



Navigating Change

A year of adaptation, resilience, and possibility

IMPACT REPORT 2025



Contents

MESSAGE FROM THE CEO AND BOARD CHAIR

- 3** **Navigating Change:**
A year of adaptation,
resilience, and possibility

FEATURES

- 5** **Strengthening Capacity**
in a Changing
Employment System
- 6** **Learning Together Project**
- 8** **Connecting Supports**
Across Pathways to Work

PROGRAM HIGHLIGHTS

- 9** **Frank + Employment**
Services
- 10** **Alice + Learning Together**
- 11** **Mickey + Learning Together**
- 12** **Janella + Get SET**
- 13** **Jennifer + Get SET**
- 14** **Matthew + CLI**
- 15** **Nahid + Get Started**
in Canada
- 16** **Jay + Get Started**
in Canada

PARTNERS AND NETWORKS

- 17** **Partners and Networks**

FINANCIALS

- 18** **Summary of Financials**



Navigating Change:

A year of adaptation, resilience, and possibility

Annual Message from Barbara and Laban

This past year asked a great deal of both our organization and the people who turned to PTP for support. Ontario's transition to Integrated Employment Services, changes in newcomer funding, labour-market volatility, and rising living costs made it harder for many participants to access learning, employment, and stability.

We responded by staying focused on our purpose: helping people build skills, confidence, and clear paths to work. In a year of rapid change, we made deliberate choices to protect service quality, support our participants, and strengthen PTP's long-term impact.

Careful financial planning, focused stewardship, and long-term thinking gave us the ability to adapt as funding shifted and demand for services grew. Just as important, our staff collaborated across programs and partnerships to test new approaches, learn quickly, and respond to changing needs.

We are driven by what is possible.

That belief shapes our work with individuals—many living on low incomes—as they build essential, digital, and employment-related skills. From literacy and upgrading to newcomer services, employment supports, financial literacy, and corrections programming, we remain focused on practical support that helps people build skills, gain confidence, and move toward greater stability.



This year's report brings to life several ways in which PTP responded to a year of change while continuing to support people in moving forward:

Strengthening employment services:

As Ontario's employment system evolved, PTP expanded its employment services team, strengthened leadership, and improved internal processes so participants could move more smoothly from intake to job search and ongoing support.

Learning Together project: Through Learning Together, we explored new ways to support adults with learning disabilities, including screening, learning-strategy coaching, and access to assessments that helped learners better understand their strengths and move forward with greater confidence.

Connecting supports across pathways:

We strengthened connections across upgrading, training, employment preparation, and partner services so that learners could move more clearly toward goals such as high school equivalency, further training, and work.

Participant stories: This year's learner highlights show what these supports make possible: newcomers rebuilding their careers in Canada, adult learners returning to education, and individuals overcoming disruption as they work toward greater stability, confidence, and opportunity.

In a year of significant transition, we also deepened our commitment to inclusion by learning how services can better respond to diverse learning needs and lived experiences. This work reinforced a core belief at PTP: opportunity should not depend on how easily someone fits a system, but on how well systems respond to people.

We are grateful to our Board of Directors for their leadership and stewardship; our staff for their skill, care, and commitment; our partners for their collaboration; and every participant who places their trust in us. Your determination continues to inspire our work—and the future we are building together.

Warmest regards,



Barbara McFater
CEO



Laban Lin
Chair,
Board of Directors

Strengthening Capacity in a Changing Employment System

Preparing for growth while protecting quality and participant experience

Over the past year, PTP focused on strengthening its capacity to deliver high-quality employment services at a time of growing demand and evolving expectations. This work centred on ensuring our organization has the people, systems, and leadership required to grow responsibly while maintaining a strong focus on participant experience.

We expanded our employment services team and strengthened our leadership structure to support consistency, coordination, and resilience across programs and sites. These improvements enabled us to manage increasing service volumes, respond more effectively to complex participant needs, and support staff through a period of rapid change. Teams adapted quickly, streamlining intake processes, improving internal referrals, and more intentionally connecting foundational skills development with employment preparation. By tightening these connections, we reduced barriers between learning and job search, helping participants move more smoothly along their employment pathways.

As expectations related to job-search readiness and sustained employment outcomes increased, we focused on clarity and alignment. Programming was more closely linked to employment pathways and digital job-search skills, handovers to employment counsellors were more deliberate, and performance-monitoring systems were refined to support learning and accountability. Together, these shifts strengthened PTP's role as a provider well-suited to supporting individuals who benefit from layered, personalized supports.

