



Annual Report 2023-2024

Land Acknowledgment

*We acknowledge that we are gathered today
on the traditional lands of Anishinaabek,
Haudenosaunee, Lunaapeewak,
and Attawandaron.*

Thank you



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..



Let LEADS work for you!



Find purpose. The means will follow.

Mahatma Gandhi



Meaningful Purpose

This year, the Board has remained steadfast in its commitment to our Strategic Ends, diligently reviewing and updating our governance work, advancing our strategic plan, and engaging with our community. Our unwavering dedication to our goals of meaningful and productive employment for people with disabilities and vulnerable individuals and fostering a productive workforce for employers drives our purpose. We extend our heartfelt congratulations on your remarkable accomplishments.

The consecutive Best Employment Agency Awards for 2023 and 2024, a testament to our unwavering dedication, reflect the significant impact of our work on our community.

Thank you!

Andrew Jardine

Board of Directors, Chair



Meaningful Purpose

Together, we stand firm in our commitment to our purpose, even in the face of constant changes and uncertainties. Our core values of Trustworthiness, Respect and Care, Collaboration, Equity, Diversity and Inclusivity, Catalysts, and Impact Focused are not just words but a practical framework that guides us in delivering skills and employment services for those with disabilities and or barriers. They are the driving force behind our team's unstoppable performance in our meaningful work, and your resilience in the face of challenges is something we can all be proud of.

Thank you!

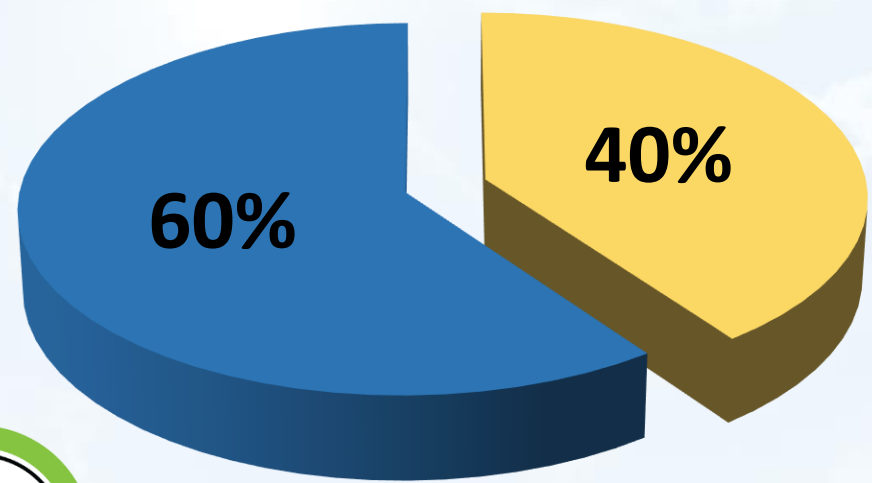


Wendy Lau

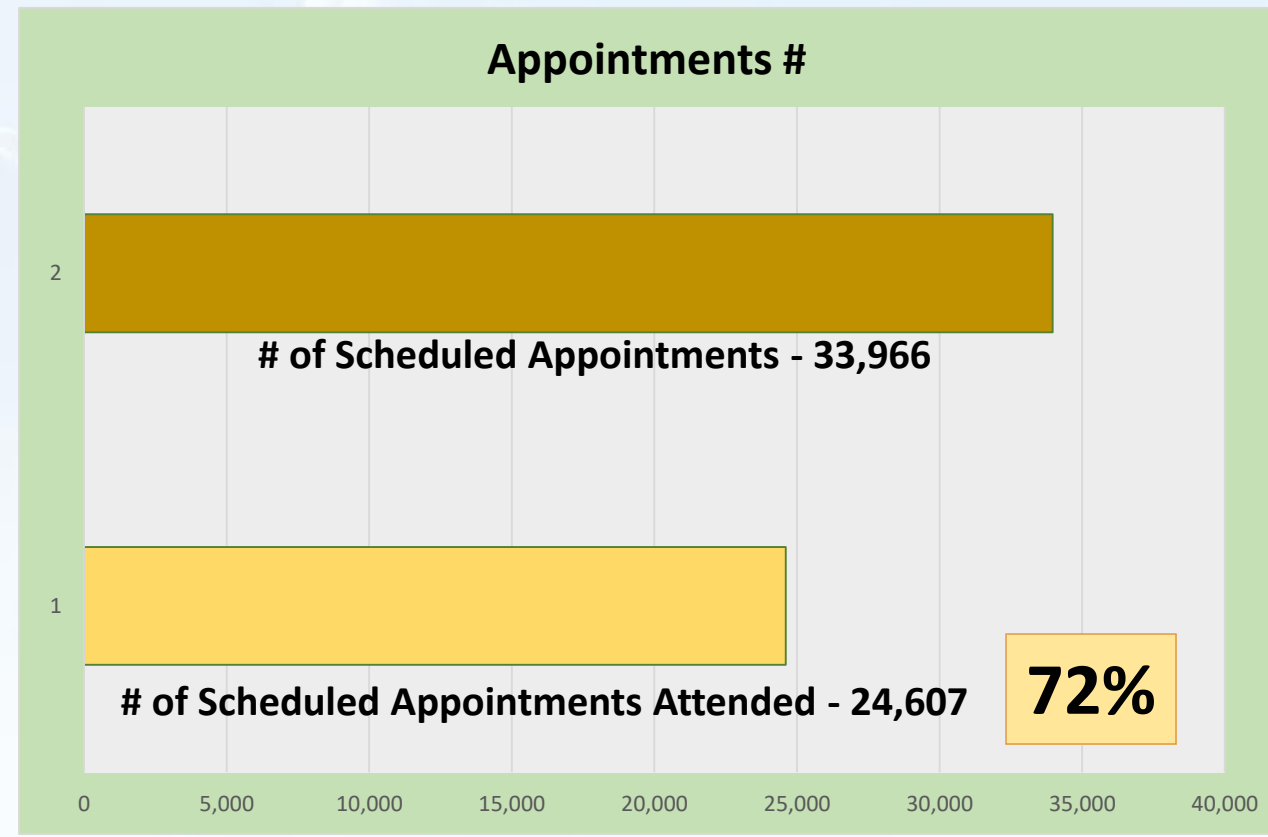
Chief Executive Officer

Clients Served 2023-2024

(2672 individuals served)

