



# Embracing the Future

Bridging Gaps,  
Building Opportunities.

Impact Report 2024

# Contents

## **3** A message from our CEO and Board Chair

## **5** News & Notables **Embracing Every Opportunity**

Rotary Toronto donation  
Learning Together  
Inclusive Futures

## **8** Programs & Partnerships **Embracing the Power of Teamwork**

Fred Victor  
LearningHUB  
George Brown College  
Corrections Literacy Initiative

## **12** Client Stories **Embracing What's to Come**

Justin + Choices  
Maria + Employment Services  
Madhvi + Elevate  
Shadrach + English for Work  
Piers + The Canadian Adult Educational Credential

## **18** Financials

# Embracing the Future: Bridging Gaps, Building Opportunities

## Annual Message from Barbara and Laban

As we reflect on the past year, we are reminded of the profound impact our work has on the lives of those we serve. Our mission—to equip adults with the literacy, learning, and employment skills they need to move forward—has never been more critical. Our clients—learners, job seekers, newcomers, refugees, youth with mild intellectual disabilities, and individuals who are justice-involved—rely on us to help them navigate their paths to success.

From our 30-plus years of helping adults prepare for their futures, we know that our clients come to us at pivotal moments: a job change, a new country, industry upheaval, technological advances. The theme of this year's report, "Embracing the Future: Bridging Gaps, Building Opportunities," speaks to the need for constant change and adaptation in the face of uncertainty. In a world marked by economic and political threats, rapid advancements in AI, and shifting societal landscapes, embracing the future means evolving to meet the needs of the people we serve.

Whether our clients are rebuilding their lives, gaining new skills, or finding a way forward, we pledge to support them on their journeys.

We are proud to highlight several key initiatives that demonstrate our commitment to innovation and inclusivity:

**New Computer Labs:** Thanks to the generous support of the Rotary Club, we have established new computer labs equipped with updated technology. These labs provide our clients with the tools they need to succeed in an increasingly digital world.

**Learning Together Project:** Our new project, Learning Together, pushes the boundaries in adult education and bridges gaps for those historically left out of opportunities. This pilot program will test new ways to support clients with learning disabilities, ensuring they receive the right tools to thrive.

**Partnership with The 519:** We have formed a new partnership with The 519 to support 2SLGBTQ+ youth in bridging the gap between training and employment. This collaboration aims to create more inclusive and supportive pathways for these young individuals.

**Expanded Partnership with LearningHUB:** Our expanded partnership with LearningHUB offers more choices and flexibility to learners working toward high school equivalency. This initiative provides tailored support to help learners achieve their educational goals.

**Corrections Literacy Initiative:** Through the Corrections Literacy Initiative, we are bringing essential literacy and employability skills into correctional facilities. This program helps individuals prepare for a fresh start and reintegrate into society with the skills they need to succeed.

None of this would be possible without the dedication of partners, collaborators, employers, funders, and our volunteer Board of Directors. Your unwavering support and commitment to our mission have been instrumental in driving our success. Thank you for your contributions and for believing in the power of education and opportunity.

Finally, we want to extend our heartfelt gratitude to our incredible, dedicated team. PTP's consistently high customer service ratings are proof of their hard work and commitment to supporting our clients. We are extremely grateful for their continued dedication and the positive impact they have on our organization and the people we serve.

As we move forward, we remain steadfast in our commitment to adapt and evolve, ensuring that we continue to meet the needs of our clients and embrace the future with optimism and resilience.

Warmest regards,



**Barbara  
McFater**  
CEO



**Laban Lin**  
Chair,  
Board of Directors



# Rotary Toronto donation helps bridge the digital divide

Thanks to generous funding from the Rotary Club of Toronto Charitable Foundation, our East and West Centre computer labs are empowering true 21<sup>st</sup>-century learning.

For years, a collection of aging and outdated computers had held our clients back, making it difficult – if not impossible – for them to gain essential digital skills. Now, with a suite of brand-new All-in-One computers at their fingertips, learners are getting workplace ready faster than ever before.

