

Annual Report 2021-2022

Employment • Skills Development • Independence • Success - Let LEADS work for 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..

United in Mission

Leads' success is not determined by how orderly and perfect the external world is, but by us coming together, reimagining our operations, and strategically aligning each piece to the constantly evolving environment. We have and never will be the status quo.

We are strongest in resources and personnel when working together, sharing, and strengthening. Together we concentrate on meaningful impact, efficient and effective operations, and drive our mission to innovation and achieve for the entire community!

United in Mission

For the fiscal year 2021-2022 United in Mission, we served approximately 2300 individuals, 15 to over 70 years of age where **40%** of whom are under the age of 30. The most common disabilities disclosed are mental health, physical health, and learning. We scheduled over 32,000 appointments and over 24,000 were attended. That puts the attendance rate at **74.5%!**

We had 902 placements with 761 participants, almost 200 more than last year. 387 placements were of full-time (over 30 hours) and 515 were part-time with less than 30 hours.

646 of these placements were for more than 20 hours weekly. 362 placements were secured for youth and 540 were of adults. The retention for 3 months is **65%**. The placements are spread across of National Occupation Code. We have participants in leadership roles and at least one who is over 70 years of age and employed in 2 jobs. Our participants are inspirational.

The wage range is minimum wage to \$85.46 per hour and the average hours of work are 26 hours per week at an average wage of \$16.25 per hour. We secured 222 volunteer placements for 77 participants who are mostly youth.

United in Mission

Our client satisfaction is at **92%** with over 300 completed client surveys, **98%** with 52 completed employers' surveys, and **94%** with 55 completed community partners' surveys. The satisfaction stats and testimonials personified our participants' and partners' appreciation of Leads' teamwork and dedication.

Client Satisfaction Survey, 2021-2022

91.5% of clients surveyed indicated they were satisfied with Leads' services.

94.3% of clients surveyed indicated they would refer or recommend Leads' services to others.

Client Testimonials:

- *Leads was good for my son. It taught skills that are needed for employment, encouraged participation (he's shy), increased self-esteem, worked with him to go on job interviews and actually get a job. The team at Leads is excellent.*
- *My Employment Specialists are really nice and helpful. My situation has been weird and they handled it with such grace. They have advocated for me and with me when I got the courage to stand up for myself at work. They stood by me when I asked for what I needed at work.*
- *I have worked with other employment agencies and Leads was the only one that really understood that my mental health was my main barrier to employment. They helped me not feel like it was something that was bad. I stopped feeling ashamed.*
- *Leads: Amazing, nice staff; friendly, caring people.*

Community Partner Survey, 2021-2022

94.4% of the community partners surveyed were satisfied with the responsiveness of Leads' staff.

88.9% were satisfied with the overall services offered by Leads.

94.3% were satisfied with Leads' work as a community partner.

94.2% of the community partners surveyed would refer/recommend Leads' services again.

Testimonials:

- *I truly don't believe I could be nearly as effective in my job as I currently am, if I couldn't rely on Leads' employment counsellors to provide supports to my clients.*
- *LEADS is a phenomenal agency, attentive, conscientious and efficient. The response of my clients is positive and clients have been successful finding employment through LEADS services.*
- *Leads does so much great work in our community*

Employer Satisfaction Survey, 2021-2022

86.5% of employers surveyed indicated they were likely to hire a Leads' client.

98.1% of employers surveyed indicated they were satisfied with Leads' services

Testimonials:

- *Leads staff were very easy to work with and accommodating to company needs.*
- *Leads' staff are phenomenal! We are happy to keep working with Leads and are thankful for everything you do to support the community.*
- *Leads has helped us out in the past. The staff are really good with reaching out and following up. They provide a very useful resource for businesses.*

United in Mission

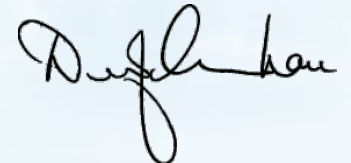
United in Mission, the Board has increased the linkage with teams by having team members presenting case studies and external partners' info sessions. Moving forward, the Board will participate in community events to support the Board's strategy work plan of continually improving Board performance through Board education, linkages, as well as re-exploration of outcome policies as our environment changes. The Governance Committee is in full operation to support the Board's three primary roles of policy development, owner linkage, and assurance of executive performance.