At the same time, flat or declining funding in other areas highlighted the need to nurture a sustainable, diversified revenue model.



Performance-based funding tied to sustained employment outcomes creates an opportunity to generate unrestricted revenue while remaining wholly aligned with PTP's mission. This approach protects service quality, supports innovation, and positions the organization to grow where need and opportunity intersect.

With a stronger foundation and a clear growth strategy, PTP is well positioned to continue supporting more people as they move toward employment, stability, and possibility.

Learning Together Project

Inclusive pathways start with understanding

As Learning Together enters its final year, the project reflects PTP's ongoing commitment to integrating inclusion into workforce development by better understanding how adults learn and what supports help them succeed.

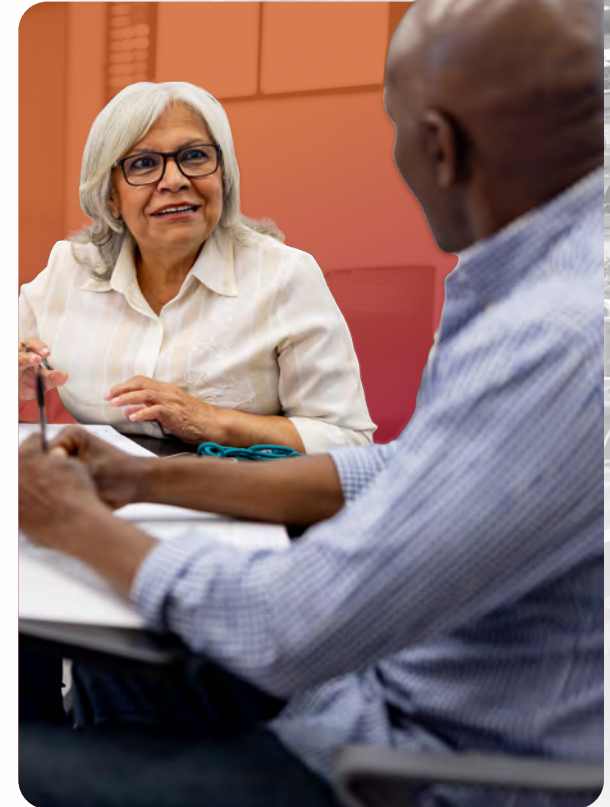
Understanding Learning Together

Learning Together is a three-year national project funded by the Government of Canada's Opportunities Fund for Persons with Disabilities. Its goal is to strengthen how skills-upgrading and employment services identify and support adults with learning disabilities so learners are better prepared to find, keep, and advance in meaningful work.

At the centre of the project is the Learning Disability Online Risk Indicator (LDORI), developed by the Government of New Brunswick and VLS Canada. The tool helps identify potential learning disabilities that may not have been previously recognized, creating opportunities for more responsive and individualized supports.

Why this matters

Across PTP's literacy and upgrading programs, many learners shared similar experiences: they had struggled in traditional education systems, often without understanding why. In many cases, undiagnosed or unsupported learning disabilities—not lack of ability—made it harder to build confidence, progress in training, or move toward employment. Learning Together was an opportunity to help learners better understand how they process information and what strategies support their success.



What we did

At PTP, Learning Together was implemented across both East and West Get SET programs. Participants completed LDORI screening and, where appropriate, were connected to additional supports such as learning-strategy coaching and psychoeducational assessments—resources that are typically costly and difficult to access. Learners developed greater self-awareness, identified effective learning strategies, and built confidence they could carry forward into education, training, and employment.

What we learned

The pilot confirmed that inclusive workforce development requires flexibility and care. Not every learner needed a full assessment, but even the initial screening and conversation about learning made a meaningful difference for many. Increased awareness alone supported their confidence and forward movement.

Staff engagement was equally critical. Instructors and practitioners brought valuable insight and welcomed opportunities to further develop inclusive teaching practices. The process also underscored the importance of approaching learning conversations with sensitivity—acknowledging past challenges while emphasizing strengths and possibility.

Looking ahead

As Learning Together concludes in 2027, we expect its impact to continue shaping how PTP integrates project findings into its programs and services. The tools, insights, and partnerships developed through the project are informing more responsive, learner-centred approaches, particularly as PTP grows within integrated employment systems. This work builds on PTP's strong foundation in literacy and upgrading, expanding our ability to support learners in deeper and more effective ways.



LEARN MORE

Want to learn more about VLS Canada?