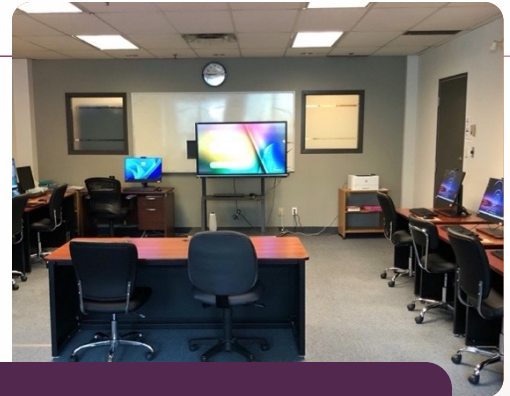
“The new computers offer faster performance and come equipped with cameras for video conferencing, making remote meetings and activities more convenient,” explains Leila Naderi, an instructor in our PTP East Literacy and Basic Skills Program. “I’ve observed significant improvements in student engagement and enthusiasm for learning.”

Before Rotary Toronto’s visionary donation, smartphones were the only digital tool most learners could access. Little to no hands-on experience with state-of-the-art workplace technology put them at a serious disadvantage when looking for employment. These new computers are bridging that digital divide.



## Gaining valuable skills

In our IT department, embracing the future means leveraging technology to create inclusive, secure and innovative learning environments. Modernizing our computer labs, adopting cloud solutions and promoting digital literacy all help adult learners get ready for a changing job market.



# Exciting new pilot project takes off

Forming partnerships with other expert organizations allows us to more effectively test new – and potentially groundbreaking – approaches to learning.

That's the exciting aim of Learning Together, our latest pilot project. Conducted in collaboration with Virtual Learning Strategy Canada (VLS) and funded by the Opportunities Fund for Persons with Disabilities Program, Learning Together will assess innovative approaches to identifying and addressing learning disabilities among participants in foundational and transferable skills programming.

Pilot sites will use their Learning Disability Online Risk Indicator tool and strategies to identify and address the needs of clients who face notable learning challenges due to learning disabilities. The goal for the PTP team is to support persons with learning disabilities, skills upgrading practitioners and the broader skills upgrading field by more effectively preparing learners for finding and keeping good jobs.



### Markers of Success

- Participants are equipped with new tools and strategies for success in both skills upgrading programs and on the job
- Participants have enhanced foundational skills and employability skills
- Participants have made progress towards their employment goals
- Instructors are better able to support persons with learning disabilities

# Targeted partnership builds up marginalized youth

After supporting thousands of job seekers on the path to life-changing employment, we know that one-size-fits-all solutions are, in fact, no solution at all.

That's why we're so excited about Inclusive Futures, our recent collaboration with The 519, Toronto's renowned non-profit that works to enable the full participation of the 2SLGBTQ+ communities. Thanks to a specialized suite of interventions, Inclusive Futures has the potential to transform the way we support 2SLGBTQ+ youth on their pathway to success.

Workplace discrimination and bias, limited career networks, financial and housing insecurity and mental health concerns have all combined to prevent 2SLGBTQ+ youth from achieving their learning and employment goals. Inclusive Futures is a critical joint effort to change all that.

By leveraging the strengths of both organizations, job seekers receive comprehensive and targeted supports. PTP delivers employment training, skills development, job search assistance, career coaching and more.

The team at The 519 supports PTP staff with important training in cultural awareness, while providing clients with wraparound services – including mental health, housing and legal assistance – and a safe and inclusive space for career exploration.

Bernardo Morais, Coordinator of 2STNB Youth Programs at The 519, weighed in on the program's early success: "PTP has provided a lot of useful support to 2-Spirit, Trans and Non-Binary youth who face barriers to employment," he explains. "They facilitated workshops on resume writing, networking and handling conflict at work, and have been providing one-to-one job-seeking support. PTP also offers the possibility of acquiring a seven-week placement at the end of the program, which participants really appreciate as it's a means of developing new skills."



## Why this Partnership Matters

Employment programs for 2SLGBTQ+ youth often fail to meaningfully address workplace discrimination. Inclusive Futures counters that in two powerful ways: working directly with employers to help them create more inclusive work environments and integrating career development with identity-affirming mentorship and peer support.

The initial phase of Inclusive Futures is focused on establishing a strong foundation for success. As this new partnership evolves and we gain greater insight into participant needs, employer engagement and long-term employment outcomes, we'll set realistic and meaningful targets for measuring success, while always staying focused on the evolving needs of 2SLGBTQ+ job seekers.



