

Annual Report 2020-2021

Employment • Skills Development • Independence • Success - Where can we LEAD you?



LEADS employment
services
Since 1986

Our Ends Vision

People with disabilities and those who are highly vulnerable are meaningfully and productively employed.

Employers achieve a productive workforce.

Definitions

Highly Vulnerable People – refers to members of society who are at a significant disadvantage and/or who have complex challenges due to any of the following factors such as, but not limited to, disability, age, personal economic circumstances, violence, criminal record, ethnic groups, new comers to Canada, religion, gender, race, and place of residence, etc. It is recognized that some significant challenges and disabilities are invisible.

Our Desired Outcomes

For Individuals:

- Individuals achieve their maximum employment and skill development goals within their potential and the labour market environment.
- Individuals achieve equitable and productive employment.
- Individuals achieve a sense of self-esteem and belonging/inclusiveness.

For Employers:

- Employers have access to a productive, committed, diverse workforce.
- Employers choose to have an inclusive workforce that meets their business needs.

For Our Communities:

- The broader community invests in and supports Leads purpose.

At What Worth/Priority:

- The Ends are achieved in a cost effective manner and that holds client outcomes as our top priority..

The Business Case of COMPASSION

“Thank you. Leads saved my life. My Employment Specialist was always there to stand tall for me when I needed him to. He connected me with the right resources, showed me kindness and gave me support when I needed it most. It was more than just finding a job.” Ontario Works

“Leads helped me find a job and gave me an opportunity to showcase my skills. My Employment Specialist talked to employers on my behalf. Now I'm employed and I love what I do.” Ontario Works

“Leads helped me become confident in my ability to work and provided me with insight into what a real work environment should be like. They also help me to learn to prioritize my mental health” Service Canada

These and many more clients' testimonials, emotional compliments gave insight and spoke loudly of what we do and the purpose of Leads-Improving lives!

The Business Case of COMPASSION

Taking compassion and caring in action is what we did, are doing and continue as Leads move forward to the new era of post pandemic world. It is not a trend, it is our value where we are open to others, each other, we facilitate, build and maintain high quality relationships among people and all of us. We come together with creativity and resilience. We connect, we engage and collectively, we get things done amidst the tough times, constant changes and chaos. We turn challenges into opportunities.

For the fiscal year 2020-2021 our commitment to compassion, being good by doing good resulted in the 715 placements for 585 individuals and 504 employers. 174 of these placements were in rural areas. 74% of these placements are 20 hours or more with an average wage of \$16.24 per hour. The job retention for 3 months was 68%. We also supported our youth in obtaining 249 volunteer placements where they provided support to the not for profits and people, such as seniors who needed human connection during this time.

The Business Case of COMPASSION

A “hello” with a hand made card brought lots of smiles! Service satisfaction is, as always, over 90%! Beyond the employment and job supports, you outreach to do wellness checks on both job seekers and employers. You continuously package, give out and at times deliver food and essentials, IT equipment and connectivity, all while still finding the time to raise funds for a good cause such as “Coldest Night of the Year”.

Our results have demonstrated that our commitment to compassion is purposeful and meaningful. The business case of compassion is justified and relevant to our mission. Compassion is timeless as is Leads’ mission on “improving quality of lives”.

The Business Case of COMPASSION

The Board is always working hand in hand with the staff members, especially in this period of chaos at every level of our global transition to a post pandemic world, where our fiduciary duties are more critical than ever to our role. We worked on our policies and paid extra attention to our fiduciary responsibilities-Duty of Care, Loyalty and Obedience. The Duty of Care for Leads Board members, is to understand the major risks facing Leads and to mitigate these risks. The Duty of Loyalty is we must place the interests of Leads ahead of us at all times and the Duty of Obedience is to make sure that Leads is abiding by the applicable laws and regulations.

These responsibilities led us to review and renew our strategic ends policy, our values and our behaviours where our framework is focused on building meaningful employment for the future.... supporting Improved Lives!

The Business Case of COMPASSION

We now have implemented a stronger onboarding process and mentorship for new board members and are in the process of commencing with The Governance Committee.

The teamwork between board members and staff have again resulted a successful financial report from our external auditor, Davis Martindale and a low risk rating across all Ministries that fund Leads.