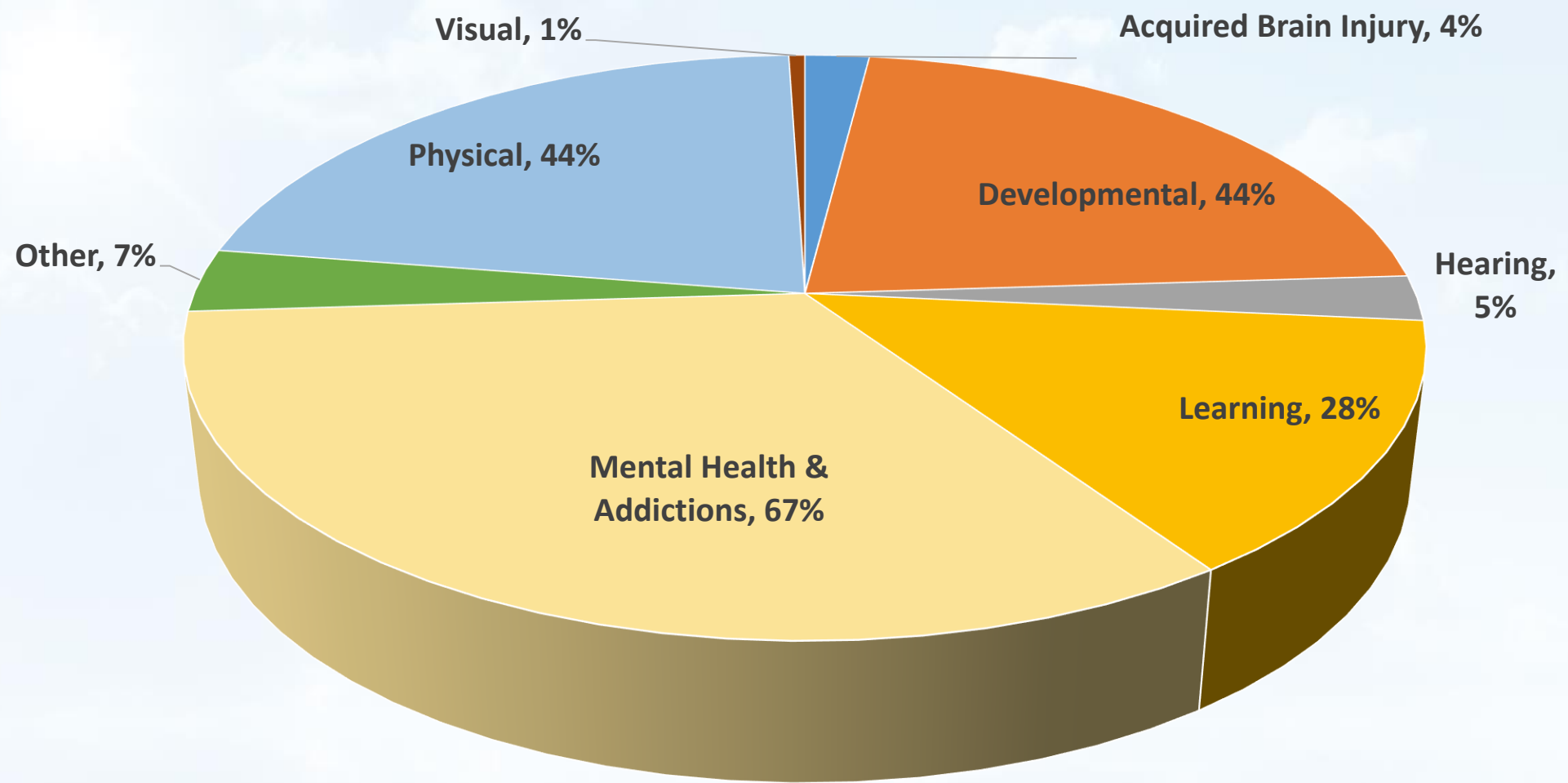


- Youth (15-30 years), 40%
- Adult (30+ years), 60%