## Fred Victor

Starting a new life in Canada as a refugee can feel like an insurmountable struggle – especially when you’ve had limited access to formal education or employment experience. Luckily, supports are available: Fred Victor, one of Toronto’s longest-serving social agencies, assists as many as 3,000 homeless and low-income people every day, many of them refugees.

In an effort to support and expand this critical work, Literacy and Basic Skills West connected with Fred Victor’s Employment and Training Services team as part of our Skills for Success pilot projects. The goal was to bring low-barrier, no-cost learning opportunities directly to this marginalized group of learners.

To help drive the greatest impact, PTP’s instructors focused on digital literacy skills so the clients could quickly and confidently apply for jobs online, create effective resumes, set up LinkedIn accounts and much more.

The outcome was truly inspiring. Many of the clients secured employment – in warehouses and car dealerships, and through Fred Victor itself, as peer support workers and staff at the agency’s warming and cooling centres.

“I wanted to thank you for the outstanding support you provided to our participants during the digital skills training. Your commitment to delivering quality instruction and ensuring everyone felt comfortable with the material truly made a difference. The positive feedback we have received speaks volumes about your approach and expertise. We look forward to working together again to continue building these essential skills.”

**Uzma Mehdi**

TESS Program Facilitator/Case Worker, Fred Victor





# LearningHUB

Meeting learners where they're at – and then helping them get where they want to go – is a hallmark of the LearningHUB, a free, online Literacy and Basic Skills program that supports students to learn at their own pace.

The program's asynchronous delivery model – one that lets learners log in and work on course materials at any time, and from anywhere – offers maximum flexibility, while one-on-one guidance ensures students are set up for success right from the start.

"Doing PTP and the LearningHUB has worked out really well for me. I wanted to improve my computer skills and PTP equipped me with a strong foundation. Then the LearningHUB took my computer skills to a higher level. Its emphasis on personalized learning has made a significant difference in my life."

Lilian



Building on a previous relationship, PTP recently started collaborating more closely with the team at the LearningHUB to help lower any barriers to access for students, and to help expand their learning experience. Here's just a snapshot of what PTP's support has looked like so far:

- Optimizing the LearningHUB registration process so it's as seamless as possible
- Providing students with the technology they need to reliably access their courses
- Offering tech support in the early learning stages
- Communicating regularly with the LearningHUB to monitor learners' goals and progress

"It was really helpful to have access to both PTP and the LearningHUB because it gave me the resources and flexibility I needed to finish my course. Combining PTP and LearningHUB increased the effectiveness and accessibility of my experience."

Sanzana

"Having both the online classes with PTP and the independent courses with the LearningHUB allows me to act on my own motivation and work at my own pace in a structured environment with set lessons."

Danielle



Perhaps the best part about this evolving collaboration is how our programs complement each other: the LearningHUB has stepped in to help bridge gaps in our Canadian Adult Education Credential preparation. It has also been a key resource for PTP clients looking to expand and augment the foundational digital skills already gained through our programming.



### Muzammil's Journey

A recent George Brown College Vocational Program graduate, Muzammil gained hands-on experience as an Assistant Administrator during a placement with the Canadian Council on Rehabilitation and Work (CCRW), a PTP community partner. His dedication led to a contract role with The Neighbourhood Organization through a subsidized CCRW program. Supported by George Brown College and PTP, Muzammil thrived in his position. But Muzammil isn't stopping there. He recently started George Brown College's three-year Business Accounting diploma program and is excited to see where his journey takes him next. His story is a testament to the power of accessible education and career development, proving that with the right resources, pathways to success are always well within reach.

# George Brown College

Our collaboration over the last several years with George Brown College (GBC) continues to be a successful case study in the power of continuous improvement.

Each year, and in partnership with the team at George Brown, we work to refine and enhance the College Vocational Program for students who identify mild intellectual disability or neurodiversity as a barrier to success in the workplace.

Designed to make critical learning more accessible to a community that often falls through the educational cracks, the program seamlessly combines hands-on training with proven employment supports.

As part of this two-pronged program, GBC staff members help students improve and expand their math, communication, digital literacy and other skills. Then PTP staff facilitate weekly employment workshops – conducting a successful career search, resume writing, interview preparation, employer expectations and more – so students can confidently turn their new skills into meaningful work.