On behalf of Board of Directors, I like to thank everyone of you for standing up and embracing our mission and values to improving lives through skills development and meaningful employment because without you, none of this would be possible.

Thank you



Michael McCombie
Chair



Wendy Lau
CEO

Our Leadership Team



Wendy Lau, CEO



Jeff Withers



Mary Angela Coderre



Jim Robson



Tracey Bolzon



Meghan Nicholson



Angela Penny



Courtney Connor



Kelly Mitchell

Our Services

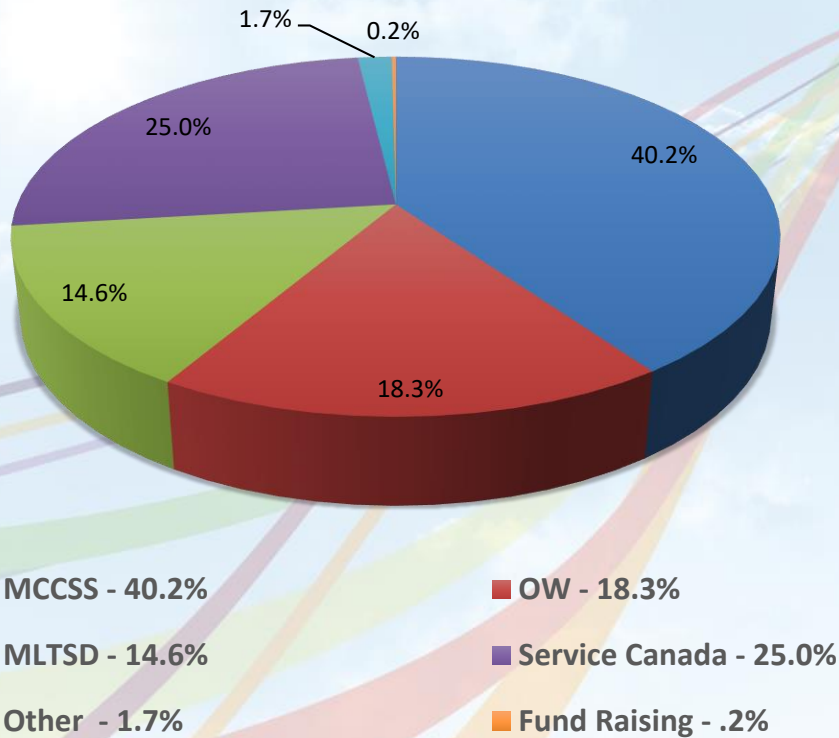
Provide skills development and employment supports to individuals, aged 15 and up, who have disabilities and or barriers. Funding for the various services is provided by Service Canada, Ministry of Children, Community and Social Services, Ministry of Labour, Training & Skills Development , Ontario Works London/Middlesex and Rehabilitation Service Providers