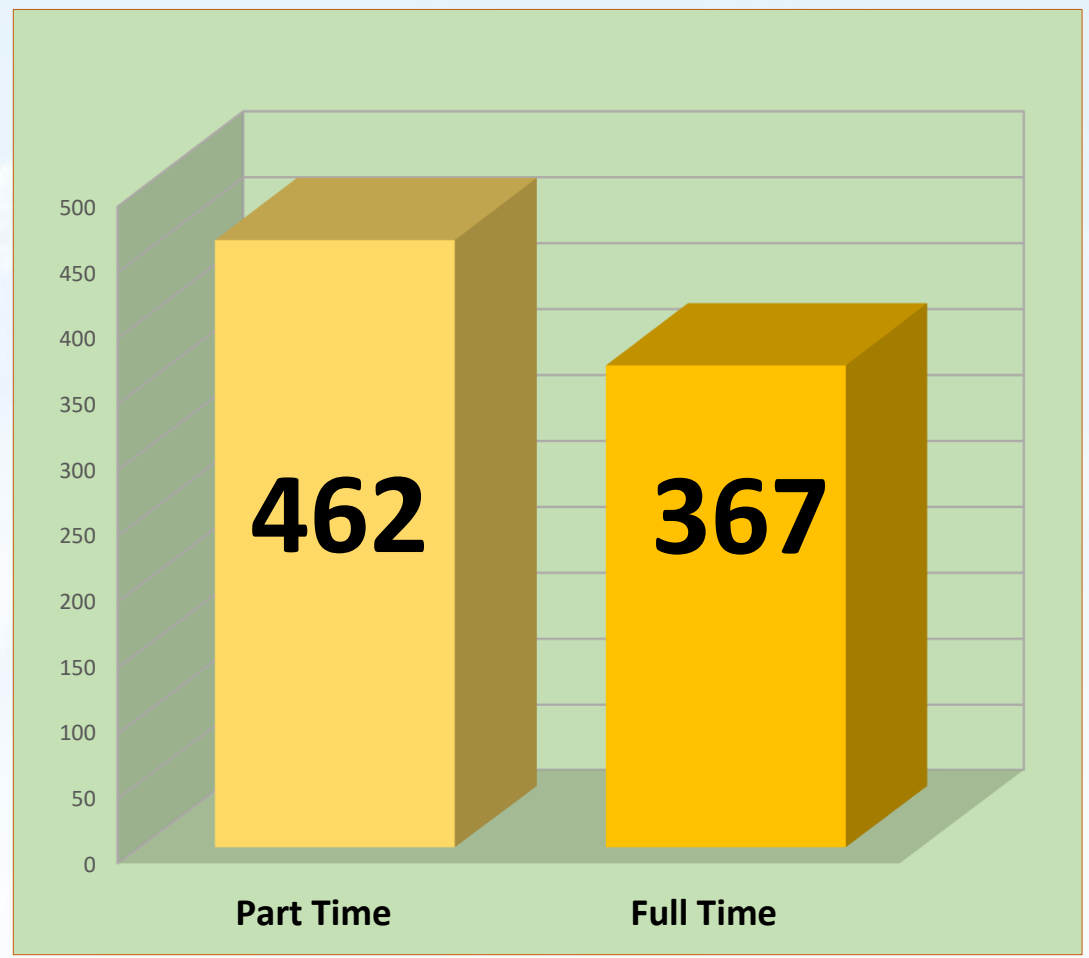
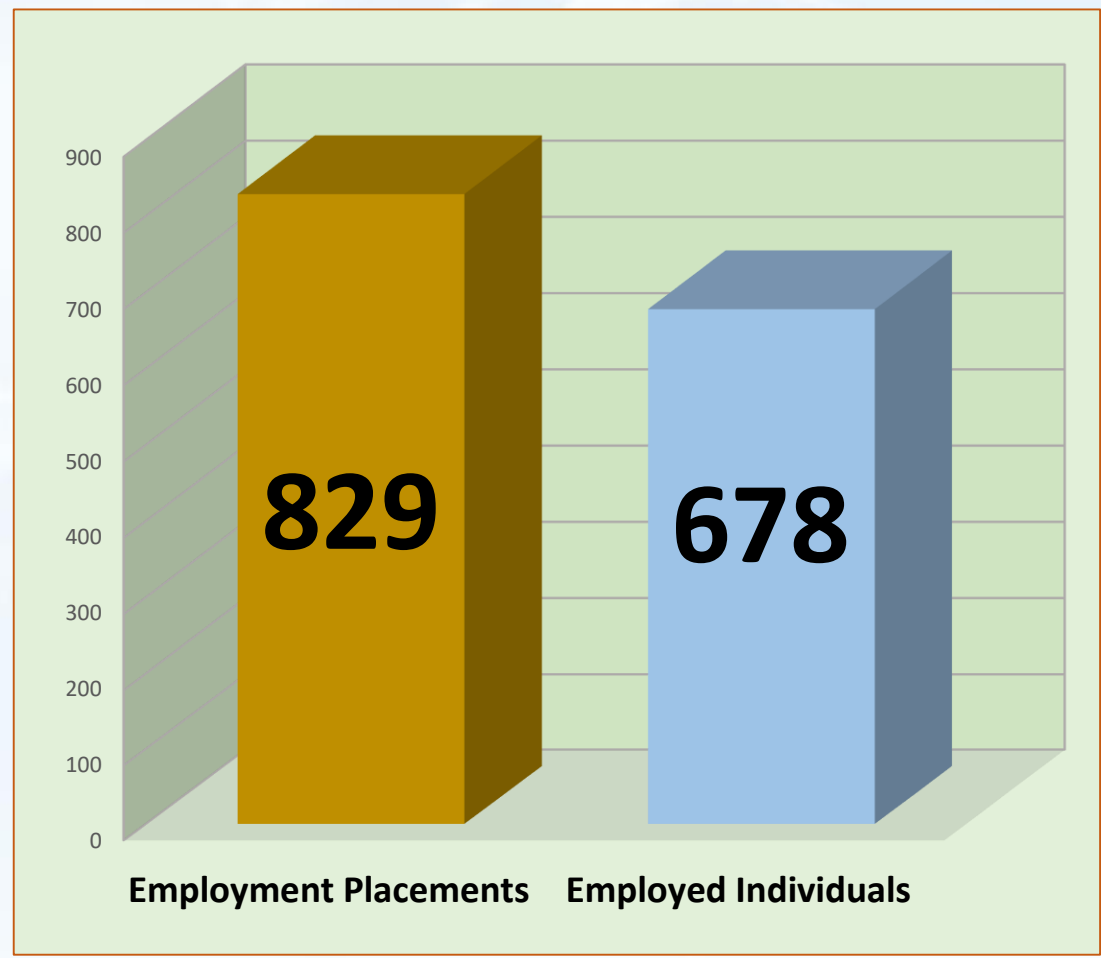


