



Annual Report 2022-2023

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..



Power of Team Synergy

Last year, once again, we demonstrated that together, we have succeeded and thrived in unprecedented conditions and challenges. The Board is synchronized with your energy and efforts in supporting our clients in skills development and employment and advocating for a system and opportunities that are fair, equitable, inclusive and accessible.

There is much work to be done. Last year, Meridian Edge Governance Consultants facilitated the Board and our Canada Life Youth Leader, engaged in appropriate governance practice, which includes our annual self-evaluation and governance practice updates and reviews. The Board is working as your teammates to ensure our strategic direction reflects current social, funding, economic and systemic issues with a commitment to meaningful supports for our clients, employers, community partners and communities. We will continue to be a synergistic team.

Thank you, TEAM, for your relentless dedication, determination and innovation to support our clients to an improved quality of life, our employers' business growth from a diverse workforce, and our mission.

Andrew Jardine

Board of Directors, Vice-Chair



Power of Team Synergy

Our teamwork determines LEADS' success in reimagining our operations and strategically aligning each piece to the constantly evolving environment with one focus: gainful impact on our clients' lives and community welfare. The community appreciates and recognizes your efforts with their nomination and award for the "Best 2023 Employment Agency Award", London Free Press. Your teamwork remains steadfast for our fundraisers, Pawlooza. Your energy and commitment to improving support for our clients need to be cloned. We are not and never will be the status quo. We are fluent and light on our feet to thrive in the shifting paradigm.

Thank you TEAM!