Geographic Service Boundaries

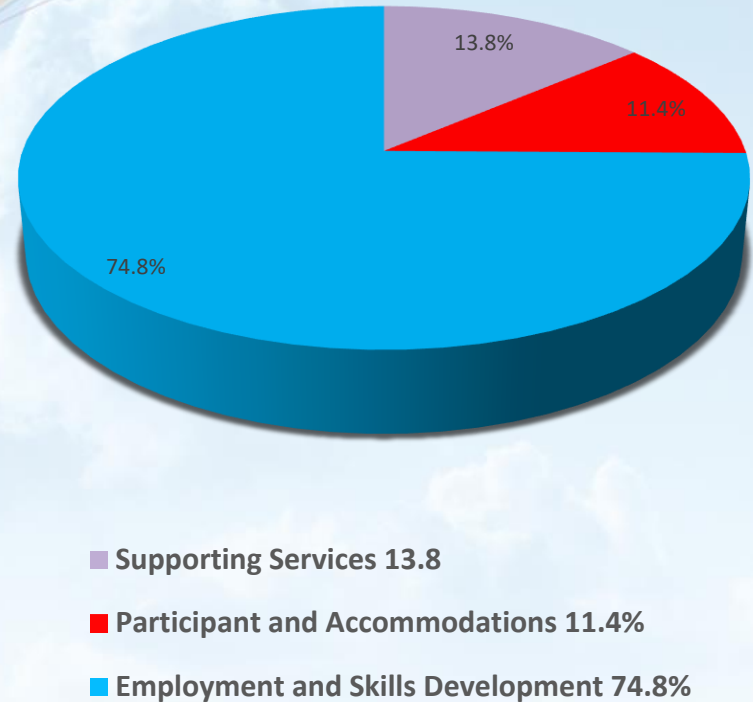


Sources of Revenue

Where the money came from in 2020-2021

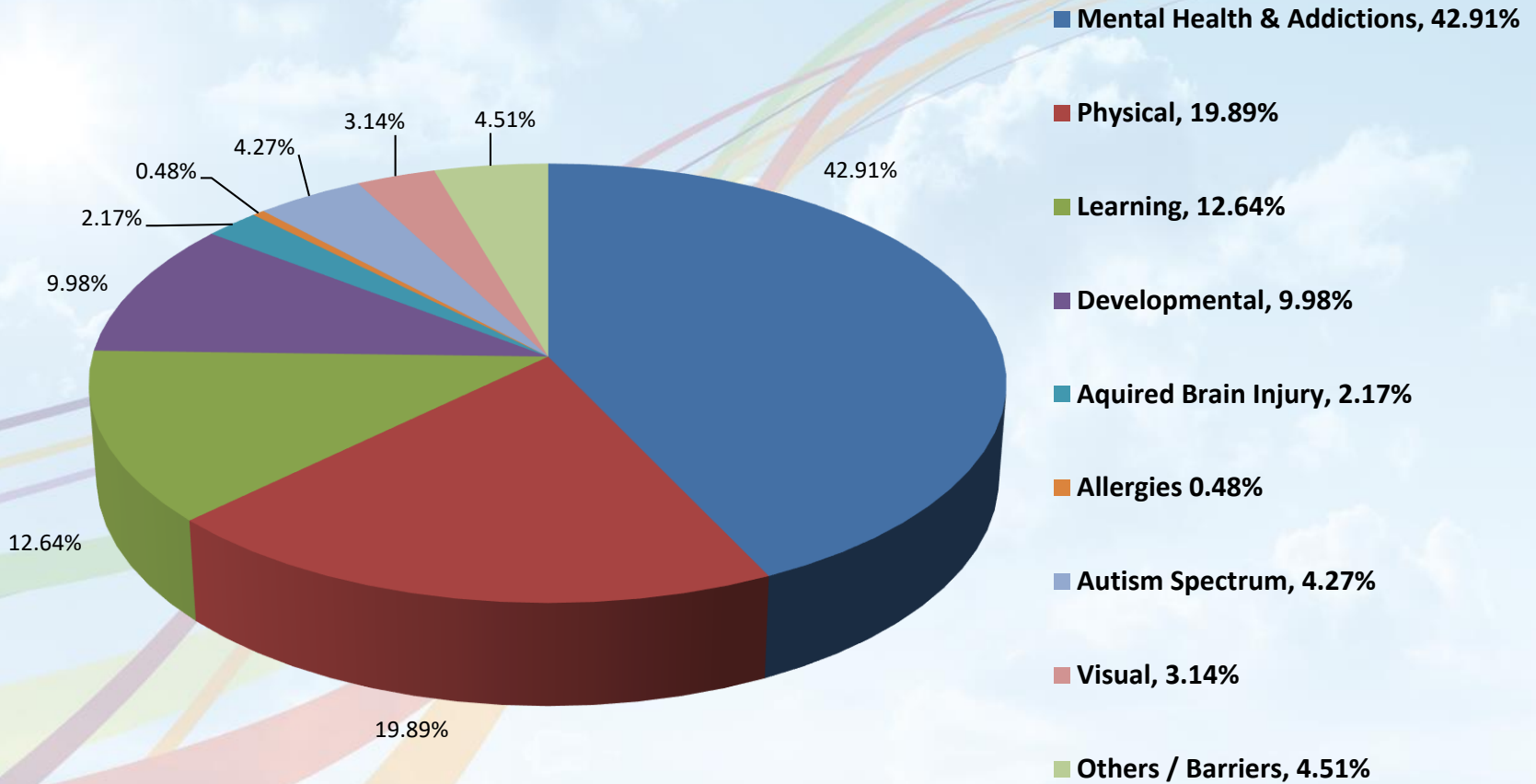