United in Mission, the Board wants to be in touch and refreshed. We want to remain engaged and purpose driven with a full comprehension of what Leads' purpose is. Thank you, everyone, for your relentless dedication and determination to support our clients to an improved quality of life and a diverse workforce to contribute to our communities and economy.

Thank you!

A handwritten signature in black ink, appearing to read "D MacRae".

Douglas MacRae
Chair

A handwritten signature in black ink, appearing to read "Wendy Lau".

Wendy Lau
CEO

Our Leadership Team



Wendy Lau, CEO



Kelly Mitchell



Jeff Withers



Meghan Nicholson



Jim Robson



Mary Angela Coderre



Courtney Connor



Nathan Ferreira



Stephanie Roper



Tracey Bolzon



Angela Penny

Our Services

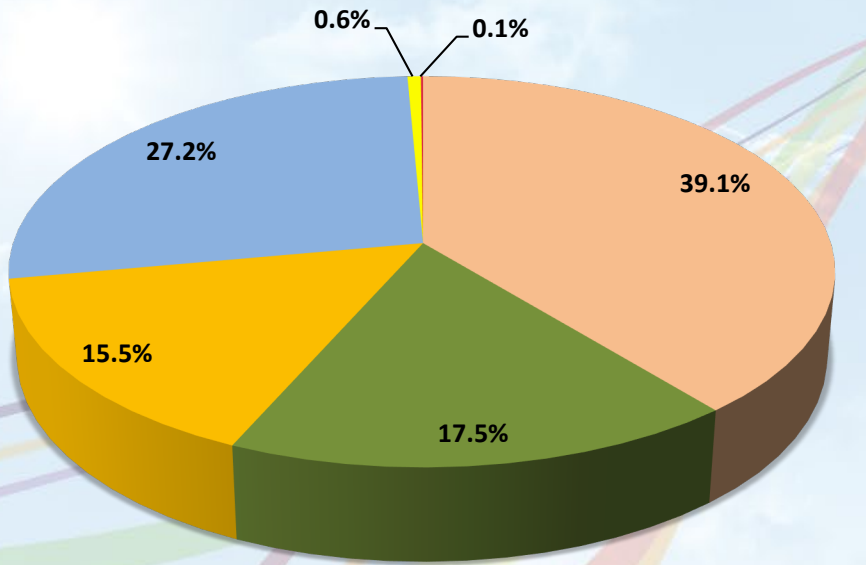
Provide skills development and employment supports to individuals, aged 14 and up, who have disabilities and or barriers. Funding for the various services is provided by Service Canada, Ministry of Children, Community and Social Services, Ministry of Labour, Immigration, Training & Skills Development , Ontario Works London/Middlesex, The Workplace Safety and Insurance Board and Rehabilitation Service Providers.

Geographic Service Boundaries



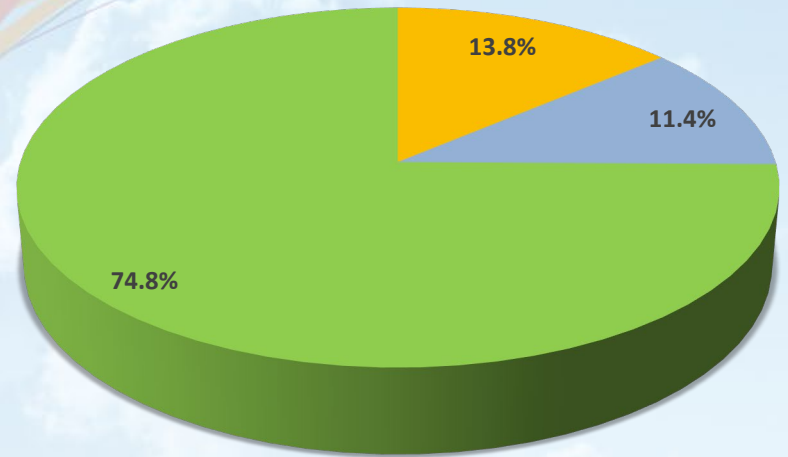
Sources of Revenue

Where the money came from in 2021-2022



- MCCSS - 39.1%
- OW - 17.5%
- Service Canada - 27.2%
- MLTSD - 15.5%
- Fund Raising - .1%
- Other - 0.7%