Clients Served 2023-2024

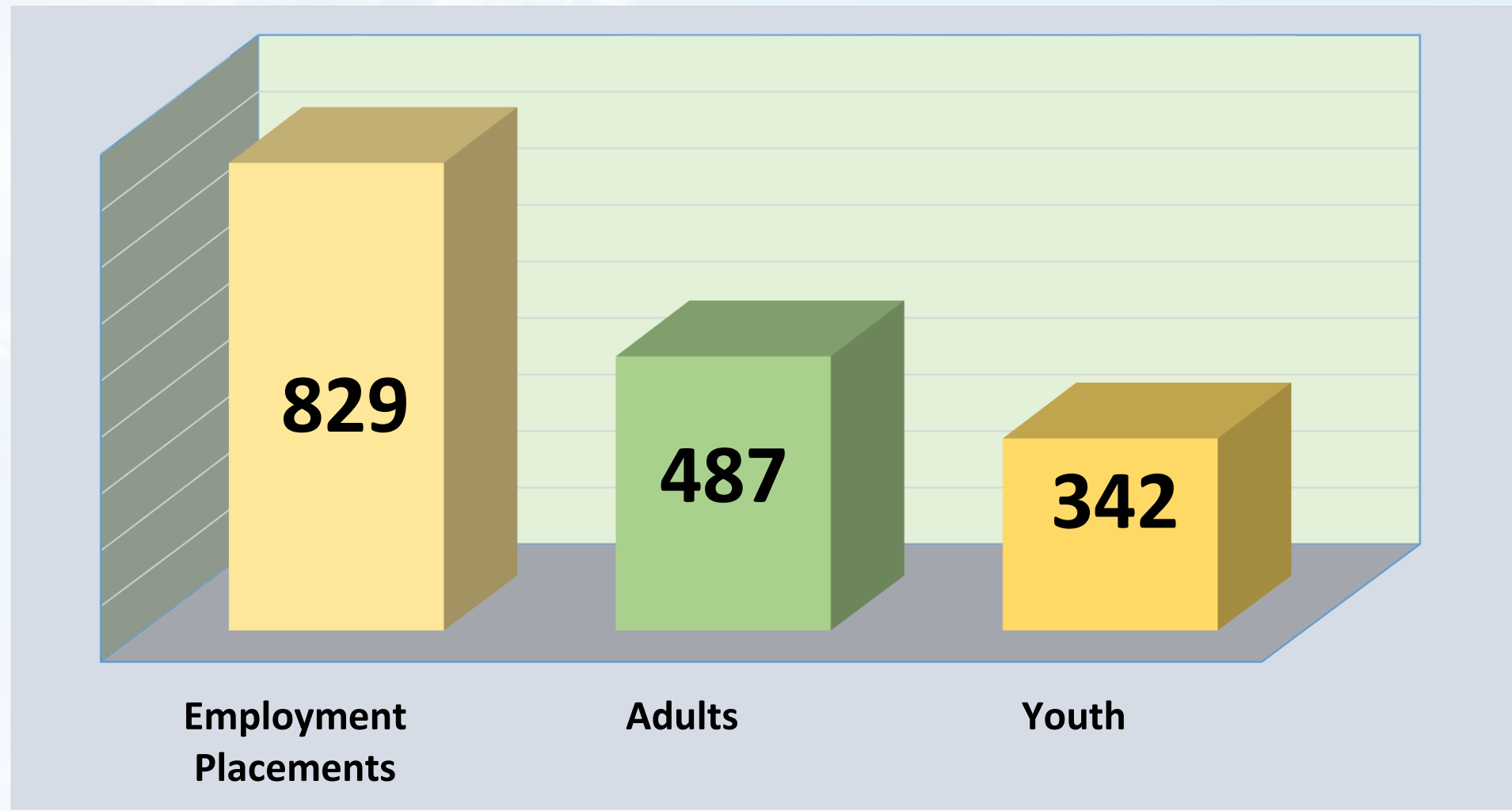
Types of Disabilities / Barriers (multiple disabilities shown)