Where the money was used in 2020-2021



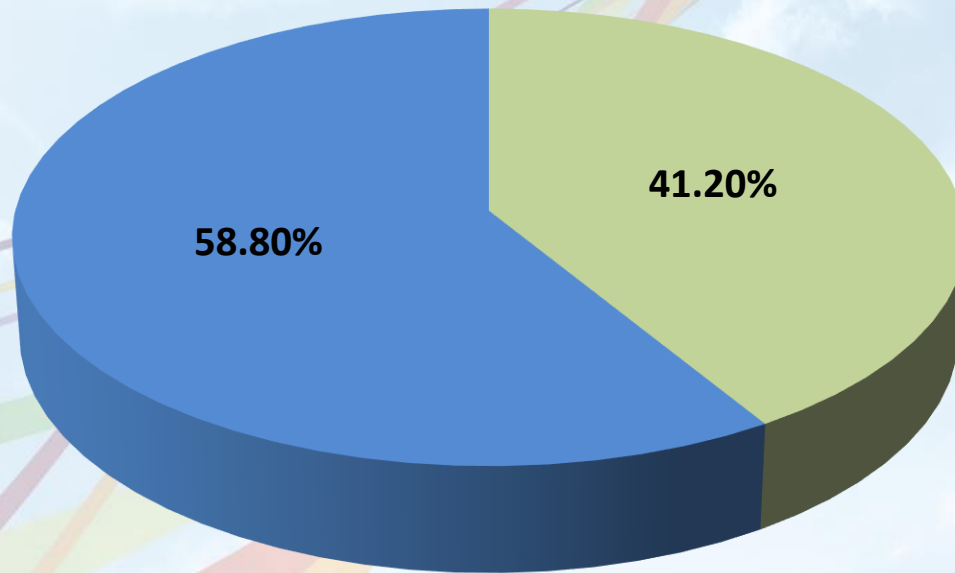
Clients Served 2020-2021

Types of Disabilities / Barriers