Expanding the number of employment opportunities open to this group of students was a major focus for us in 2024. We looked into ways to more effectively access the hidden job market – those roles that never get advertised publicly – and broadened our knowledge around how disabilities affect learning. We have also nurtured and grown existing relationships with our network of inclusive employers, several of whom have taken on our graduates for placements more than once.

Another innovative change we made was to actively approach industry organizations like Food and Beverage Ontario (FBO). FBO represents 4,000 companies with a workforce of 125,000. We will continue our outreach to this and similar umbrella organizations to drive even more successful job searches.



# Corrections Literacy Initiative

The men and women in custody in Ontario's correctional facilities face a daunting set of obstacles once they are released and looking for stable employment. But the lack of basic literacy skills is one of the main obstacles that can really hold people back. The ability to read and write with confidence often plays a key role in securing long-term social and economic success.

That's the driving force behind the Corrections Literacy Initiative (CLI), a joint project of the Ministry of Labour, Immigration, Training and Skills Development and the Ministry of the Solicitor General, which is designed to deliver Literacy and Basic Skills (LBS) training across 16 correctional institutions.

PTP's West Centre LBS program was invited to participate in Phase Two of the initiative at the Toronto South Detention Centre (TSDC). Staff members experienced challenges and unpredictability unlike any they had managed before, including frequent lockdowns and service disruptions at the maximum-security facility.

Program content was driven by the learners themselves. We started with financial literacy classes as a way of engaging students and learning more about their interests. Since then, we have expanded the curriculum to include Skilled Trades Exploration, Legal Life Skills, African Heritage, Healthy Relations and Employability Skills.

"This program really helped me to understand some foundations needed in my life. It will help guide me in my outside life. It helps to keep me productive while incarcerated. The program is really helpful in preparing me to know what I should do when released. Keep funding this program, please."

**Richard**



## CLI Insights & Highlights

- Hiring the right staff has been key to our success so far
- The pandemic delayed our program delivery at the TSDC by 18 months – but that didn't hold us back
- After our successful effort at the TSDC, we were invited to deliver CLI at Maplehurst Correctional Complex in Milton
- The response from learners at both centres has been really encouraging
- Our CLI practitioners find the work they do deeply satisfying
- PTP presented "Literacy as Healing" from a practitioner's perspective at Metro Toronto Movement for Literacy's Justice-Involved Individuals: Moving beyond Boundaries forum



## Justin + Choices

At 33, Justin was at a crossroads. After dropping out of college and leaving an unsatisfying workplace, he was living with his parents, uncertain about his next steps. “I was floundering,” he admits, reflecting on the extended period of unemployment that left him feeling stuck. He knew he needed a change but didn’t know where to start.

That’s when he discovered our Choices program. Choices offered him a structured way to explore his career options while providing financial support through Ontario Works. “It gave me direction,” he recalls.

Through the program, Justin took part in workshops on career exploration and self-discovery, mental health management, time management and job interview preparation. The sessions helped him regain his confidence and provided practical strategies for launching a new career journey. “The workshops gave me useful tools and a new perspective on how to approach my goals,” he says.

Justin also worked one-on-one with PTP Employment Counsellor Lyudmyla Vavryshchuk to refine his resume, explore potential career paths and build a practical plan for his future. “It helped me figure out where I wanted to go,” Justin explains. “It wasn’t just about finding a job – it was about finding the right direction.”

Despite his determination, the journey through the program wasn’t always easy. Justin faced challenging days where mental health struggles made it difficult to get out of bed and participate fully. “There were mornings when it was hard to be present,” he admits. But he pushed through, drawing strength from the supportive environment at Choices.



# Justin + Choices (continued)

By staying engaged and showing up even on tough days, he not only completed the program but also earned an award for attendance, punctuality and participation – an achievement he's particularly proud of.

As part of Choices, Justin completed a skills and aptitude assessment designed to match his strengths and interests with potential career paths. To his surprise, the results pointed him toward the financial industry – a field he had never seriously considered before. “I didn't expect that at all,” he says. “But once I saw it, it actually made a lot of sense.” Inspired by this new perspective, Justin enrolled in the Investment Funds in Canada certification course.

Today, Justin is applying for jobs in the finance industry, determined to get his foot in the door and work his way up. He feels more confident and optimistic about his future. “I do feel like I have a direction now,” he says.

Choices didn't just help Justin get ready to find a job – it helped him reconnect with his values and priorities to make decisions for a more satisfying life. With renewed confidence and a clear path forward, he's ready to take the next step toward a brighter future.



