to ensure each client received individualized supports as they worked to secure sustained, long-term jobs.

“This was one of the best partnership experiences we have had. PTP’s project management skills and subject matter expertise enabled us to really maximize supports for the Indigenous women participating in our program.”

Abigail Fulton
Executive Director
Construction Foundation
of British Columbia



Women First: Building Skills for Success

Read the final report

As we were implementing Women First: Building Skills for Success alongside our partner organizations, the Social Research and Demonstration Corporation (SRDC), a non-profit research organization that develops, tests and evaluates new programs, was assessing both our methods and outcomes.

In their final report, the SRDC concluded that wraparound supports play a critical role in enhancing the effectiveness of training and employment programs for women, particularly those facing systemic marginalization. The report's authors also made special note of the deeply complex context in which the project was operating, how that shaped the program's design and delivery and how it created immense challenges for the project team.

[Read Report](#)

“The strength of the project was not in designing programs from the ground up, but in supporting partners to build on the work they already do and generating evidence from the collective knowledge, expertise, and resources of partners and their learners.”

The Social Research and Demonstration Corporation

Women First: Building Skills for Success, Final report for Employment and Social Development Canada

Check out the interim reports

For greater insights into Women First: Building Skills for Success, we urge you to review the SRDC's two provisional updates.

[Wraparound Supports](#)

[Skills for Success](#)



George Brown College and Ready, Willing and Able

What does it take to create a seamless pathway to meaningful employment for those living with mild intellectual disabilities or on the autism spectrum? A willingness to work with and learn from some outstanding partners.

Back in 2021, PTP and George Brown College decided to join forces to support this underserved cohort of jobseekers through enhancing an already existing program at the college, College Vocational, with expertise and resources offered by PTP.

After some positive early results – and with new funding from Ontario’s Ministry of Labour, Immigration, Training and Skills Development – PTP hired a dedicated project team to expand this combined effort. An enhanced College Vocational program was the result.

Here’s how it works: George Brown College and PTP collaborate and co-design curriculum so that job readiness preparation and career exploration are integrated into the College Vocational programming on communications and math skills, digital skills,

intrapersonal, interpersonal and groups skills as applied in the workplace. PTP staff offer students weekly Employment Services (ES) workshops that cover a range of critical topics, including how to conduct an online job hunt, how to write standout cover letters and resumes, creating a compelling elevator pitch and perfecting those all-important interview skills, taking the workplace integrated learning aspect of this long-standing program to a whole new level.

Connecting candidates to employers who recognize the power of inclusive hiring to create successful, productive and adaptive businesses was the next step. PTP partnered with Ready, Willing and Able (RWA), a national initiative that actively seeks out roles for our enhanced College Vocational graduates. This collaboration generated multiple hirings in just the first few months of its existence.



