

ANNUAL REPORT

2021/22



Pathways
Employment
Help Centre



A Message From Our CEO



The last year has been one of dynamic changes for PEHC. We embraced challenges and found fresh ways to deliver value to our participants and community. We are committed to building on the solid foundation of our legacy organizations, London Employment Help Centre and Pathways Skill Development and Placement Centre.

Pathways Employment Help Centre exists to Unleash People's Potential through Employment, Skills Training and Advocacy. We believe that every individual deserves a sustainable future for themselves and their family. Our core values of Person-Centred, Integrity, Collaboration, Inclusion, Compassion, Dignity and Innovation drive our commitment daily.

We are exploring new avenues to assist people to realize their fullest potential. We will launch an innovative skills program in partnership with Chippewas of the Thames First Nation in Fall 2022, and our fifth skills training program, Foundations in Wood Manufacturing, in August.

None of this work is possible without the dedication of our staff and Board. I am honoured to serve our community alongside them.

Our Leadership Team



Jerry Colwell
Director of Operations and
Human Resources



Nancy McQuillan
Senior Director, Transition



Francine Antonucci
Director of Employment



Paul Hubert
Chief Executive Officer



Steph Shrum
Director of Life Stabilization



Corrina MacDonald
Director of Skills Training

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Our Year at a Glance

Becoming Pathways Employment Help Centre:

On May 15, 2021, Pathways Skills Development and London Employment Help Centre joined to become Pathways Employment Help Centre. This unification combined 65 years of experience delivering high-quality employment services to the City of London and surrounding areas. We brought together Employment Ontario and Ontario Works employment services, skills training, advocacy services, and social enterprise employment opportunities. We can now offer integrated wraparound services to assist each client along their unique path to meaningful employment.

Our mission is to unleash people's potential through Employment Services, Skills Training, and Advocacy to create sustainable futures for the families and individuals in our community. With more than 43 highly qualified team members across two locations, we strive to help each one of our clients achieve their goals.

Our First Year as PEHC:

The pandemic brought almost weekly changes to our capacity to deliver services. We implemented multiple service models to meet changing Covid-19 mandates and continued to provide exceptional services. We worked tirelessly to provide quality employment services through individualized job seeker supports, hybrid employment workshops, condensed skills training programs, and expert Employment Specialist assistance to help local employers sustain and grow their workforce.

We are proud that, in a year of immense challenges for us as an organization and a community, Pathways assisted more than 2,823 Londoners in creating sustainable futures for themselves and their families.



2021/22 Community Impact

4,600

Interventions with Clients

2,823

Londoners Supported through Employment Services

933

Employment Action Plans created

Helping job seekers to set a goal and plan their path to employment.

Fundamental Employment Service Workshop Attendees

101

Getting Ready

268

Getting The Interview

191

Getting The Job

150

Resource and Information Sessions with

772

Participants

+147

Flex Appointments on Unique Topics

918

Clients Secured Meaningful Employment with

387

Local Employers

Client Impact Stories

Bijay, CTT Graduate



"I came to Canada in the middle of the pandemic. Despite 5 years of experience working in construction and a 4-year bachelor's degree in civil engineering, it was hard to find a job. After taking the Construction Training course at Pathways, I got a job at Karwood Contracting as a Civil Technologist. I would like to thank Pathways and the Ministry of Labour, Training and Skills Development for providing me with an opportunity to enroll in the CTT program which has been a pathway for me to enter the construction industry in Canada."

Brandi, Employment Services Client & ACT Graduate

"I was working as a carpentry assistant and wasn't able to live a balanced lifestyle, feeling exhausted all the time. I heard about the Administrative & Clerical program at Pathways from a friend and decided to make a change in my life. Since taking the ACT program, I have found full time employment and am able to live a healthier, happier, more balanced lifestyle."



Skills Training



Logistics & Manufacturing



Property Maintenance



Construction Technology



Administration & Clerical

When the job market rapidly reopened and expanded over the last year, we recognized its impact on our community. Employers needed trained people quickly, and our skills training programs filled that urgent gap. Our 8 to 12-week condensed skills training programs gave participants the hands-on practical experience, professional skills and certifications required in growing industries, such as warehouse and manufacturing, commercial and residential construction, commercial cleaning and administrative positions.

In 2021/2022, Pathways training facilitators worked diligently alongside our clients to understand their goals and needs. **137 students graduated with college-level certifications.**

Over 85% of graduates found employment within three months. For Construction Technology Training students, that number jumped to 95 percent.