Find more information at:

vls-savcanada.com

Connecting Supports Across Pathways to Work

How coordinated services help people move forward—step by step

People rarely move toward employment through a single program or service. Instead, they navigate multiple, overlapping systems, building skills, confidence, and readiness over time. Recognizing this reality, PTP continued to focus on integration across programs and partners to create clearer, more effective pathways.



A layered approach to progress

Experience has shown that progress is rarely linear. Most people benefit from layered supports that reflect their goals, circumstances, and pace.

At PTP, these layers may include:

- foundational literacy, numeracy, communication, and digital skills through Get SET
- learning-focused supports informed by assessment through Learning Together
- language and employment-related certifications through our Newcomers program, including English for Work, citizenship classes, WHMIS, and IELTS
- credential preparation such as CAEC and entrance-exam readiness
- corrections literacy and reintegration supports
- individualized employment preparation with warm transitions into employment services



Why integration matters

Participants consistently tell us they value supports that are relevant, connected, and clearly linked to employment goals. When services are aligned, people are better prepared to transition into employment services, apprenticeships, further education, or work itself. Our learning is clear: siloed systems create barriers. Integrated, layered supports create momentum.



Continuing the work

Integration is ongoing. Systems continue to evolve, and pathways must evolve with them. PTP remains focused on learning, adapting, and strengthening the connections that help people not only find work, but also sustain it, supporting their long-term stability and possibility.

PROGRAM HIGHLIGHTS

Frank + Employment Services

When Frank arrived in Canada, he had to rebuild a career, support a family of five, and learn a new employment system all at once.

A 38-year-old newcomer from Nigeria, Frank came to Canada in 2025 due to ongoing challenges in his home country. Married and raising three children, he set out to create a safer, more stable future for his family. But when he arrived, he found starting over in a new country harder than he expected. The Canadian job market was challenging and many barriers made it difficult to secure work. Training programs cost more than he could afford, and online job applications and employment portals were hard to navigate. Even after completing the requirements to work in security, finding steady employment took time. With only his partner working, Frank's family felt growing pressure from groceries, bills, and medical expenses.

Frank learned about PTP through his Ontario Works caseworker. At PTP, Frank found practical support and staff who understood what he was facing. Through PTP's Employment Services, he improved his resume, prepared for interviews, and started applying for jobs online. He also attended workshops, took computer classes, and received mental health and settlement support.

When Frank ran into barriers, PTP staff stepped up. They guided him through scanning documents, uploading credentials, and completing applications. Krishnaa, his job developer, connected him to a security company, where he obtained full-time work. After he was hired, Rosemary, his employment counsellor, supported him with transportation through a Presto card and helped him get work clothing so he could begin his new role with confidence.



Today, Frank works full-time as a security guard while continuing to build his future in Canada. He is studying toward a PSW program and is also enrolled in a college electronic security training program for newcomers. With lots of determination and a little support from PTP, Frank is creating a stable and secure life for his family.

PROGRAM HIGHLIGHTS

Alice + Learning Together

After years of putting her own future on hold, Alice (name changed) was ready to begin again.



She had spent more than five years caring for her parents through illness and dealing with caregiver burnout. During COVID-19 she became their only caregiver, which kept her from working and paused her career. When she was ready to retrain in web and app development, she still had to deal with limited funds, a lack of support and the complexities of dealing with employment programs. Looking for guidance, Alice joined Learning Together.

In Learning Together, she completed the Learning Disability Online Risk Indicator (LDORI), a screening tool that indicated that Alice may be dealing with a learning disability. She was referred to VLS Canada (Virtual Learning Strategy) services to help her better understand how she learns and what support could help her succeed.

As she went through the psychoeducational assessment and reviewed the results with her learning strategist, she began to understand her strengths, her challenges and the methods that help her learn. “The process was interesting, challenging and enlightening,” she says.

Alice found the project team to be professional, knowledgeable, and kind. By better understanding herself and learning tools that support her success, she gained confidence. She still uses those strategies today. “I continue to implement the techniques I learned and as they become habits, learning and other tasks become easier.”

With the tools she developed through Learning Together, Alice is now focused on her goal of retraining in web and app development.

PROGRAM HIGHLIGHTS

Mickey + Learning Together

The “Learning Together” project, a joint initiative between PTP Adult Learning and Employment Programs and VLS Canada, represented a significant opportunity this year to better understand the learners we serve.

I stopped myself before from having a full life. I learned that my weaknesses don't define me as a person.