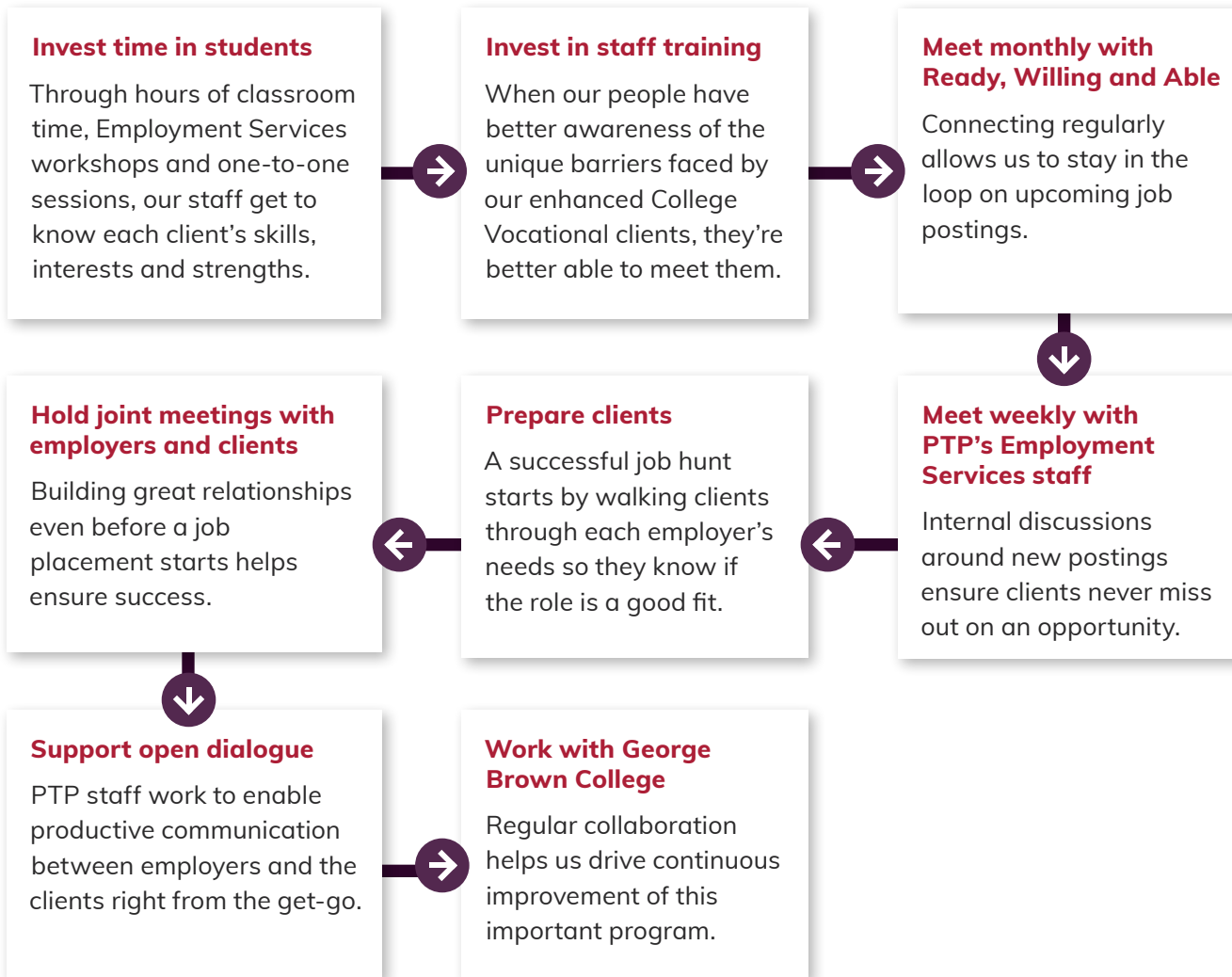
“Our partnership with PTP has enabled us to take the College Vocational Program to a whole new level. PTP’s expertise and resources in workforce readiness preparation, career exploration, and work placement has been invaluable to our students. Collaborating on an integrated model has resulted in a superior program that has an incredibly positive impact on students, reducing barriers and widening opportunities for their future.”

Susan Toews

Dean, Centre for Preparatory
and Liberal Studies
George Brown College

PTP’s enhanced College Vocational process

How teamwork really does make the dream work



“The success of RWA across the country is attributed to the great work of our partner agencies and the invaluable partnerships our delivery team establishes with them. Results to date have already proven the great value of our partnership with PTP. We look forward as your team and ours work collaboratively in the continued build of our relationship, in support of meeting the needs of Ontario’s most vulnerable jobseekers.”

Bill McGregor
National Program Manager – Operations
Ready, Willing and Able

Learn more about enhanced College Vocational

Find out why this collaborative program is such an outstanding example of our powerful Integrated Employment Services approach.

[Learn more](#)

WoodGreen

Successful collaborations are about playing to each other's strengths. Case in point, our partnership with WoodGreen, one of Toronto's largest social service agencies and provider of Homeward Bound, a life-changing education and employment program that supports homeless or inadequately housed single mothers to achieve financial stability.

In collaboration with WoodGreen, PTP created Preparing Women to Access Homeward Bound, a customized readiness course designed to help clients meet the program's acceptance requirements. As our learner-centred approach helped build and strengthen the participants' foundational skills in math and English, it also boosted their confidence so when it came time to write the Homeward Bound entrance assessment, they were feeling capable, ready and confident.