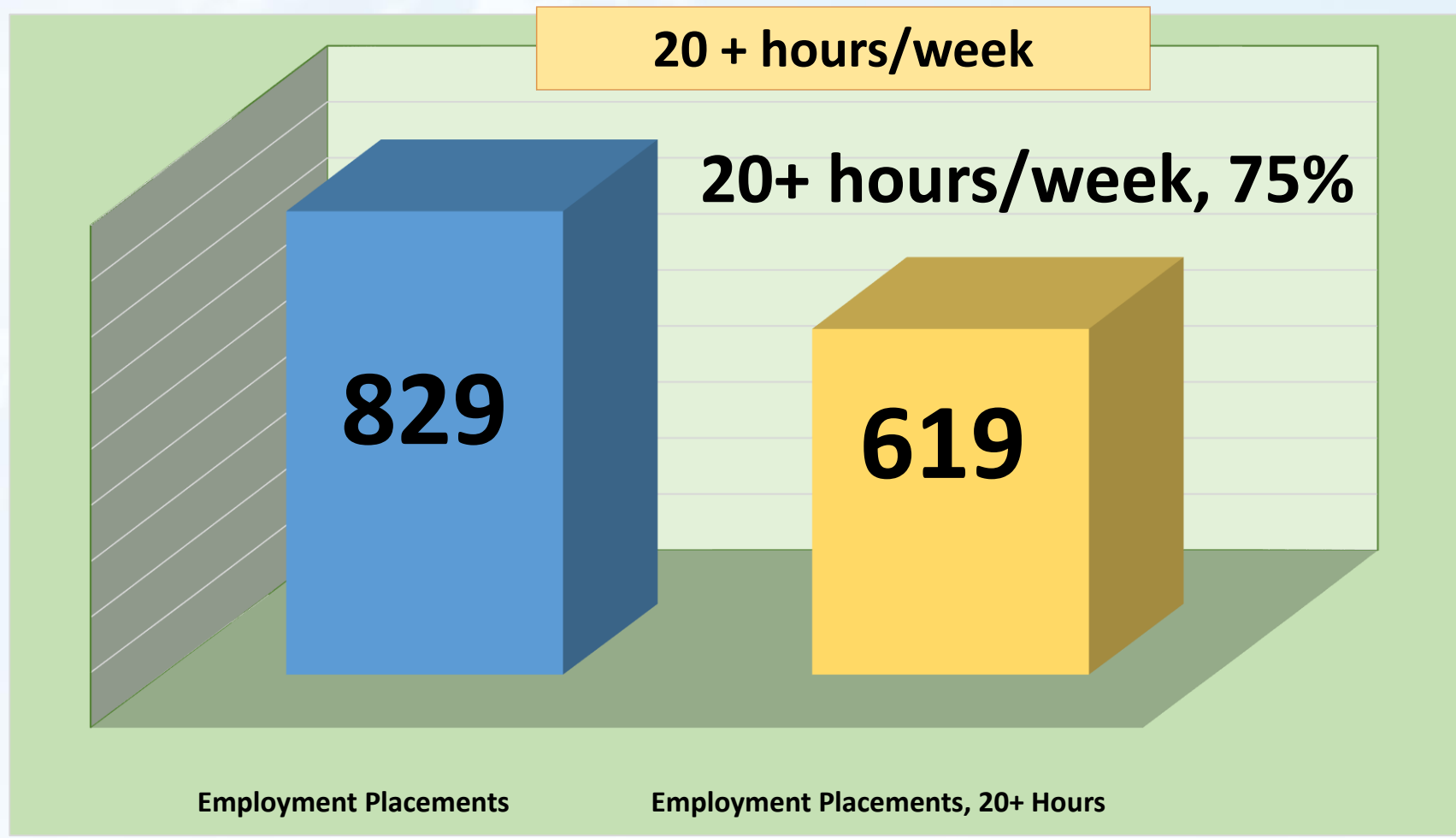
Employment Placements 2023-2024



Employment Placements 2023-2024



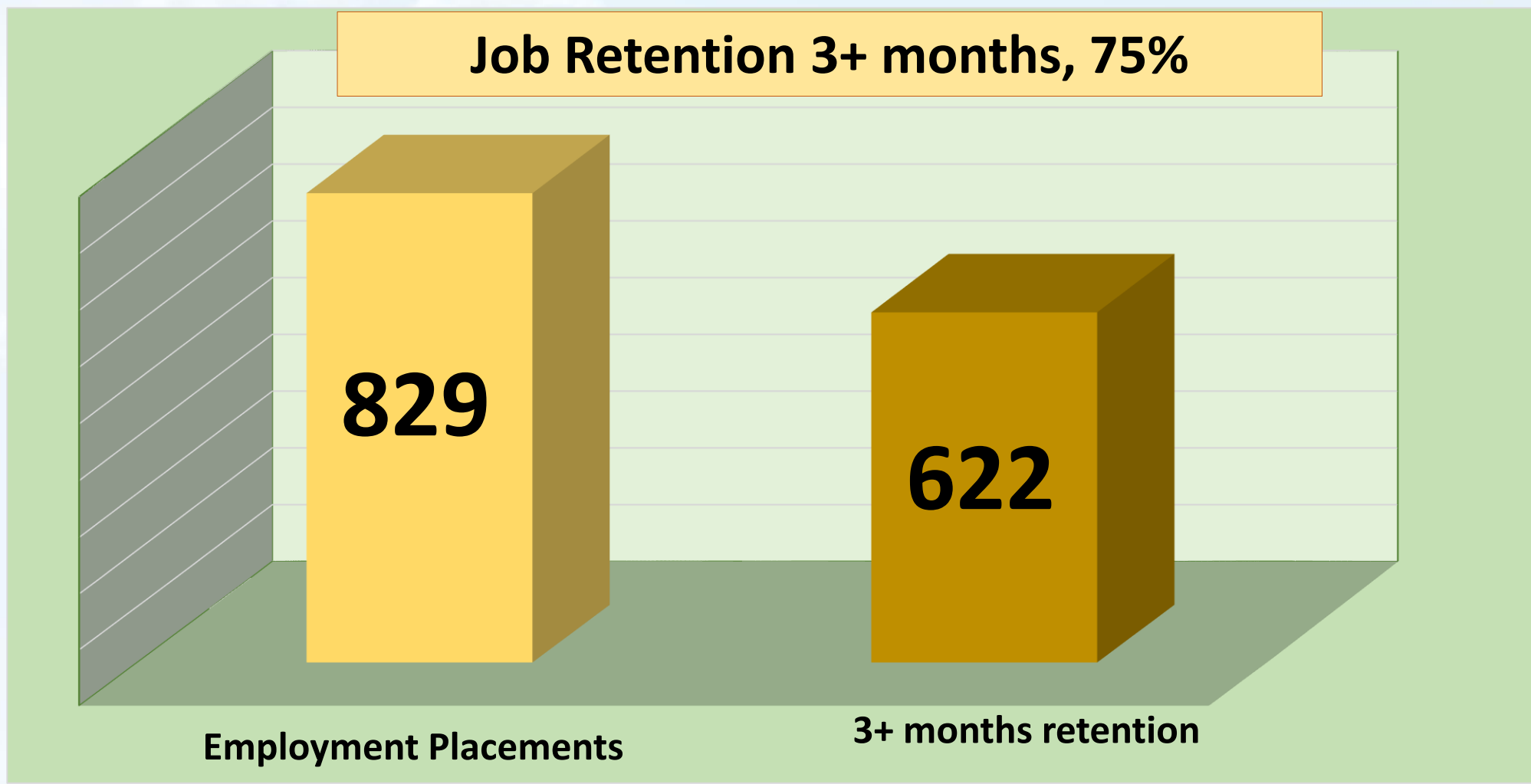
Employment Placements 2023-2024



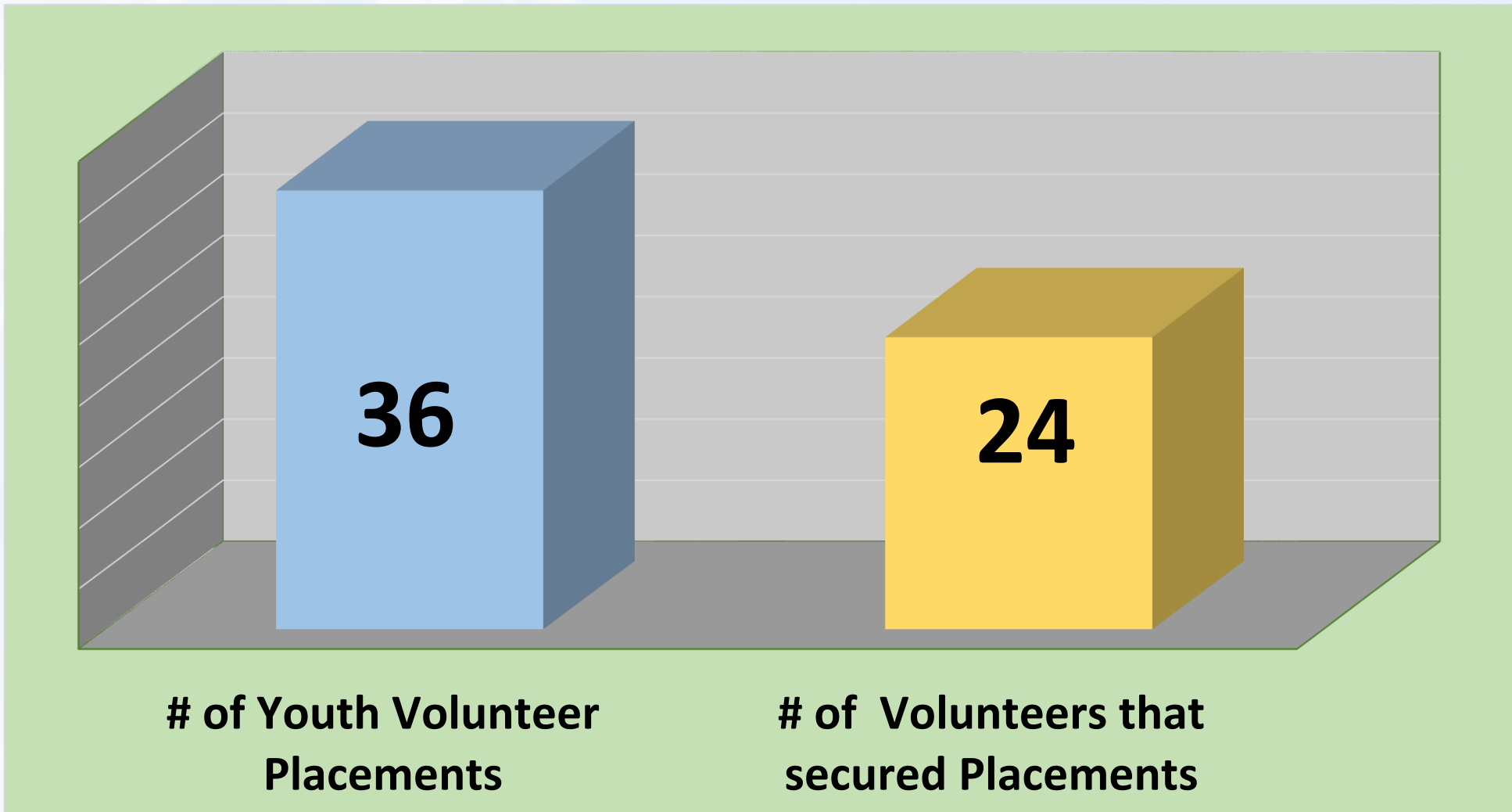
Average work hours are 26.5 hours/week



Employment Placements 2023-2024



Youth Volunteer Placements 2023-2024



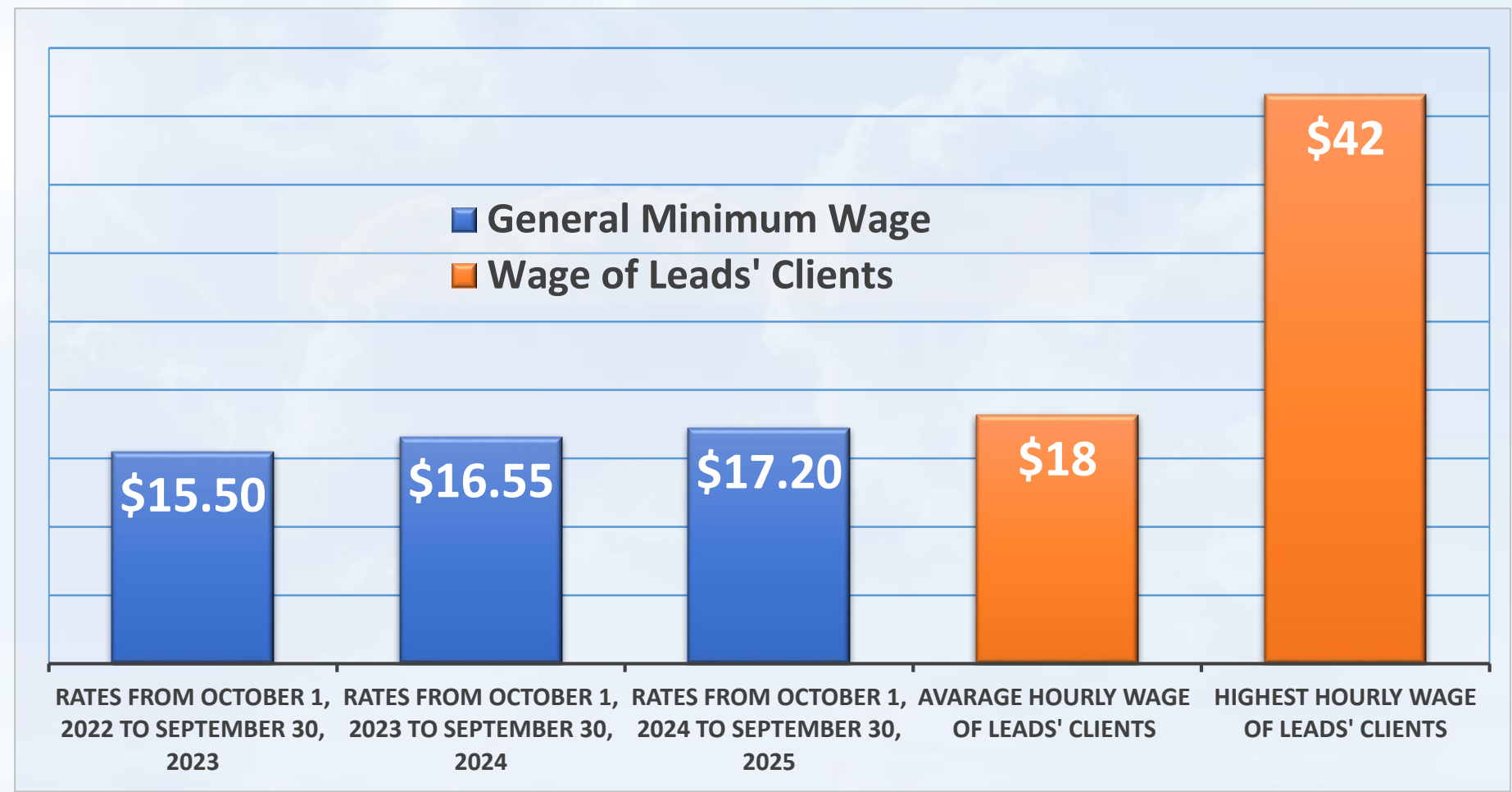
National Occupations Positions 2023-2024

Full Time and Part Time Employment Placements

NOC 0	Legislative and senior management occupations	6
NOC 1	Business, finance and administration occupations	48
NOC 2	Natural and applied sciences and related occupations	5
NOC 3	Health occupations	21
NOC 4	Occupations in education, law and social, community and government services	52
NOC 5	Occupations in art, culture, recreation and sport	11
NOC 6	Sales and service occupations	453
NOC 7	Trades, transport and equipment operators and related occupations	110
NOC 8	Natural resources, agriculture and related production occupations	52