** reported primary disabilities only*

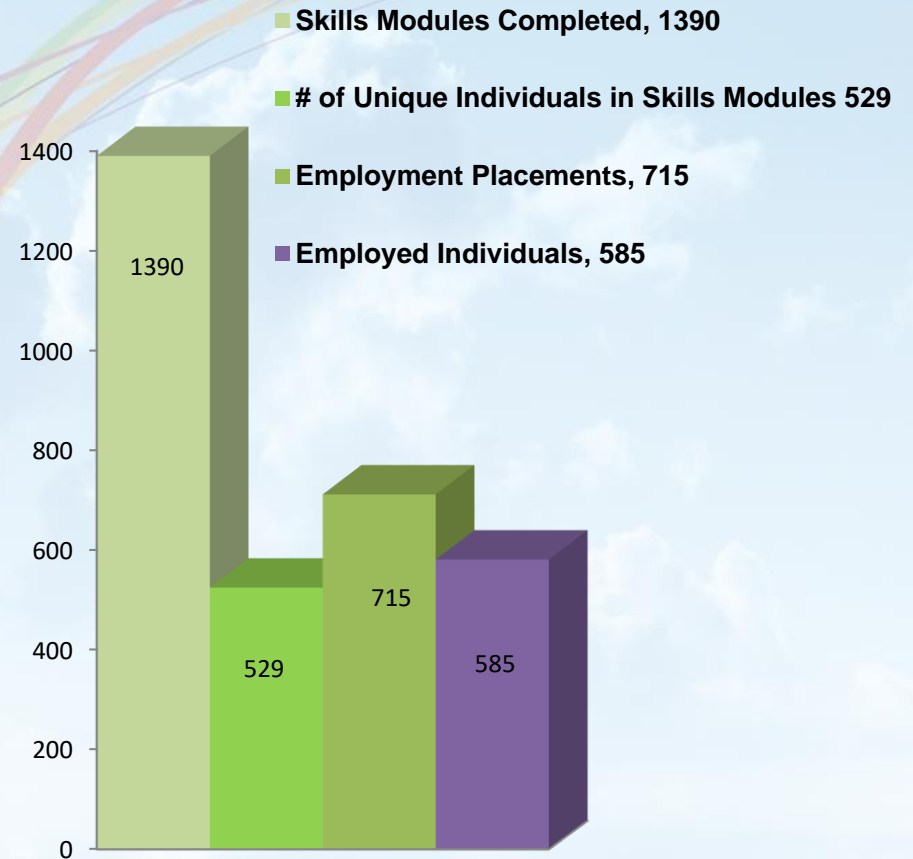
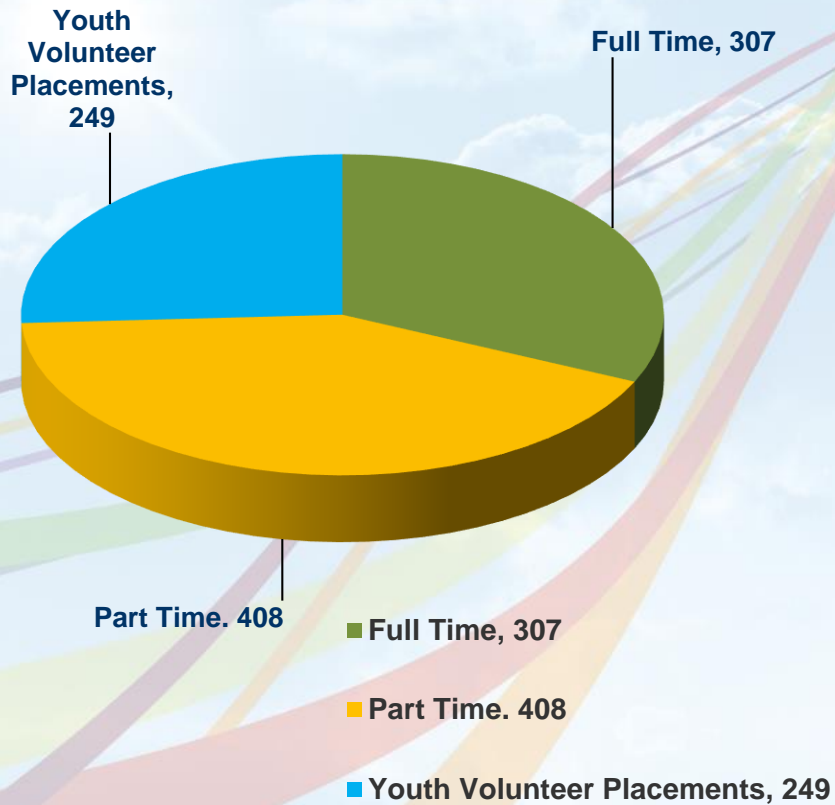
Age of Clients Served 2020-2021