## Choices at a Glance

- Participants explore their potential and uncover the range of opportunities available to them
- Workshops focus on time management, accountability, mental health and self-reflection
- Staff members and participants form genuine connections so it's easier to tackle personal challenges
- Group discussions and one-on-one meetings provide a safe space for sharing experiences and exchanging honest feedback
- Participants gain a renewed sense of purpose, improved communication skills and the confidence to pursue their goals

## Maria + Employment Services

Maria has always been a caregiver at heart. For years, she dedicated herself to supporting her sister, balancing family responsibilities with career aspirations. That may be why, despite being a certified Medical Office Administrator (MOA), she struggled to find a suitable role in her chosen field. Still, Maria dreamed of securing a remote MOA position – one that would allow her to work from home and continue to support her sister.

Feeling stuck and unsure of her next steps, Maria sought guidance from a PTP Employment Counsellor. From their first meeting, it was clear that Maria had the skills and passion to be successful – she just needed the right strategy to land the job she deserved.

Working alongside PTP Employment Counsellor Andalib Chowdhury, Maria got to work transforming her resume so it emphasized her MOA certification, transferable and technical skills, administrative experience and her ability to manage patient communications, billing and scheduling – all key qualifications for an MOA role.

Next, she focused on interview preparation. Through a series of mock interviews with the PTP team, Maria learned to confidently answer common questions, showcase her ability to work remotely and address any concerns about her lack of direct experience in the field.

In addition to coaching, Andalib provided Maria with tailored job leads that aligned with her goal of remote work. Together, they applied for several positions, ensuring that each application was customized to match the job posting.

The result? Maria landed her dream job as a remote client coordinator at CBI Health. “Working with PTP was a great experience,” she says. “They were very quick to respond to my inquiry initially and Andalib, my counsellor, was very helpful. I’m very pleased!”

## Madhvi + Elevate

With an extensive academic background in scientific research and a strong foundation in Quality Assurance, Madhvi had so much to offer a Canadian employer. The fact is, though, her international qualifications were most likely being undervalued every time she applied for a job.

But with two young children, not working was not an option. She was determined to build a better life for her family in Canada – and that meant looking for new supports and a new strategy for job-hunting success.

Madhvi reached out to PTP about Elevate, our recently concluded program that equipped newcomers and Ontario Works recipients with the skills and certifications needed to access opportunities in Ontario's food and beverage manufacturing industry. Critically for Madhvi, who was facing serious economic challenges, Elevate was completely free, and could be completed quickly: in just 10 weeks, she gained more than 25 industry-recognized certifications, including Good Manufacturing Practices, Workplace Hazardous Materials Information System and Safe Food Handling.

Throughout the program, Madhvi was trained in safe food production practices and workplace health and safety, and she developed essential communication, teamwork, problem-solving and adaptability skills. A review of Canadian workplace culture also readied her to navigate and succeed in today's diverse and dynamic work environments.

But Elevate supports didn't end after the ten weeks of intensive classes. Clients like Madhvi could still tap into resume building, interview preparation and other personalized job placement assistance for six months after graduation.



Did Madhvi's determination pay off? Beyond all expectations. Just a few short weeks after completing Elevate, she secured a full-time job with G. Brandt Meat Packers as a Quality Assurance Technician. We know this is just the beginning of great things in Canada for Madhvi and her family.



## Shadrach + English for Work

When political unrest in his homeland threw his world into chaos and threatened the safety of his family, Shadrach uprooted his life and began a new one in Canada. But at 52 years old, finding meaningful work was a challenge – even with a bachelor's degree in Business Management and Administration from a noted Kenyan university and decades of work experience.

Then one day, Shadrach saw a social media post about PTP's English for Work program for newcomers and his life began to change.

English for Work offers supports for those just getting started in Canada. From English classes to citizenship studies and more, the program is designed to help kickstart a rich and rewarding life in Canada.

For Shadrach, that meant participating in training programs to help him become more employable in his new country. PTP's instructors worked with him on his business

writing and helped him progress towards getting his driver's license – a must-have for many good-paying, sustainable jobs. Shadrach also earned his Workplace Hazardous Materials Information System (WHMIS) certification.

The next step for Shadrach is to partner with PTP's Employment Services for support with his ongoing job search. He is profoundly thankful for PTP's support – and excited to see where his hard work takes him next.