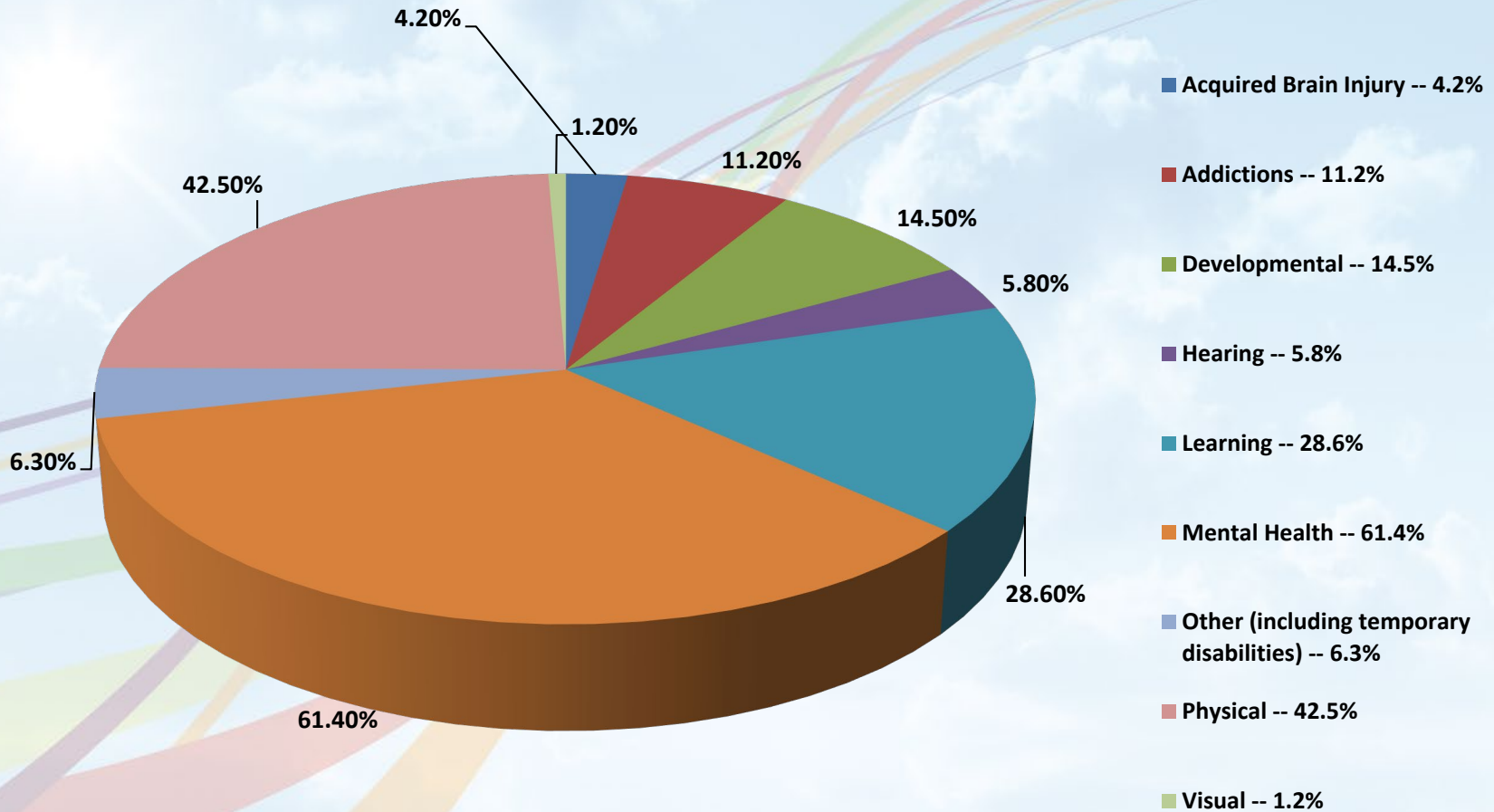
Where the money was used in 2021-2022



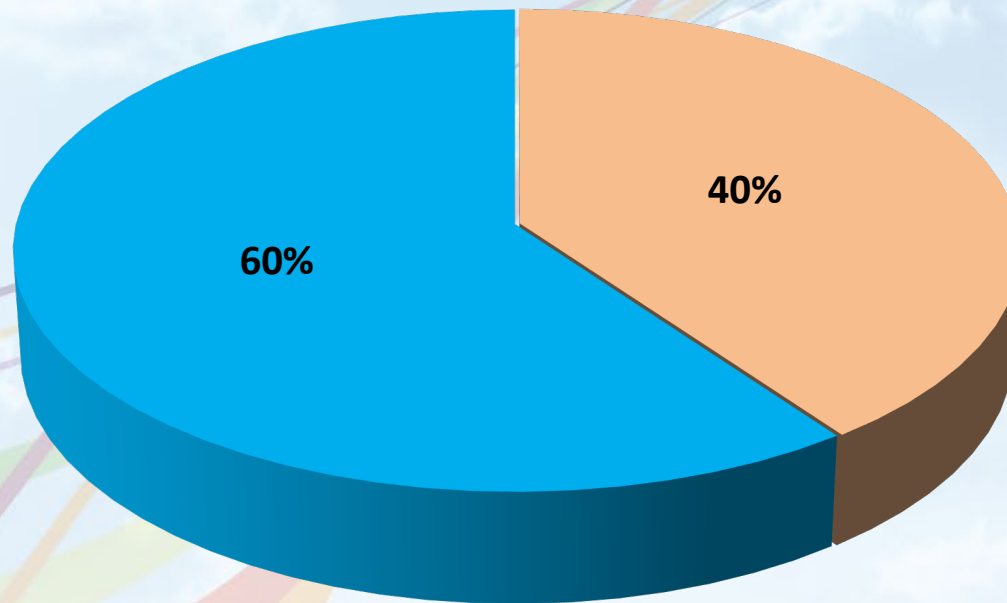
- Supporting Services 13.8
- Participant and Accommodations 11.4%
- Employment and Skills Development 74.8%

Clients Served 2021-2022

Types of Disabilities / Barriers (primary and secondary)