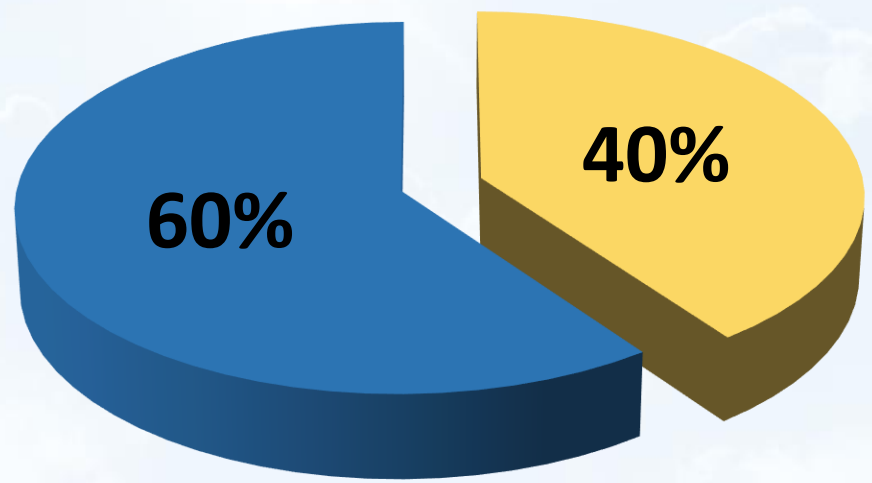
Wendy Lau

Chief Executive Officer

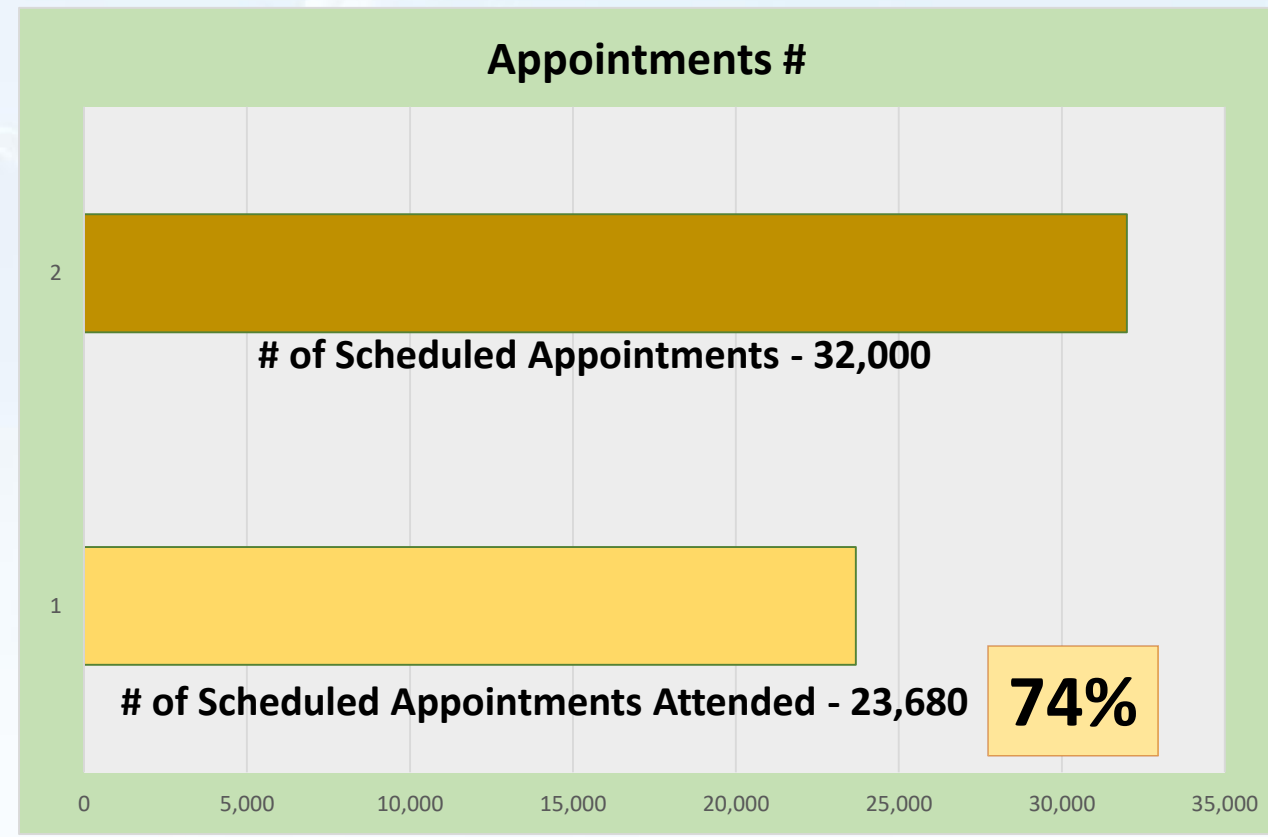


Clients Served 2022-2023

(2393 individuals served)