This innovative partnership also gave WoodGreen staff members the gift of time so they were able to focus on providing critical wraparound supports that make it easier for clients to move out of poverty.

"Our individualized approach to instruction focused on optimizing students' prior knowledge, leading to increased motivation and confidence to move forward in their learning journey."

Simone Morrison
Program Manager, Literacy and Basic Skills,
East Centre



Bridging the gap between clients and careers

So much of PTP's success is thanks to employers who go above and beyond in support of our clients. It's often through their efforts that remarkable things happen.

Bimbo Canada – makers of classic sandwich breads – is one such partner. We recently reached out to them on behalf of David, who we felt was an excellent fit for a role in their fast-paced manufacturing environment.

David arrived in Canada as a refugee and had struggled to find employment. When he connected with PTP, he had been jobless for a year. Even though he had never worked in food and beverage manufacturing, our Elevate program piqued his interest. This time-tested program has helped numerous newcomers turn first-time jobs into long-term work.

After completing Elevate, David applied for an entry-level production role at Bimbo Canada but got no response. PTP staff members thought that was an opportunity lost – for both David and Bimbo Canada – so his PTP Job Developer reached out to the hiring team and personally asked them to consider David's application.

Thanks to our long-standing partnership with the company – and their awareness of how job-ready our Elevate graduates are – David was immediately extended an interview for a General Production Worker role.

Just a few weeks later, David was offered a full-time, permanent position at Bimbo Canada. He credits the Elevate program for getting him where he is today, even saying on graduation day that the program “elevated his life.”

“Katherine Green, my Job Developer, was the best! I can't thank her and PTP enough for preparing me for my new job. You really equipped us with knowledge and information.”

David
Elevate graduate

Elevate Job Training for Food and Beverage Manufacturing

Sector-specific training

- Good Manufacturing Practices (GMPs)
- Personal Protective Equipment (PPE)
- Safe food handling
- Food allergens
- Preventing food contamination

Employability and Soft Skills

- Effective communication
- Appropriate behaviour
- Teamwork
- Workplace expectations
- Workplace diversity
- Problem solving

Delivering training right in the workplace

Staying in a job you love for the long term – or moving up the company ladder – often requires learning new skills. That’s why PTP offers onsite training like Skills for Success for Employers. Here’s a look at how Shahina Suleman, one of PTP’s expert facilitators, designed and implemented an innovative in-house training program for the team at Toronto’s much-loved Summerhill Market.

5 Steps to training success

1. Conduct a comprehensive, organization-wide needs assessment

The review revealed that there was a gap between what Summerhill Market expected from their employees and what the employees could deliver.

2. Create a customized training program

While Summerhill Market had tried other employee-training programs, the trainers hadn’t taken the time to understand the unique needs of the company’s employees. Their approach was one-size-fits-all – and ultimately unsuccessful.

3. Implement an onsite training program for production-unit workers

18 employees worked on critical job skills, including adaptability, collaboration, communication, creativity and innovation, digital literacy, numeracy, problem solving, reading and writing.

4. Focus on empathy and understanding

PTP took a client-centred approach to the initiative, getting to know each learner and using real-life documents, contexts and situations to promote deeper understanding.

5. Connect with more workers

After the first cohort of employees successfully completed the program, Summerhill Market asked PTP to implement a new program for trainees in their bakery section.

“Our partnership with PTP has been a game changer. We could not be more grateful for the impact the training has had on our team. The program was thoughtful, customizable and practical. Shahina was by far the most competent, empathetic, knowledgeable and inclusive trainer that I have worked with. With the support of PTP and Shahina, our organization can better embrace a culture of continuous learning, growth and development.”

Amanda Giglio

Director of Human Resources,
Summerhill Market

Collaborating internally enables our integrated service delivery model

One of the great privileges of working at PTP is getting to meet fascinating people – people like Clara, who before arriving in Canada, had an incredibly full and varied work life. From crocodile farmer to miner to labour and delivery assistant, Clara has done so much.

Moving to a new country, though, meant Clara would have to overcome multiple barriers to meaningful work. A senior, new to English and unfamiliar with Canadian workplace customs, Clara needed comprehensive supports. Luckily, PTP takes an “all hands on deck” approach whenever we work with clients, seamlessly collaborating across the organization to ensure folks are ready for success.