Through this project, we gained clearer insight into how learning disabilities affect many participants in our Get SET program. While such disabilities have often been suspected, they have rarely been formally confirmed due to limited access to psychoeducational assessments. Learning Together has helped change that, allowing us to identify these challenges more openly and recognize that a substantial number of our learners are navigating learning disabilities.

Beyond improving identification, the project has been transformative in the depth and quality of support available to learners. Participants gained access to learning strategy specialists and assistive technology, both of which have had a meaningful impact on their progress and confidence. Staff have also benefited from professional development opportunities, strengthening our ability to

support diverse learning needs. We hope this impact will be lasting, with increased understanding of learning disabilities and effective instructional strategies becoming embedded in our programming.

Mickey's experience illustrates this impact. As a learner on the “employment pathway” in Get SET, she describes the project as a turning point. “I learned a lot about what works for me,” she says. “The learning strategist helped me figure out what would work best for me. I stopped myself before from having a full life, but I learned that my weaknesses don't define me as a person.”

With ongoing support, personalized tools, and access to a technology kit and learning apps, Mickey is now better able to stay focused, manage challenges, organize her thoughts, and approach learning with greater confidence.

PROGRAM HIGHLIGHTS

Janella + Get SET

The former Literacy and Basic Skills (LBS) program is now called Get SET (Skills, Education, and Training)

Without a high school diploma, Janella could not take the next step she wanted in her career.

Now 26, Janella came to Canada from the Philippines when she was 10. She works full-time as a supervisor at a Tim Hortons located in a TTC subway station. Her job has helped her build strong customer service skills and make many connections with the TTC employees. Over time, those connections made her think seriously about joining the TTC. But, without a diploma, her next step stayed out of reach.

School was never Janella's favourite place. She struggled through high school and dropped out in grade 10. She returned but later left for good in grade 11. In 2018, she tried to go back through an adult education program, but poor attendance got in the way. She tried once more in 2022, and again, attendance made it hard to continue. She focused on work instead. However, she did not let go of her goal of applying to the TTC.

Wanting to get her high school equivalency, Janella searched online for “how to get a GED” and found PTP. After reading reviews and hearing positive feedback, she called and connected with Kat at PTP's East Centre. Since confidence had long been her biggest hurdle, she was worried that she would not qualify for the program. When Kat told her she was eligible and could get help working toward CAEC—Canada's replacement for the GED—the call became emotional. She finally felt that she could earn her high school credits.

PTP gave Janella a different learning experience. She takes classes in person, which she prefers, and the schedule fits around her full-time job. Her teacher, Sonja, explains things clearly when she gets stuck. In past schools, Janella did not feel seen, and felt her teachers could not meet her needs. In her PTP classes, she feels safe and welcome. She also values the support she gets from admin staff like Avis, instructors, and other students.

Now Janella is preparing for her next steps. She is working toward her Canadian citizenship and plans to begin writing her CAEC tests in June 2026. After that, she will apply to the TTC and use the customer service skills and relationships she has built to move into a new career.



PROGRAM HIGHLIGHTS

Jennifer + Get SET

The former Literacy and Basic Skills (LBS) program is now called Get SET (Skills, Education, and Training)

We first met Jennifer when she accompanied a friend to an intake appointment. Although the appointment was for her friend, it became an important turning point for her.



Jennifer had already completed a vocational program at George Brown College, where she gained short-term work experience, but she still needed additional support to secure more permanent employment. We invited her to join the Get SET program at the West centre.

Jennifer was placed in our in-person classes to strengthen her communication, math, and computer skills. She was also co-registered with the Learning Hub, the Get SET e-learning channel, where she completed an online course in “Customer Service Essentials”. This combination helped her build both foundational and job-ready skills.

Through the supportive classroom environment, Jennifer became more confident and engaged. She began speaking up more, participating actively, and helping other students. Her kindness and positive attitude made her a valued member of the group. A connection with a peer led to a volunteer opportunity at the Daily Bread Food Bank, further building her experience.

To further her employment options, we referred Jennifer to the Culinary Pre-Employment program at Owlware. Owlware is an organization that provides digital accessibility, e-learning, and employment support services, with a focus on helping individuals facing barriers to employment, including people with disabilities. Jennifer found the program rewarding. She earned her food handler certification and discovered a love for baking at the same time!

Jennifer’s story highlights the fact that, for a learner, there are often many steps along the pathway to employment and shows how Get SET—through programming and community building—supports learners in navigating these steps. It also underscores the level of service coordination needed to find and access training opportunities, especially in the current environment where funded training options are difficult to secure.