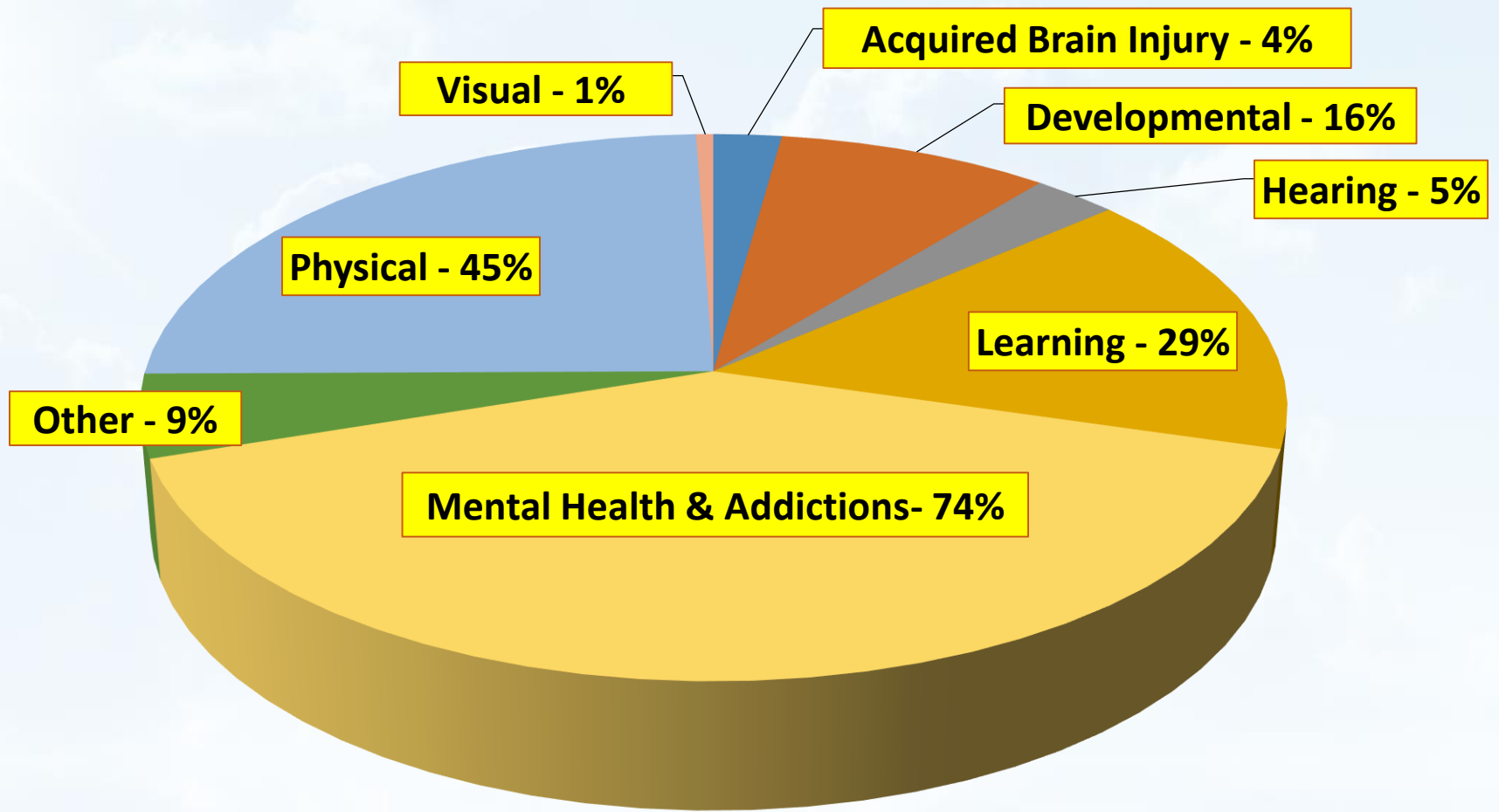


- Youth (15-30 years), 40%
- Adult (30+ years), 60%

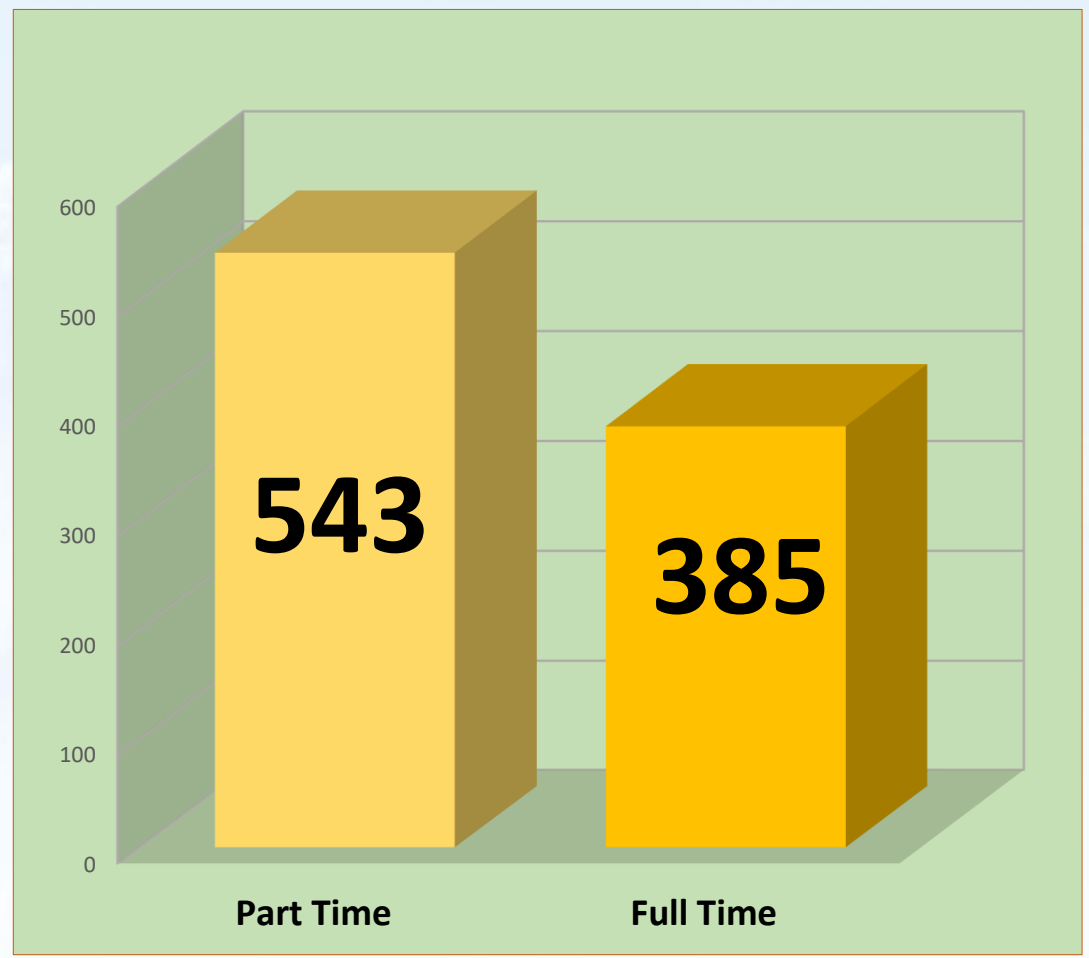
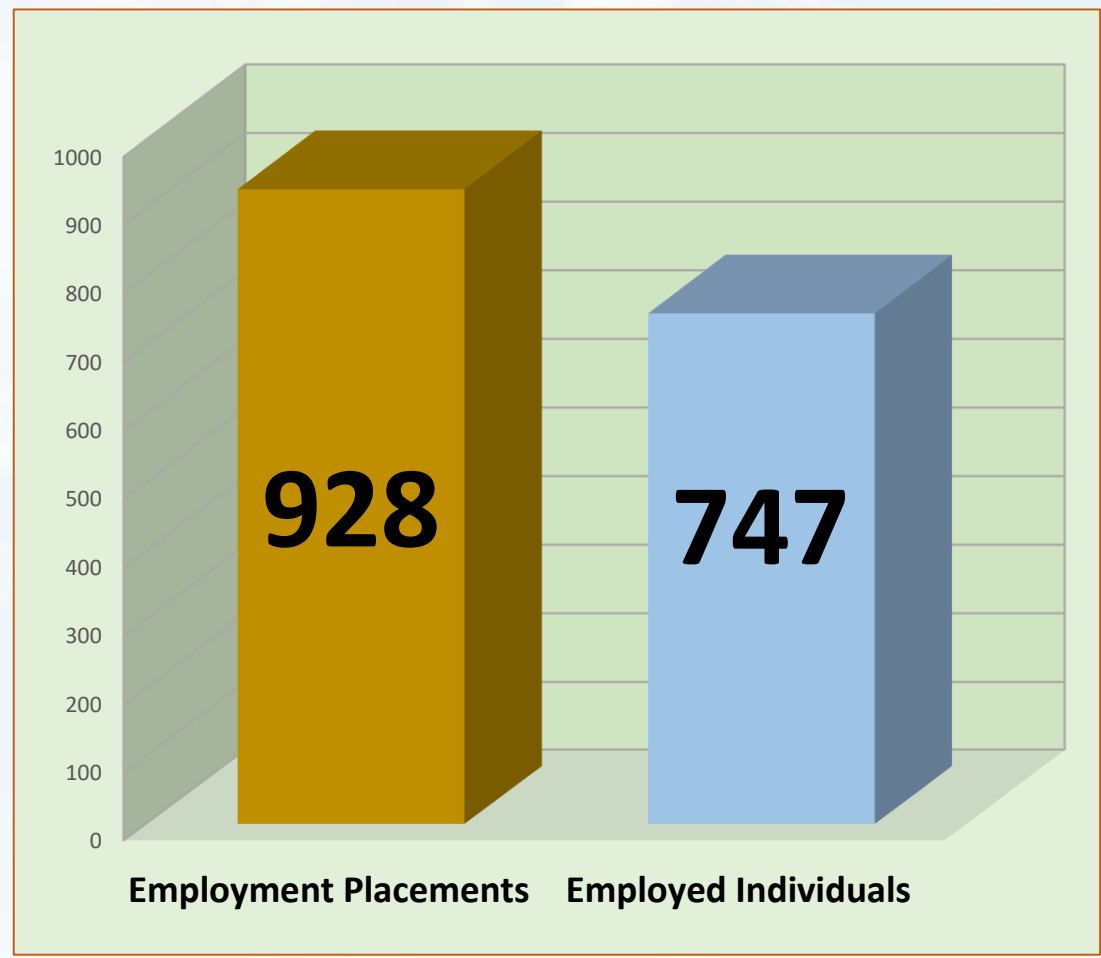