Clara first partnered with our Literacy and Basic Skills (LBS) West team who helped her upgrade a broad range of skills, including reading, writing, math and computers. Through fun and engaging group classes, LBS clients can also boost their teambuilding and employability skills.

“Everyone pitched in to help get Clara off on the right foot,” explains Anne Marie Williams, the Literacy and Basic Skills program manager at our West centre. “One team member provided impromptu interview practice during an in-person class. One came in from another PTP location to ensure Clara had properly uploaded a job application. Another even contacted a potential employer when we were concerned that she might have been caught in a scam.”

After upgrading – and with an array of new skills under her belt – Clara was ready for work. But she wasn’t going to have to conduct her search alone. Instead, LBS West referred Clara to PTP’s Employment Services (ES) program where the team collaborated with her on resume development, interview preparation, job applications and job-search skills.

“It’s about more than employment counselling. It’s about the overall support PTP can provide.”

Biljana Milinkovic
Employment Counsellor,
Employment Services



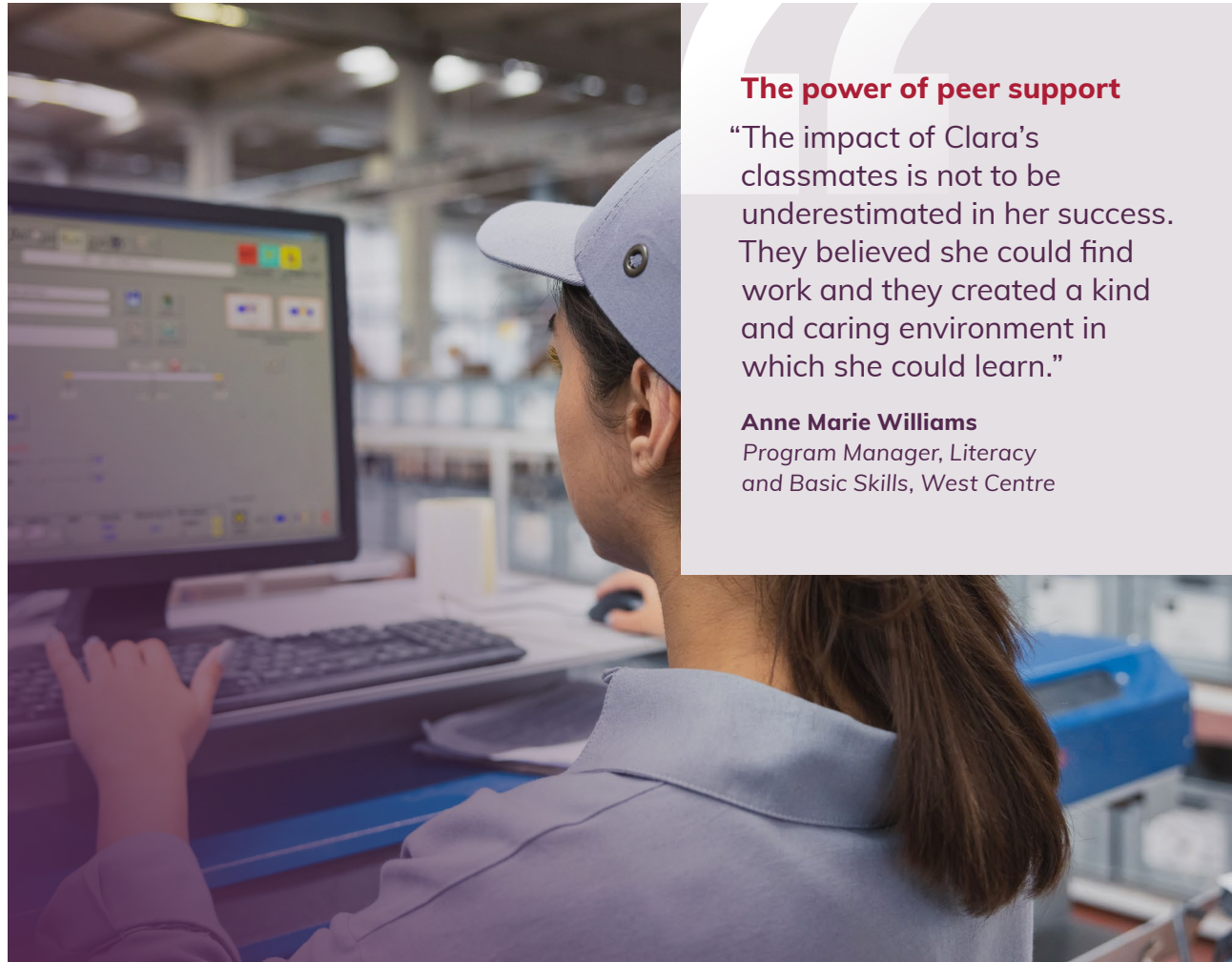
Collaborating internally enables our integrated service delivery model