Dear PTP,

I would like to inform you that I am extremely happy to have achieved my certificate from the WHMIS program, a program that you initiated me into a while back. It's against this background, therefore, that I humbly ask you to allow me to dedicate this achievement to you, in respect of the good work you started with me. This is my first attained certificate in Canada, my new home. Thank you once again.

Sincerely,  
**Shadrach**





# Piers + The Canadian Adult Education Credential

Piers is positive proof that it's never too late to embrace learning.

Thirty years ago, Piers walked away from high school before graduating. After decades of working, he enrolled in some adult education courses, but the fit wasn't right. He needed more support to overcome his struggles with low confidence.

Then one day, his mother read an article in the Toronto Star about changes to high school equivalency testing. The General Educational Development (GED) was leaving Canada soon. Could this change be the opportunity that Piers needed?

With a renewed urge to obtain his high school equivalency, Piers joined PTP in January 2024, where he's excelled, improving his skills and discovering that learning doesn't have to be stressful. "I think in school I felt pressure, but here there's less pressure."

Math – a subject he struggled with in the past – has been an important focus of his efforts. His PTP instructors have walked alongside him every step of the way. "They love math so much. It made for a positive learning environment," he explains.

Piers progressed quickly, successfully completing the first four sections of the GED program in just a few months. While he was studying, the Canadian Adult Education Credential (CAEC) replaced the GED as the high school equivalency credential in Canada. Piers is now doubling down on math courses, and after ensuring he has the proper identification in hand, he's planning to write the CAEC test soon.

That won't be the end of Piers' journey with PTP, though. He knows he can reach out to our Integrated Employment Services team to accelerate his transition to meaningful work just as soon as he's ready.



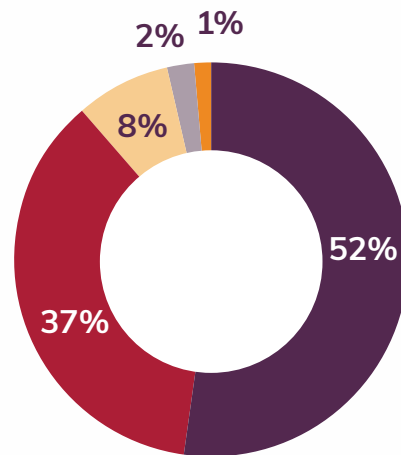
# Financials

Through a mixed-revenue model that includes restricted grant funding, unrestricted pay-for-performance funding, and fee-for-service options, we're able to offer life-changing programs and services while confidently and continuously expanding our client base.

We remain deeply thankful to our team and Board of Directors for their continued dedication and support, which helps us enhance our impact year after year.

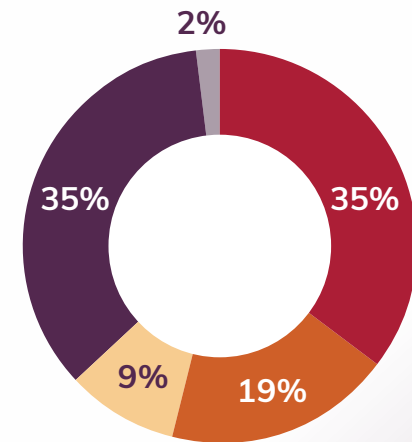
[View Auditor's Report](#)

## Revenue Sources



Provincial grants	\$ 3,259,656.04
Federal grants	\$ 2,278,474.60
Pay for performance	\$ 482,280.00
Fee for Services	\$ 133,602.10
Publications Sales/Other	\$ 82,779.00
<hr/>	
<b>Total</b>	<b>\$ 6,236,791.74</b>

## Breakdown of Expenses



Adult Education and Training	\$ 2,180,813.33
Employment Services / Career related activities	\$ 1,163,069.85
Administration	\$ 556,991.30
Pre-Employment & Job Training Programming	\$ 2,171,452.61
Training educators across Canada	\$ 109,831.65
<hr/>	
<b>Total</b>	<b>\$ 6,182,158.74</b>



**ptp.ca**



[www.instagram.com/ptplearning](https://www.instagram.com/ptplearning)



[www.facebook.com/PTPLearning](https://www.facebook.com/PTPLearning)



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



[www.threads.net/@ptplearning](https://www.threads.net/@ptplearning)