Clients Served 2022-2023

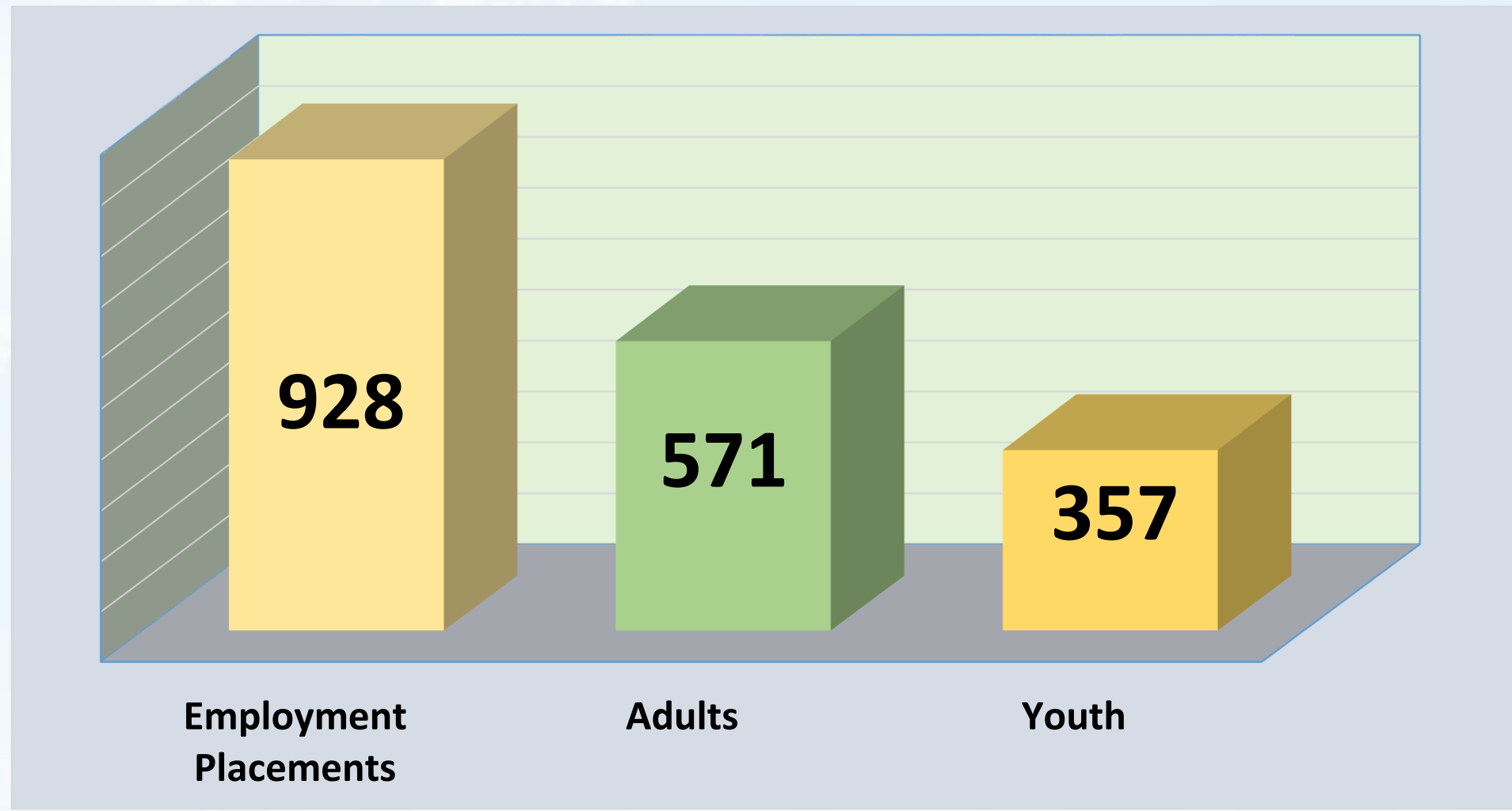
Types of Disabilities / Barriers (multiple disabilities shown)