■ Youth (15-30 years), 41.20%

■ Adult (30+ years), 58.80%

Employment Placements & Skills Modules 2020-2021



National Occupations Positions 2020-2021

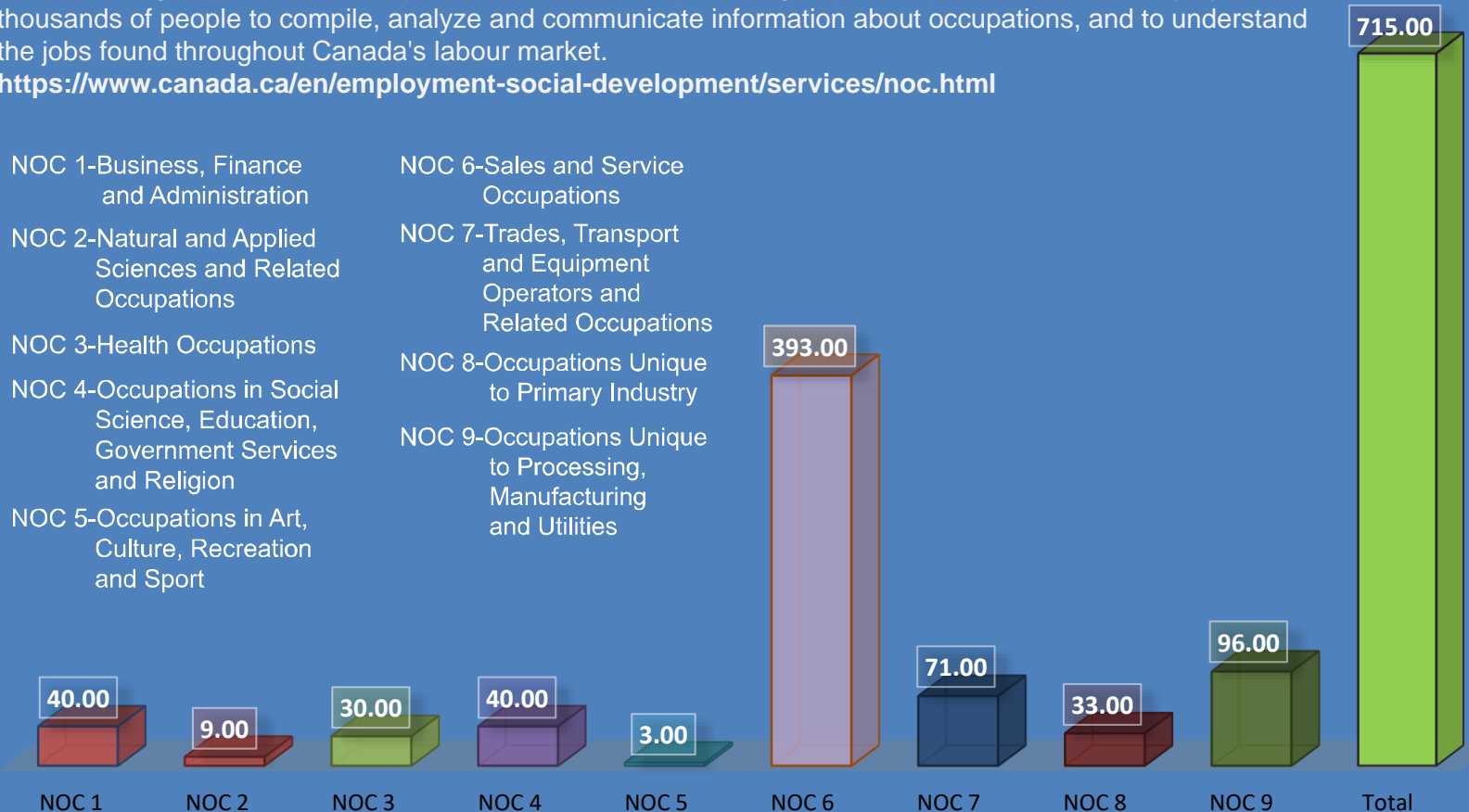
Full Time and Part Time Employment Placements

The **National Occupational Classification (NOC)** is the nationally accepted reference on occupations in Canada. It organizes over 40,000 job titles into 500 occupational group descriptions. It is used daily by thousands of people to compile, analyze and communicate information about occupations, and to understand the jobs found throughout Canada's labour market.