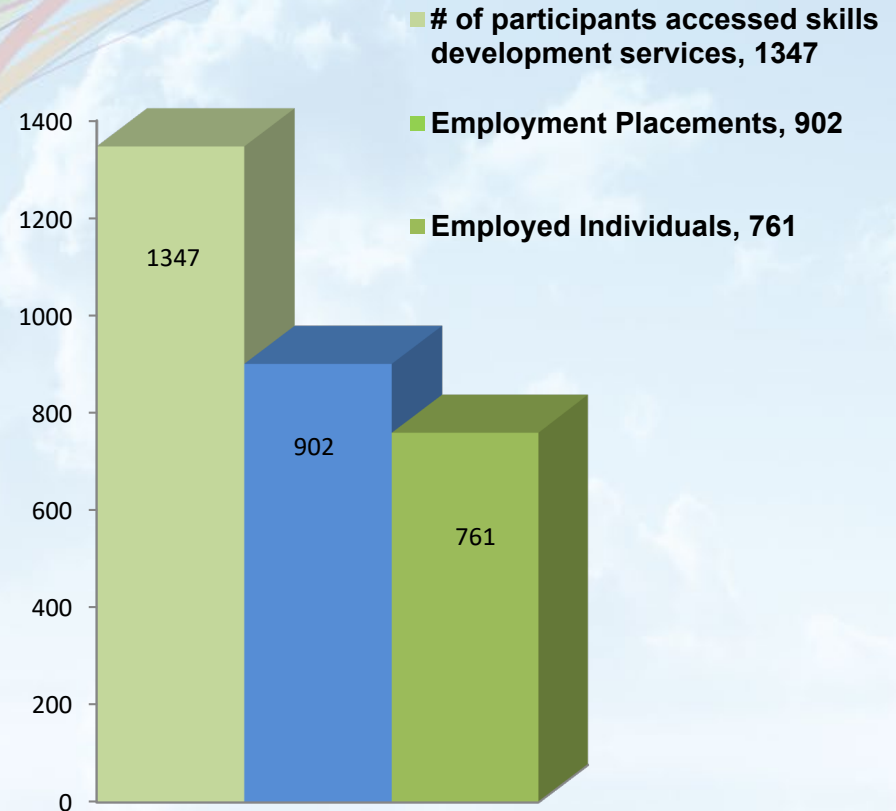
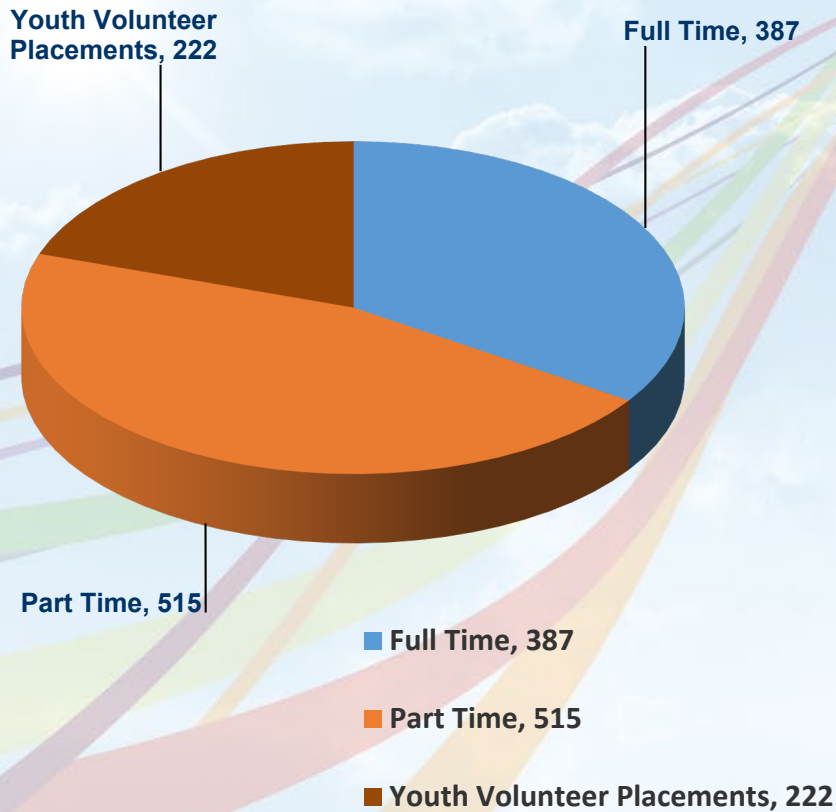