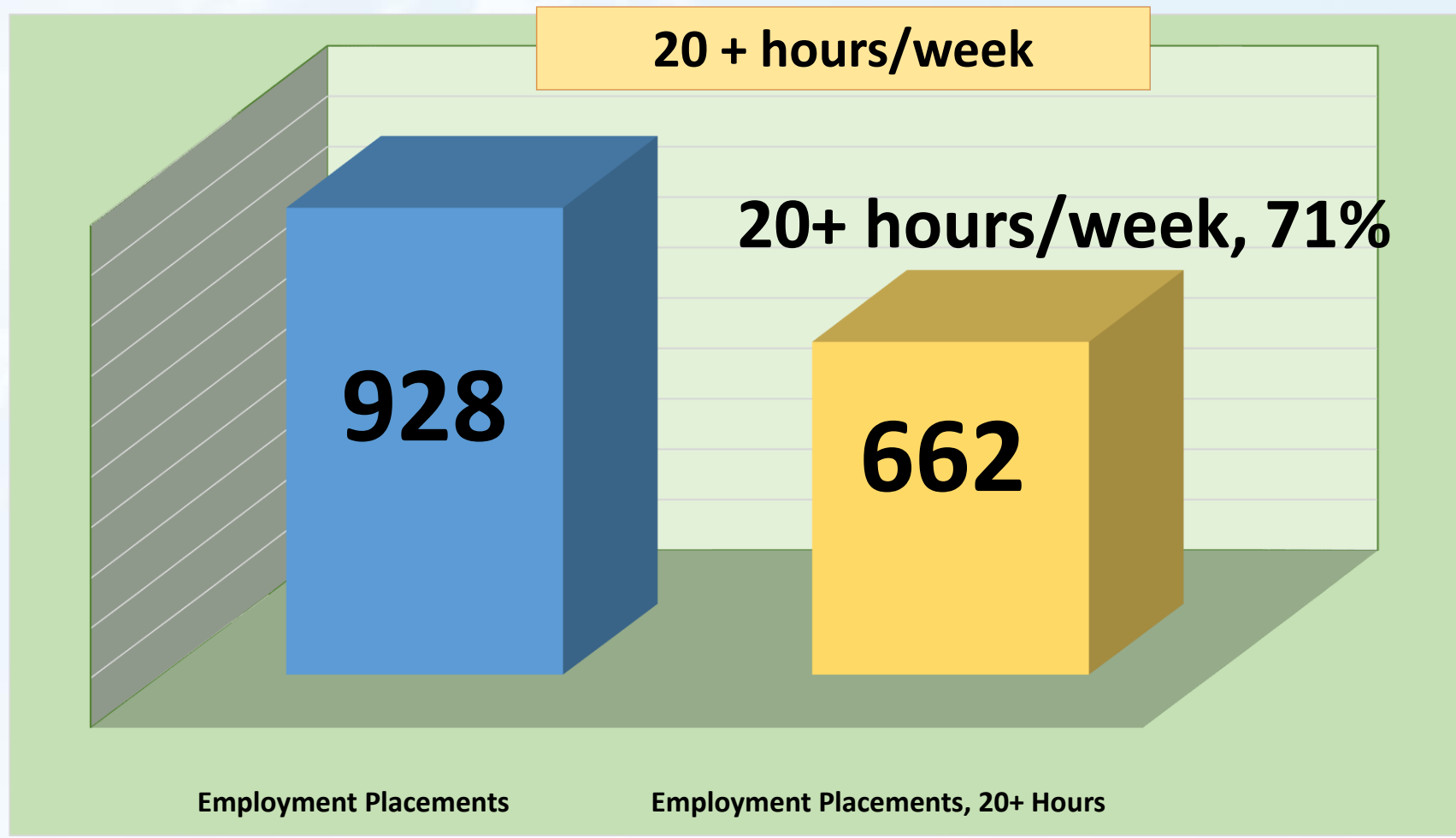
Employment Placements 2022-2023



Employment Placements 2022-2023



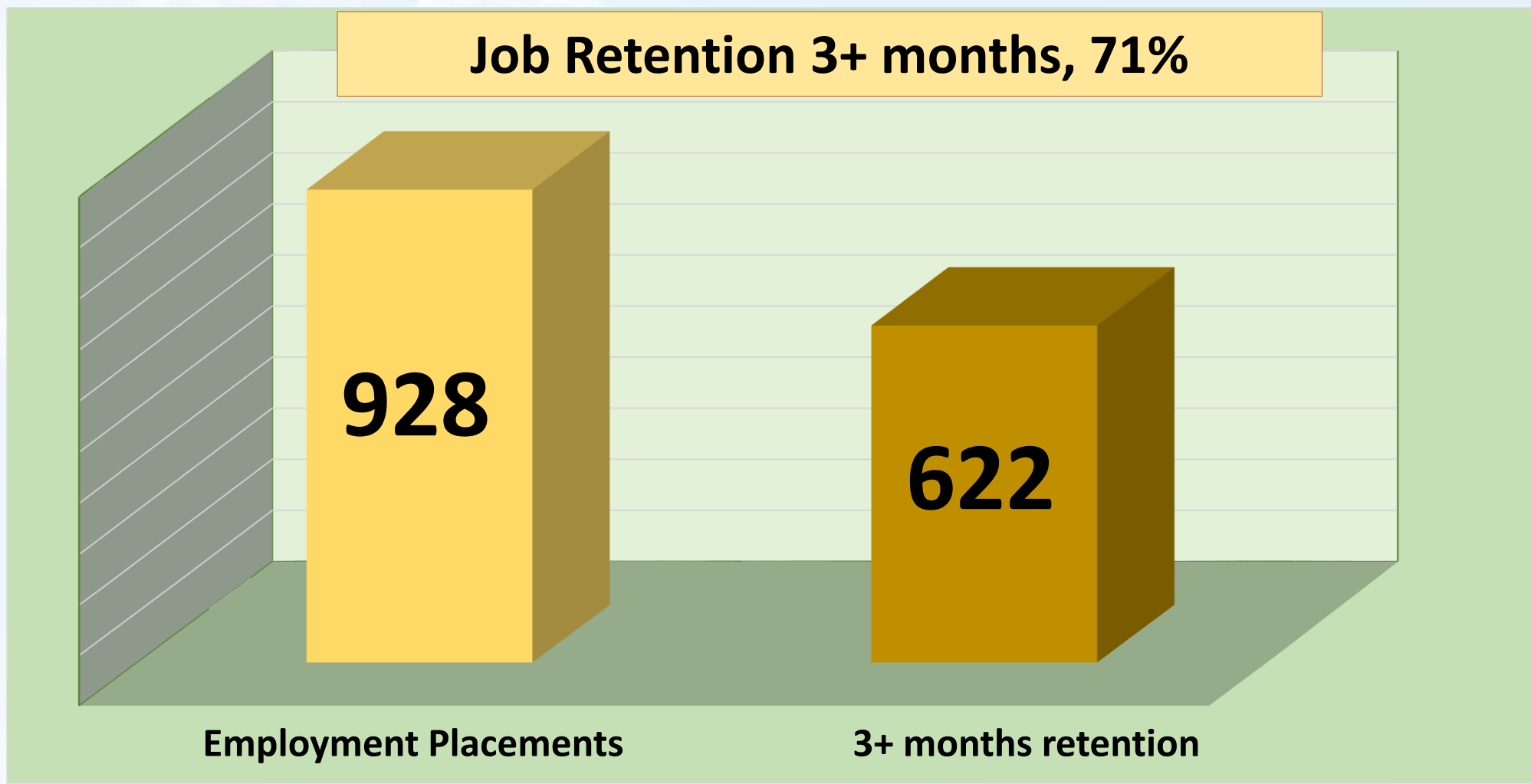
Employment Placements 2022-2023



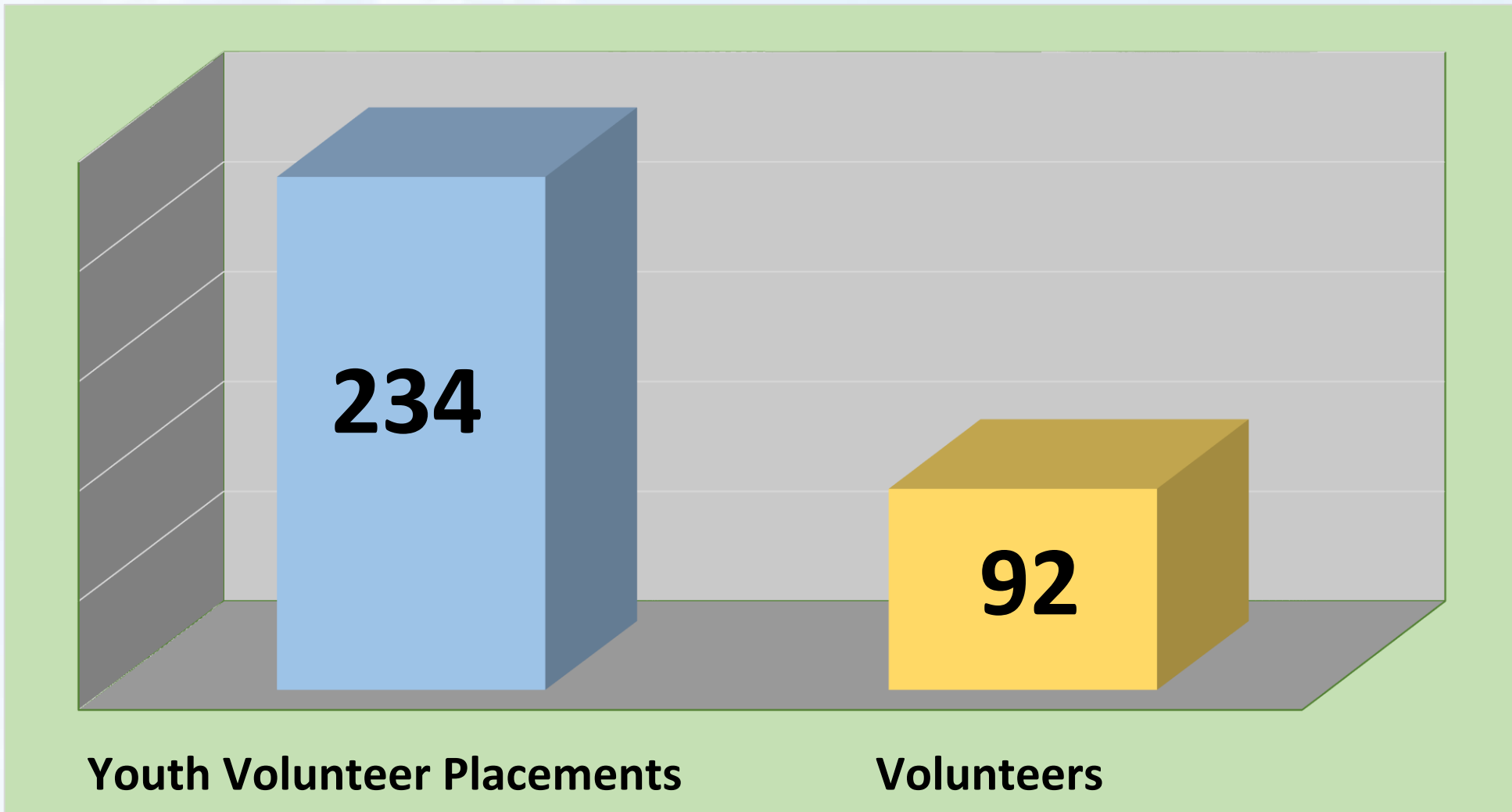
Average work hours are 26 hours/week



Employment Placements 2022-2023



Youth Volunteer Placements 2022-2023



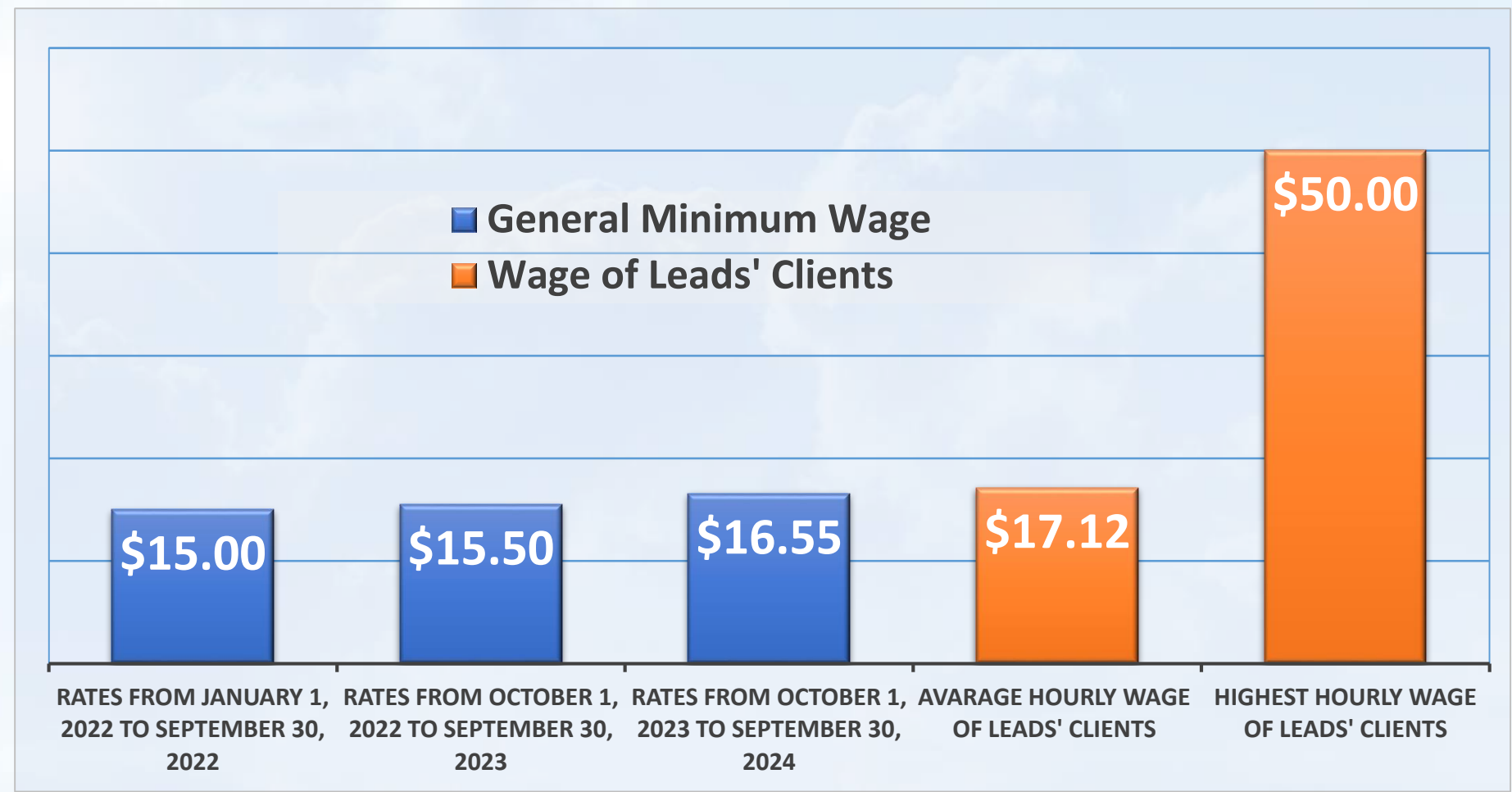
National Occupations Positions 2022-2023

Full Time and Part Time Employment Placements

NOC 0	Legislative and senior management occupations	3
NOC 1	Business, finance and administration occupations	61
NOC 2	Natural and applied sciences and related occupations	5
NOC 3	Health occupations	24
NOC 4	Occupations in education, law and social, community and government services	49
NOC 5	Occupations in art, culture, recreation and sport	15
NOC 6	Sales and service occupations	528
NOC 7	Trades, transport and equipment operators and related occupations	86
NOC 8	Natural resources, agriculture and related production occupations	34
NOC 9	Occupations in manufacturing and utilities	123



Salary Ranges 2022-2023



Client Satisfaction Survey, 2022-2023

91% of clients surveyed indicated they were satisfied with LEADS' services.

97% of clients surveyed indicated they would refer or recommend LEADS' services to others.

Testimonials:

- *At LEADS, I feel welcomed and heard as a person. The staff are professional and considerate and knowledgeable about their jobs.*
- *At LEADS, I participated in the Options program. The staff gave me the confidence to go into the field that I wanted. Now, I'm working at my dream job.*
- *When I first met with my ES, I felt a friendly, helpful, and enthusiastic vibe. My therapist recommended me to LEADS because you're good at working with people with disabilities. My ES is great at communication and helping me. The job I just got is a good fit for me. LEADS is so accommodating. You guys are great. Thank you.*



Community Partner Survey, 2022-2023

95% were satisfied with the overall services offered by LEADS.

93% were satisfied with LEADS' work as a community partner.

96% of the community partners surveyed would refer/recommend LEADS' services again.