“Communication with potential employers was a challenge as Clara was not familiar with technology like email, mobile phones and the internet,” says Biljana Milinkovic, her Employment Counsellor. “With support from the LBS team, she learned how to use Zoom and voicemail on her cell phone.”

It wasn't long before those collective efforts paid off and Clara landed a role with Lush Cosmetics, makers of sustainable beauty products, as a full-time Seasonal Production Assistant.

As her contract wound down, her managers, noting Clara's hard work and commitment, extended her placement.

“This extraordinary story of Clara's success illustrates how our collaboration across PTP effectively addresses the complex barriers that many of our clients face,” explains Biljana. “It's about more than employment counselling. It's about the overall support PTP can provide.”



The power of peer support

“The impact of Clara's classmates is not to be underestimated in her success. They believed she could find work and they created a kind and caring environment in which she could learn.”

Anne Marie Williams

Program Manager, Literacy and Basic Skills, West Centre

Connecting. Cooperating. Creating change

As our work evolves – and the needs of our clients grow more and more complex – our approach is becoming increasingly integrated.

Here's an inspiring look at how this deeply cooperative model supports our clients, in their own words.



Danielle

Because our staff members can seamlessly refer clients between programs, Danielle was able to tap into multiple PTP supports.

“PTP’s programs were a perfect opportunity to upgrade my skills after many months of seclusion. I was a part of multiple programs: Let’s Connect, Choices, computer classes and a job-search class. They allowed me to upgrade my skills and create a network within my community. My improved skills led to a mentorship and I am confident that my optimal job is in my near future.”



Seemab

When we focus on meeting clients where they are, we can help transform lives. Seemab found that out first hand.

“I want to thank Myla Vavryshchuk, my Program Coordinator, for the kindness and support she showed. Most people just do their job mechanically. Myla puts compassion into it and that touches people in a profound way. Myla made sure to check up on me, work with me, motivate me. She gave me the gentle pushes I needed, while being so respectful throughout. I haven’t had that kind of support in more than 15 years. Thank you for making me feel that you genuinely care.”

“PTP truly made a difference in our hiring process. From initial consultation to final placement, your team demonstrated a deep understanding of our company’s needs and worked tirelessly to identify candidates who were not only skilled but also aligned with our company culture. Thanks to your efforts, we were able to onboard exceptional individuals who have already made significant contributions to our team. The impact of your assistance goes beyond just filling job vacancies – it has positively influenced our company’s growth and success.”

Ellina Petrakov(a)

Director, Business Development
Health Bound Health Network

Connecting. Cooperating. Creating change



Sumra

Thanks to long-standing, collaborative relationships with other service agencies, we're able to ensure clients like **Sumra** are fully supported as they work towards meaningful employment.

"A bundle of thanks for every course I took at PTP. These courses helped me a lot and I enjoyed the teachers' teaching styles. I passed both my G1 and citizenship tests after taking the classes. I also took office administration and I am now doing English conversation and digital literacy. Big thanks also for introducing me to Catholic Crosscultural Services who helped me and my family with our citizenship application. You can't imagine how helpful this was for me. You have very cooperative and helpful staff and teachers. Thank you so much for your kindness."



Winnie

Finding the right role doesn't always happen overnight. That's why we're committed to standing by **Winnie** – and all our clients – for the long run.