PROGRAM HIGHLIGHTS

Matthew + CLI

Our Corrections Literacy Initiative (CLI) work demonstrates persistence and adaptability in the face of systemic challenges. Delivering Get SET programming in correctional settings is uniquely complex compared to community-based programs. Frequent lockdowns and movement of participants make it difficult to consistently deliver lessons.

To address these challenges, we provide shorter, high-interest programs that are immediately relevant to participants, such as “Healthy Relationships,” “Financial Literacy,” and our popular book clubs. These programs engage learners even in highly restricted environments.

As more inmates learn about our program, requests for participation continue to grow, reflecting its value and relevance. Looking ahead, we plan to expand programming focused on employment preparation and support for educational goals, responding to both institutional priorities and participant needs.

Matthew’s experience highlights the broader effects of our work beyond incarceration. Following his release, he has been working with us to navigate employment and training opportunities while maintaining a consistent point of contact during reintegration.

We hold a seat on the Community Reintegration Planning Table—a group of community partners helping people upon release—demonstrating our commitment not only to delivering quality programming in corrections but also to supporting individuals after release. Like many recently released young men, Matthew faces challenges in securing housing, employment, and planning for his future. He hopes to become an electrician apprentice, and we are helping him develop a concrete plan to achieve this goal.

Matthew shared, “Attending PTP’s program while I was incarcerated was a bright point in my week. It is difficult to access information about employment and other supports in jail. PTP bridged this gap by providing valuable information about opportunities in the Skilled Trades.

I am so happy I followed up with PTP and am excited for my future with this organization.” Since connecting with us, Matthew has secured a full-time job, marking an important step in his successful reintegration.

**I am so happy
that I followed up
with PTP, and
I am excited for
my future with
this organization.**

PROGRAM HIGHLIGHTS

Nahid + Get Started in Canada

For Nahid, starting over in Canada meant more than finding a job. She had to improve her English, learn new workplace skills, and care for two very young children at the same time.

In her home country, Nahid earned a Bachelor of Law and hoped to build a career in the legal field. But government changes and immigration interrupted her plans before she could gain experience. After arriving in Canada, she focused first on improving her English and taking training that would help her find employment.

A friend told her about PTP’s Get Started in Canada program, and she applied. It seemed like a practical way to prepare for work, but taking part took effort. Between the distance, the winter travel and the demands of a full-time course, Nahid was not sure in the first week that she could keep going.

Cheryl, her program instructor, gave Nahid the confidence to stay with the program. Nahid says Cheryl’s organization and calming presence helped her push past her early doubts. Watching Cheryl show up prepared and stay on time made Nahid feel that she could do the same. “I found more energy from seeing her do it,” she says. “I felt I could be like that too.”

Nahid also looked forward to her weekly one-on-one support meetings. She met with Sophie to talk about her goals, job search, stress and mental health, as well as the challenges she was facing at home.

Those conversations gave her the chance to ask questions and feel supported while she learned. They helped her stay focused and keep going.

Over eight weeks, Nahid completed training in customer service, business writing and workplace safety while strengthening her resume, cover letter and job search skills. She especially valued that training because she had not received the same kind of formal job-readiness support in her home country. The program also strengthened her time management, self-awareness and stress-management skills.

As she finishes Get Started in Canada, Nahid is moving forward with stronger skills, more confidence and a clearer sense of direction.



PROGRAM HIGHLIGHTS

Jay + Get Started in Canada

A year ago, Jay came to Canada with her spouse, feeling both excited and nervous. She brought years of experience working in human resources and believed in creating workspaces where people feel valued, heard and appreciated.

But, like many newcomers, Jay also had to learn how things worked in her new country. She needed to understand Canadian workplace culture, adjust to local expectations, and learn how to present her experience in a way employers would understand.

While scrolling through LinkedIn, Jay found PTP's Get Started in Canada program. For someone still settling down in the country, the program stood out. It was free, available online and in-person, and offered a way to learn about the Canadian job market.

Jay joined the program with a few goals in mind. She wanted to understand the Canadian workplace, improve how she communicated in professional settings, and build her confidence as she prepared for work. In her classes and workshops, she earned her WHMIS certification,

improved her resume, practised interviews, and developed an elevator pitch to explain her skills and experience. She also received mental health support, which helped as she adjusted to a new country and a new way of living.