Age of Clients Served 2021-2022



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

Employment Placements & Skills Modules 2021-2022

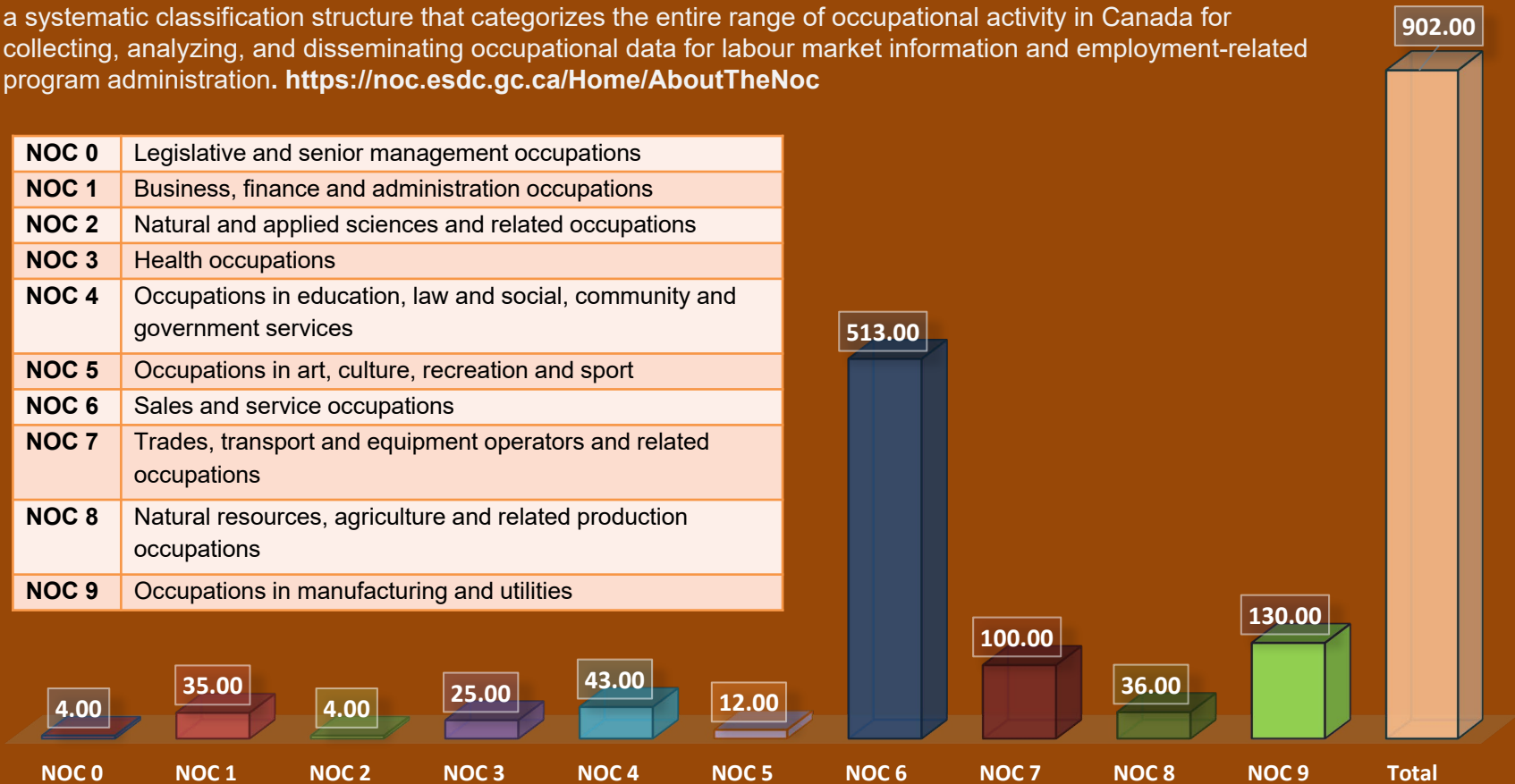


National Occupations Positions 2021-2022

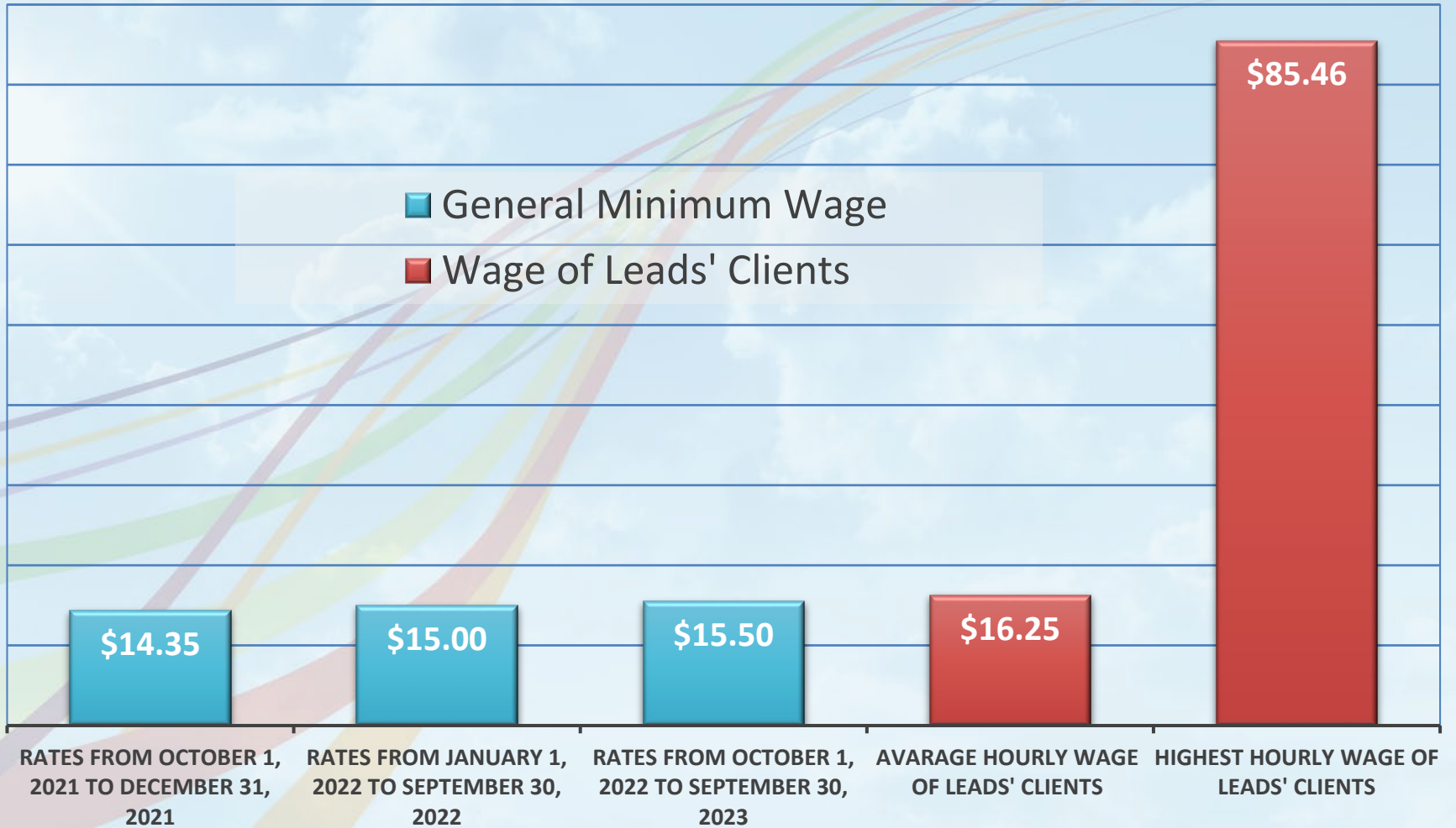
Full Time and Part Time Employment Placements

The **National Occupational Classification (NOC)** is the national reference for occupations in Canada. It provides a systematic classification structure that categorizes the entire range of occupational activity in Canada for collecting, analyzing, and disseminating occupational data for labour market information and employment-related program administration. <https://noc.esdc.gc.ca/Home/AboutTheNoc>

NOC 0	Legislative and senior management occupations
NOC 1	Business, finance and administration occupations
NOC 2	Natural and applied sciences and related occupations
NOC 3	Health occupations
NOC 4	Occupations in education, law and social, community and government services
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	Natural resources, agriculture and related production occupations
NOC 9	Occupations in manufacturing and utilities



Salary Ranges 2021-2022



Board of Directors 2021-2022

Douglas MacRae	Chair
Michael McCombie	Past Chair
Andrew Jardine	Vice-Chair
Ryan Van Den Hengel	Treasurer
Philippa O'Brien	Secretary
Anthony Li	Director
Jason Gruninger	Director

Lynda Wadden	Director
Roy Hardy	Director
Sarah Ruttan	Director
Scott Sterling	Director
Steve Sharpe	Director
Brittany Just	Director

LEADS' staff at play





Thank you!