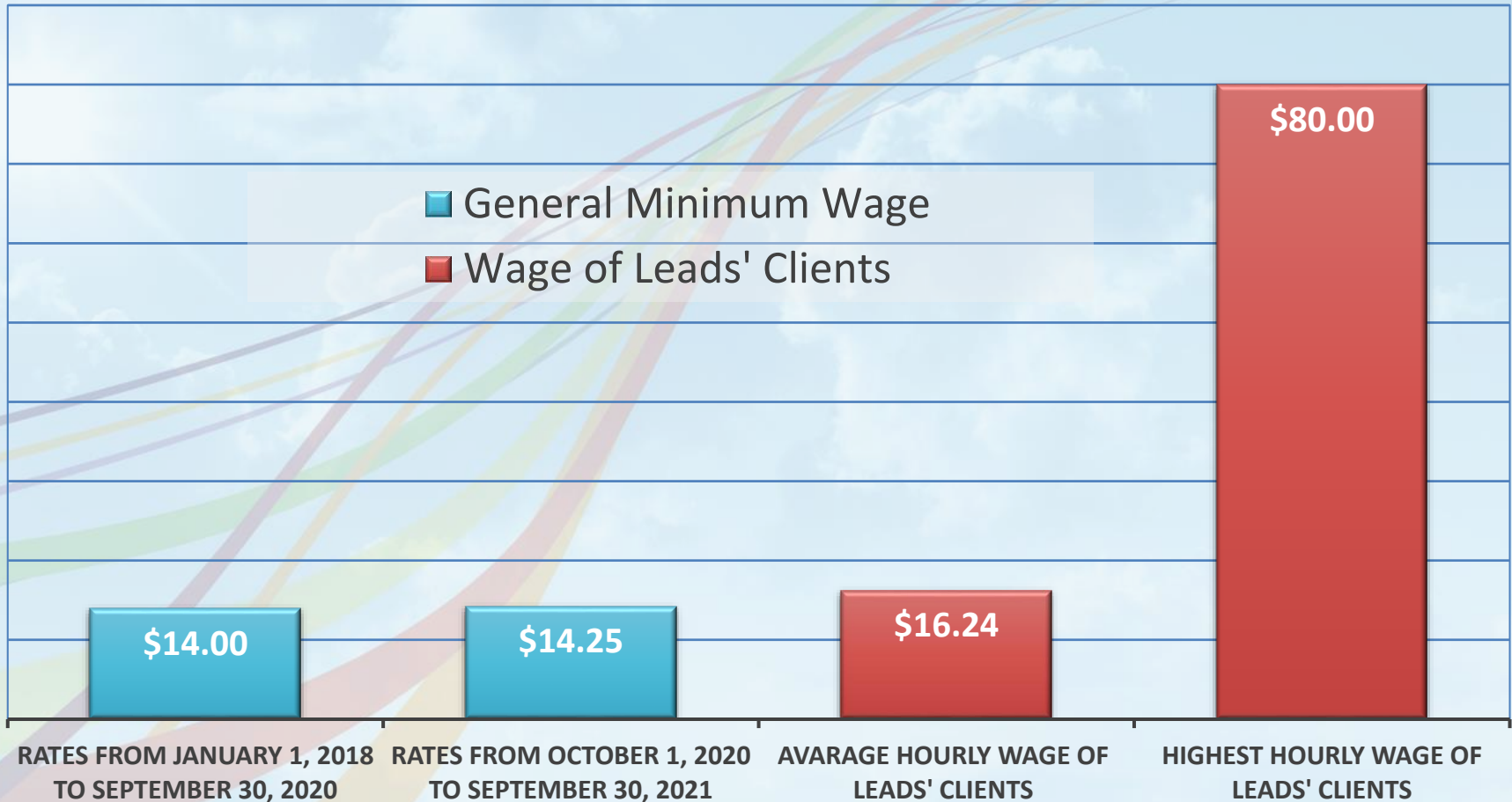
<https://www.canada.ca/en/employment-social-development/services/noc.html>

NOC 1-Business, Finance and Administration
 NOC 2-Natural and Applied Sciences and Related Occupations
 NOC 3-Health Occupations
 NOC 4-Occupations in Social Science, Education, Government Services and Religion
 NOC 5-Occupations in Art, Culture, Recreation and Sport

NOC 6-Sales and Service Occupations
 NOC 7-Trades, Transport and Equipment Operators and Related Occupations
 NOC 8-Occupations Unique to Primary Industry
 NOC 9-Occupations Unique to Processing, Manufacturing and Utilities



Salary Ranges 2020-2021



Clients' Testimonials, 2020-2021

The support Leads gives is not just for employment; Leads went above and beyond to support me during the pandemic. - ODSP

Leads helped me get my confidence back. - MLTSD

Leads is there for me no matter what. I can talk to them whenever I need advice. They are very kind, caring and understanding. Leads is perfect in every way. It's because of Leads that I have my perfect job. - County Office

The staff at Leads are caring and understanding. They understand me; not everyone can. - DS

Leads helped me remember my good qualities. - County Office

Board of Directors 2020-2021

Michael McCombie	Chair
Douglas MacRae	Vice Chair
Jason Gruninger	Treasurer
Steve Sharpe	Secretary
Andrew Jardine	Director
Anthony Li	Director
Brittany Just	Director

Lynda Wadden	Director
Philippa O'Brien	Director
Roy Hardy	Member
Ryan Van Den Hengel	Director
Sarah Ruttan	Director
Scott Sterling	Director

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Thank you!