NOC 9	Occupations in manufacturing and utilities	71



Salary Ranges 2023-2024



Client Satisfaction Survey, 2023-2024

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

98% of the clients surveyed indicated they would refer or recommend LEADS' services to others.

Testimonials:

- *My employment specialist is a fantastic, wonderful person who is a real asset to the agency. They got me on the right track and understood my unique situation. My employment specialist has been the only person to go out of her way to help me and they have given me something to believe in and strive for. The help from Leads has truly been life changing and beyond any of my expectations.*
- *My employment specialist created a targeted resume for me that reframed my experience incredibly well. They had a clear understanding of my needs and circumstances and found me a job that lifted me out of poverty.*



Client Satisfaction Survey, 2023-2024 (page2)

Testimonials:

- I cannot express enough my gratitude for Leads. You guys went above and beyond for me and I felt very invested in. I was supported in not just attaining work, but also retaining it with financial support, mock interviews, goal setting and LinkedIn updates.*
- I am wildly thankful for Leads and my employment specialist for providing me with support in navigating the job market. I think that the staff at Leads are on the frontlines fighting for funding and support of those with disabilities. Leads puts in a truly commendable amount of work and are truly the unsung heroes of the job market. My employment specialist has been wonderful the whole way through, and still supports me in my current position. They helped me articulate the skills that I have and set me up for success.*



Community Partner Survey, 2023-2024

82% were satisfied with the overall services offered by LEADS.

86% were satisfied with LEADS' work as a community partner.

86% of the community partners surveyed would refer/recommend LEADS' services again.