Testimonials:

- *I like that LEADS works with the client as a whole person and goes at the pace that is comfortable for the client.*
- *I refer to LEADS for the one-to-one supports they offer. The staff are always supportive, helpful, and quick to respond. LEADS is doing a great job for me and my clients with multiple barriers.*
- *We have a long-standing collaborative relationship with LEADS. LEADS has a great reputation for quality employment services. Continue to do your great work. We truly appreciate your partnership.*



Employer Satisfaction Survey, 2022-2023

75% of employers surveyed indicated they were likely to hire a LEADS' client.

88% of employers surveyed indicated they were satisfied with LEADS' services

Testimonials:

- *I've had only positive experiences working with LEADS. The staff have been understanding and patient and the services have been wonderful.*
- *Several times now, I've reached out to LEADS to fill roles. The staff have strong communication skills; they stop in when needed and they are good at assessing employee strengths.*
- *I would always consider hiring a LEADS' client. We've had good experiences; everyone has communicated well. The follow-up services are good.*



Our Leadership Team



Wendy Lau, CEO



Kelly Mitchell



Jeff Withers



Meghan Nicholson



Jim Robson



Courtney Connor



Nathan Ferreira



Jenn De Melo



Stephanie Roper



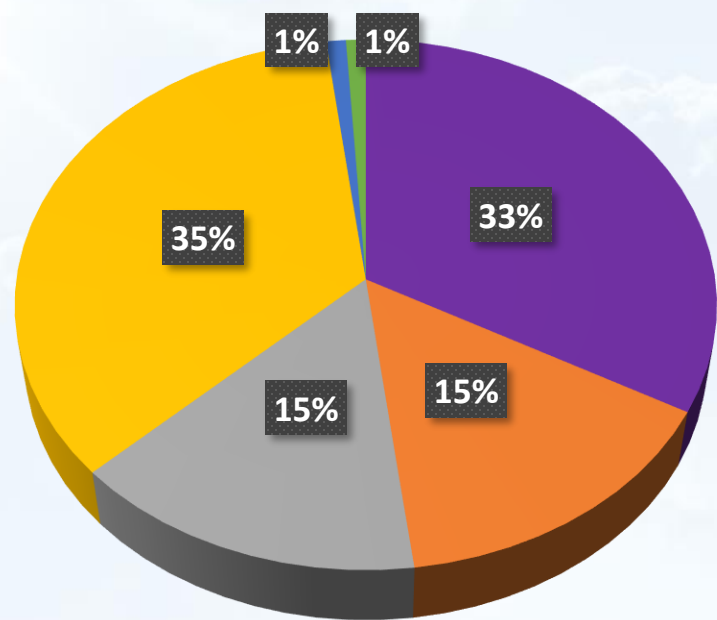
Our Services

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 (SC), Ministry of Children, Community and Social Services (MCCSS), Ministry of Labour, Immigration, Training & Skills Development (MLITSD), Ontario Works (OW) London/Middlesex, Service System Manager Bruce Peninsula (SSMBP), Workplace Safety and Insurance Board (WSIB) and Rehabilitation Service Providers.



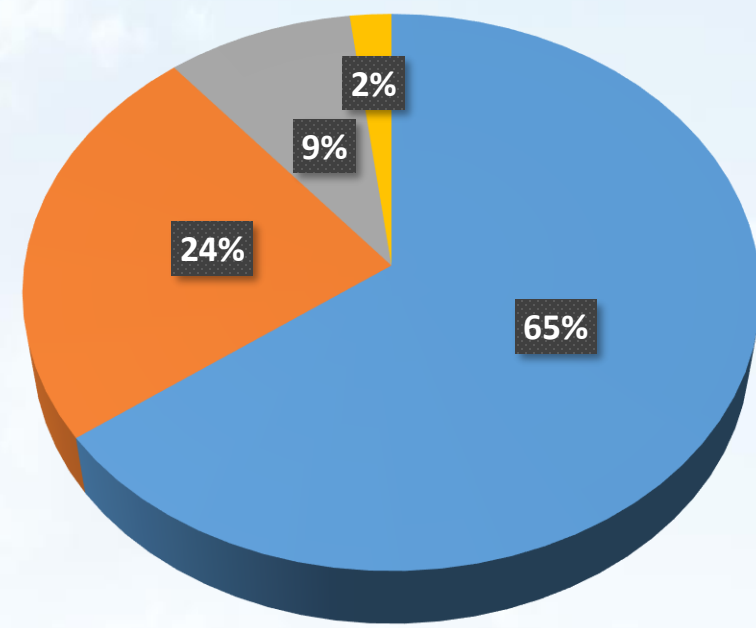
Sources of Revenue

Where the money came from in 2022-2023



- MCCSS - 33%
- OW - 15%
- MLITSD - 15%
- SC - 35%
- SSMBP - 1%
- Fundraising & Others - 1%

Where the money was used in 2022-2023



- Employment and Skills Development - 65%
- Participants and Accommodations - 24%
- Central Admin. - 9%
- Others - 2%



Geographic Service Boundaries



Board of Directors 2022-2023

Douglas MacRae	Chair
Andrew Jardine	Vice-Chair
Ryan Van Den Hengel	Treasurer
Brittany Just	Secretary
Anthony Li	Director
Jason Gruninger	Director
John Barry	Director

Leslie Ibouily	Director
Philippa O'Brien	Director
Roy Hardy	Director
Sarah Ruttan	Director
Scott Sterling	Director
Steve Sharpe	Director

Hailey Etchen, Canada Life Youth Leader Volunteer



LEADS' staff at play





THANK YOU!