"When Winnie arrived in Canada as a refugee claimant, she had no idea how to launch her new life. But after successfully completing Choices: Building Skills for a Better Future, Winnie had improved employability skills, a polished resume, knowledge about relevant labour market trends and much more. With those new skills – and the support of PTP's Employment Services team – she secured her first job in Canada just one month after graduation.

When that contract ended, Winnie again worked with our job search specialist to explore her next steps, opting to enroll in Security Guard training because it is a pathway to stable, long-term employment. Winnie recently passed her licensing exam but knows she can always come back to PTP for further support if needed."

**As told by Lyudmyla Vavryshchuk,
Program Coordinator, Choices**

Strategic Plan 2024-2028

After four years of rapid social, technological and economic shifts – shifts that only served to deepen existing accessibility and equity challenges for our clients – we have built a new, four-year strategic framework that will focus and refine our efforts moving forward. At its heart is our commitment to always driving the Ultimate Impact.

Our Ultimate Impact

“People are equipped, uplifted and supported to take charge of their learning and work journeys, becoming their own agents of change for an improved quality of life.”

Explore the Strategic Plan

A really instructive part of our framework for the future is the “Theory of Change” map. It outlines the pathway we will follow to reach our Ultimate Impact.

 [2024-2028 Strategic Plan](#)

4 priority directions and goals

1

Deepen our people-first culture

We will centre the needs of those we work for and those we work with.

2

Cultivate strategic relationships and collaborations

We will forge partnerships with funders, other organizations and employers to continually improve outcomes.

3

Foster innovation

We will seek opportunities to strengthen, enhance or build on our current efforts to drive greater impact and efficiencies.

4

Build organizational capacity

We will grow our ability to meet the increasing demand for our services.

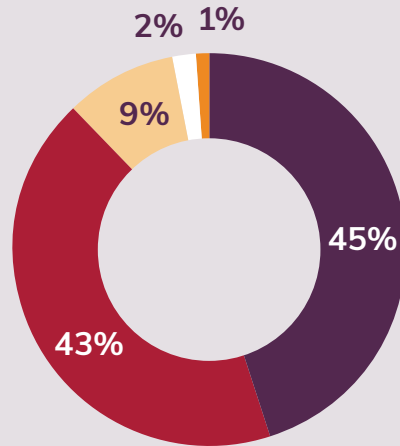
Financials

By using a mixed-revenue model made up of restricted grant funding, unrestricted pay-for-performance funding and fee-for-service options, PTP can confidently support a growing client roster with life-changing programming and services.

As always, we are profoundly grateful to our team and Board of Directors for everything they do to help us deepen our impact every year.

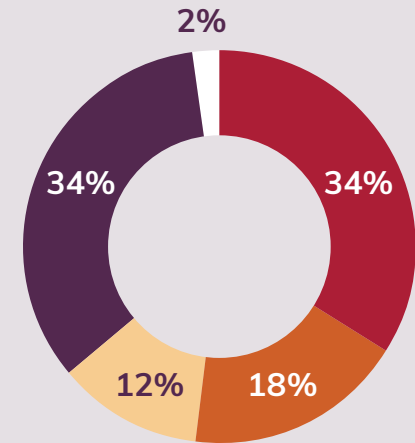
[View Auditor's Report](#)

Revenue Sources



Provincial grants	\$2,727,446.00
Federal grants	\$2,560,433.00
Pay for performance	\$541,425.00
Fee for Services	\$122,886.00
Publications Sales/Other	\$68,678.00
Total	\$6,020,868.00

Breakdown of Expenses



Adult Education and Training	\$2,073,037.00
Employment Services / Career related activities	\$1,094,147.00
Administration	\$749,750.00
Pre-Employment & Job Training Programming	\$2,036,793.00
Training educators across Canada	\$86,339.00
Total	\$6,040,066.00



ptp.ca



<https://www.instagram.com/ptplearning>



<https://www.facebook.com/PTPLearning>



[https://www.linkedin.com/company/
ptp-adult-learning-and-employment-programs](https://www.linkedin.com/company/ptp-adult-learning-and-employment-programs)



<https://www.threads.net/@ptplearning>



Adult Learning and
Employment Programs