We engaged employers to enhance our programs and better understand the shifting workforce needs. In 2022, we will launch **Foundations in Wood Manufacturing**, a skills training course to prepare students to enter the wood manufacturing and cabinet making industry.

Pathways Skills Training is provided by Pathways Skill Development & Placement Centre, a registered private career college under the Private Career Colleges Act, 2005.

2021/2022 Graduates from each Skills Training Course:

Administration & Clerical
55

Logistics & Manufacturing
30

Property Maintenance
13

Construction Technology
39

Better Jobs Ontario

Better Jobs Ontario, previously Second Career, assists individuals by retraining them for a new career path. This Government assisted program allows people to register in specialized skills training and college programs. It pays for tuition and other program-related costs. Last year we served **303 individuals** with **70 receiving funding** through Better Jobs Ontario.



Advocacy Centre

Our Advocacy team helps community members apply for social benefits such as OW, ODSP, CPP-D and appeal social benefit denials. In 2021/2022, our team of three paralegals and two social workers helped more than **1130 individuals** with more than **\$21.7 Million in social benefits** being secured. Paralegals represented clients at **104 hearings**, securing financial support for many of these individuals over the course of their lifetimes. This can be the difference between crushing poverty and the financial ability to purchase medications needed for health conditions, realize food security and find stable housing.

London's Housing Crisis:

The past year saw an emerging housing crisis in our community, with increased rates of homelessness and tenant evictions. The Advocacy Centre at PEHC, with the generous support of United Way, initiated a new service in August 2021 to handle Landlord/Tenant matters. We helped individuals who had been evicted for situations such as unplanned renovations, family use when no family is moving in, and frivolous and unsubstantiated causes. We served **350 people in the first eight months** of this program.



Employer Services

Helping employers build their workforce with the right candidates is something we pride ourselves on. When the economy rapidly reopened and businesses urgently needed qualified employees, we responded.

We helped **918 clients** secure meaningful employment and supported **387 local employers** in finding exceptional employees. Our Employment Specialists ensured a smooth transition following the hiring period by working alongside hundreds of local companies.

Canadian Ontario Job Grants (COJG) provides employers with the opportunity to invest in their workforce with the help of government funding. In the last year we worked with local employers who received funding for **63 participants**. A further **142 individuals** were placed in local companies with the support of training incentives from the Ministry of Labour, Training and Skills Development.



Our Social Enterprises



Clean Has Never Been So Important!

When the Covid-19 pandemic hit, cleaning became critical to ensuring the safety of our families and community. Clean Works worked hard throughout the pandemic to maintain the highest level of commercial cleaning standards for our customers and to stop the spread of COVID-19. In 2021/22, we worked at **15 sites** including malls, medical clinics, residential buildings, production facilities and churches.



Clean Works has delivered high-quality commercial interior and exterior cleaning to businesses in London and the area for over 12 years. Specializing in janitorial services, graffiti removal and power washing services, we have worked hard to sustain long-term relationships with commercial clients. Last year **38 individual customers used our graffiti removal services**. We partnered with three separate business associations within London and City of London Corporation. We have become the **"go-to" graffiti removal specialists** for many.

Clean Works hires graduates of the Property Maintenance Training program through Pathways as a step along their employment journey.



Portable murals
created for the
London Arts Council



The London Community Woodshop has impacted the lives of thousands of Londoners since its opening in July of 2017. Like many recreational spaces, LCW faced several closures due to COVID. While closed to the public at times this year, we were still able to help our members and community volunteers stay connected.

As London's only public woodshop, we were inspired by the many experienced and aspiring woodworkers we met at the workbench in 2021/2022. Aspiring woodworkers were mentored and workshop attendees learned something new and expanded their skills. Entrepreneurs launched new businesses and outstanding projects made a difference in our community.



Photo: London Art Council

Impact April 1, 2021 - March 30, 2022

| | |
|------------|--------------------|
| 118 | Active Members |
| 36 | New Members |
| 58 | Workshop Attendees |



Thank You Funders!

Canada 

**EMPLOYMENT
ONTARIO**

Ontario 

 **United Way**
Elgin Middlesex

Ontario
Trillium
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 **Innoweave**

On behalf of Pathways Employment Help Centre, we would like to sincerely thank our generous funders who make what we do possible. The support of funders enables us to change the lives of people around us every day. Thank you for believing in our work and valuing the impact we make.

Let's Get In Touch!

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