The people around her also made a difference. PTP's instructors and staff created a welcoming environment and gave Jay the tools she could use right away in her job search. The connections she built through the program also became her references as she started to look for work. She completed the program with a stronger understanding of the Canadian workplace, more confidence and a clearer sense of how to keep building her career in Canada. A few weeks later, she found a job.

Jay credits the program for her success. She says, "The skills, guidance, and

resources I received in Get Started in Canada played a big role in boosting my confidence and motivation. The program helped me understand the Canadian workplace better and prepared me to present myself strongly, which made a real difference in my job search."

The skills, guidance, and resources I received in Get Started in Canada played a big role in boosting my confidence and motivation.

Partners and Networks

Working together to strengthen systems and expand opportunity

PTP’s work is stronger because we are part of a vibrant network of **community-based, sector, and employer partners** working collectively to advance opportunity, inclusion, and decent work. These relationships expand our reach, deepen our learning, and ensure our voices—and the voices of the people we serve—are reflected in system design, policy, and practice.

We are proud to collaborate with organizations and employers that advocate for their communities, bring partners together, and lead with integrity. Their work strengthens the nonprofit and workforce development sectors, supports inclusive hiring practices, and helps organizations like PTP navigate change while staying focused on mission and impact.

This year, we want to intentionally acknowledge the networks PTP is proud to be part of. These organizations do critical work on behalf of the sector, often behind the scenes. Through advocacy, policy leadership, capacity-building, and employer engagement, they carry forward shared priorities and help shape systems that support both jobseekers and workplaces.

PTP is proud to participate in and be supported by the following networks and organizations:

ABC Life Literacy

Developing resources and campaigns to strengthen adult literacy and essential skills across Canada

 abclifeliteracy.ca

AlphaPlus

Helping adult education professionals to build digital capacity and integrate technology into literacy programming

 alphaplus.ca

Community Literacy of Ontario (CLO)

Supporting community-based literacy and skills programs province-wide

 communityliteracyofontario.ca

First Work

Ontario’s workforce development and youth employment network

 firstwork.org

Metro Toronto Movement for Literacy (MTML)

Advancing adult literacy and skills upgrading across Toronto

 mtml.ca

Ontario Council of Agencies Serving Immigrants (OCASI)

A collective voice for immigrant- and refugee-serving organizations

 ocasi.org

Ontario Disability Employment Network (ODEN)

Advancing inclusive employment and working with employers to expand opportunity

 odenetwork.com

Ontario Nonprofit Network (ONN)

Strengthening Ontario’s nonprofit sector through policy and collaboration

 theonn.ca

We are proud to stand alongside these organizations as **members, partners, and allies**, working toward a future where learning and employment pathways are accessible, equitable, and sustainable—for individuals, employers, and communities alike.

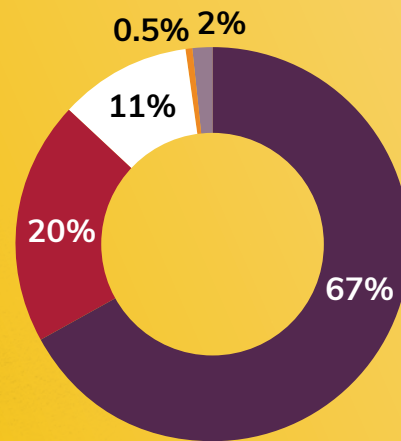
Financials

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 impactful programs and services while 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](#)

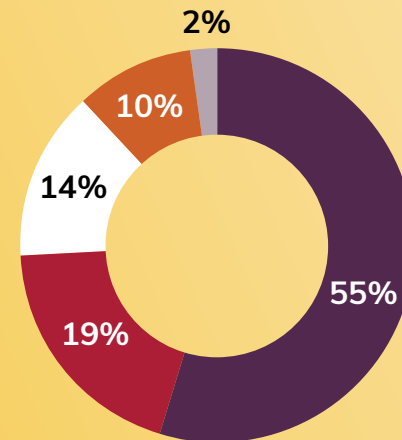
Revenue sources



Provincial grants	\$ 3,306,155.02
Federal grants	\$ 978,991.33
Pay for performance	\$ 530,915.92
Fee for services	\$ 23,048.74
Publications sales/other	\$ 81,343.90

Total \$ 4,920,454.91

Breakdown of expenses



Adult education and training	\$ 2,707,352.84
Employment Services	\$ 953,416.07
Administration	\$ 684,913.37
Pre-employment & job training	\$ 484,325.45
Training educators across Canada	\$ 103,312.27


Total \$ 4,933,320.00



ptp.ca

 www.instagram.com/ptplearning

 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)