Testimonials:

- This organization has been amazing to work with; very receptive, supportive and innovative. We look forward to continuing working with LEADS and evolving our offerings.*
- Professional, compassionate, efficient and outstanding service provided by senior LEADS' staff that I have had the pleasure to interact with.*
- At London Training Center we always look forward to working with LEADS services. Staff are always polite and pleasant when booking training with us. They are mindful of barriers participants may have in classes and communicate any challenges we may have during class. LEADS' staff also send support staff for their clients which is a huge help to our trainers. Thank you for all that you do!*



Employer Satisfaction Survey, 2023-2024

86% of the employers surveyed indicated that they were likely to consider hiring a LEADS' candidate.

92% of the employers surveyed indicated that they were satisfied with LEADS' services.

Testimonials:

- I'm very satisfied with LEADS' services. I've been working with an Employment Specialist from LEADS for over 5 years, and have forgotten how many clients I've hired from you. I've even sent employees to you and recommended LEADS to a mother with a child with a disability, as LEADS provides a great opportunity for them. I'm very happy to continue working with LEADS.*
- I'm very satisfied with LEADS' services. We've hired a lot of workers from LEADS; often times they turn out to be the best ones.*
- LEADS has found us employees and for that we are grateful. The staff are always responsive, very helpful and supportive. I have been very happy with LEADS and plan on continuing our relationship going forward!



Our Leadership Team



Wendy Lau, CEO



Kelly Mitchell



Jeff Withers



Meghan Nicholson



Jim Robson



Courtney Connor



Nathan Ferreira



Jenn De Melo



Patrick Blain



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, Service, System Manager, Bruce Peninsula, Service System Manager, London Regional Employment Service, Service System Manager Windsor Region Employment Network, The Workplace Safety and Insurance Board and Rehabilitation Service Providers.



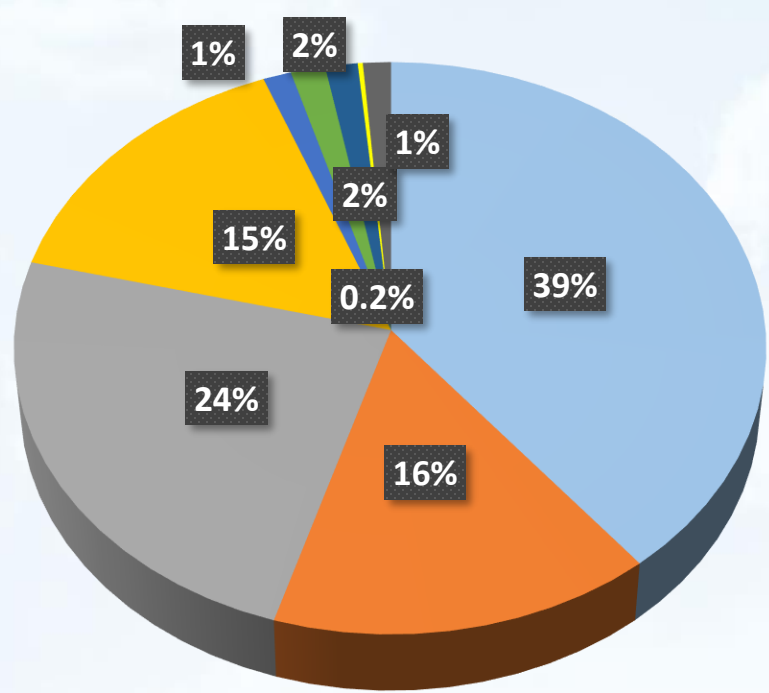
Geographic Service Boundaries



Sources of Revenue

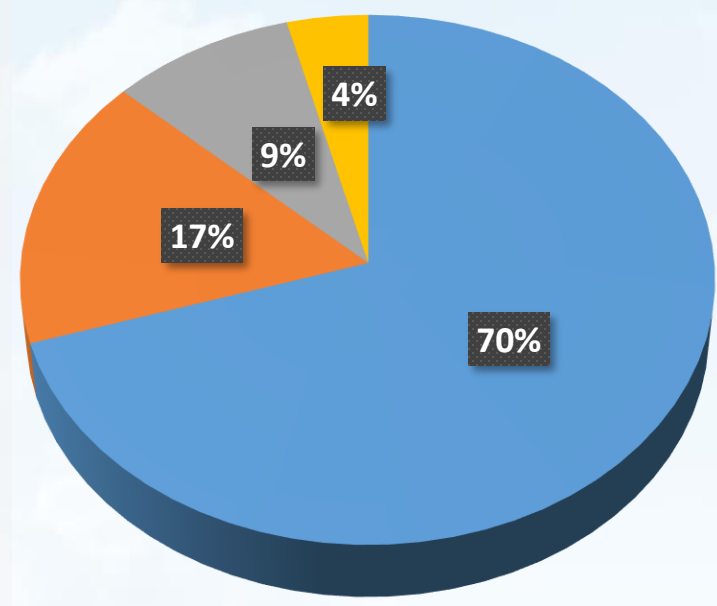
Sources of Income 2023-2024

- SSM London
- Ontario Works
- Service Canada
- Ministry of Children Community and Social Services.
- Ministry of Labour Immigration Training and Skills Development
- Other
- SSM Windsor Region
- Fundraising (Pawlooza)



Where the money was used in 2023-2024

- Employment and Skills Development
- Participants and Accommodations
- Central Admin.
- Others*



*Rent, Travel, Insurance, Legal and Communications



Board of Directors 2023-2024

Andrew Jardine	Chair
Sarah Ruttan	Vice-Chair
Ryan Van Den Hengel	Treasurer
Brittany Just	Secretary
Bhupesh Sharma	Director
Hailey Etchen	Director
Jason Gruninger	Director

John Barry	Director
Leslie Jack	Director
Philippa O'Brien	Director
Roy Hardy	Director
Scott Sterling	Director
Steve Sharpe	Director



LEADS' staff at play





Thank you!