2021-2022 in Review

A Rapid Response to Rapidly Changing Society

HWTC

Hospitality Workers Training Centre

Staying Agile

During the 2021-22 fiscal year, HWTC's team effort was fully focused on ensuring that our programs and services remained relevant and responsive to hospitality employers and job seekers. As the industry went through the ups and downs of lockdown mandates, partial reopening, and full reopening, HWTC staff worked hard to make sure we engaged, listened, and responded to the needs of our industry clients, workers and job seekers.

Skills building programs such as Pivot were designed to respond to the needs of displaced hospitality workers supporting them to re-enter the labour-market. As recovery started and demand for workers grew, we developed our Fast Track for Youth and Restaurant Basics programs to prepare new entrant job seekers for in-demand jobs. Our team was quick to leverage new and innovative approaches, timely labour market information (LMI) tools and data, and strong industry ties to ensure that our programs were relevant to industry needs and opportunities. This year also saw us invest in our organizational capacity, to ensure that our virtual and in-person programs would be readily designed with accessibility and equity in mind.

Initiatives such as ReSET and our Micro but Mighty: Micro-Credential project focused on supporting employers to better attract and retain skilled talent. ReSET is an online platform that assists employers to identify and support the development of soft skills for the purpose of supporting and retaining their most vulnerable workers.

Our Micro-Credential Project aims to assist job seekers in better signaling their in-demand skills, while preparing employers to more efficiently screen and recruit top candidates. Through the piloting of both these initiatives we are responding to a strong call from employers for targeted soft skills, occupation-specific competencies and supervisory training pathways. We have begun development on these key areas of workforce development into the coming year.

I'm proud of the effort HWTC's team has put into remaining responsive and relevant. This report highlights the strategies and approaches we have adopted to navigate the highs and lows brought on by the pandemic. We are in no doubt that for the foreseeable future we will continue to need to be adaptive as this industry, our community and our economy stabilizes and revives. Our collaborative efforts over the past year have positioned us well to keep pace with the evolving needs and potential of our Ontario's accommodation and food service sector.

Thank you to our committed funders and sponsors who continue to support the mission and mandate of HWTC. Thank you to our industry and community partners for your willingness to work with us to navigate new realities and build partnerships of substance in support of our workforce. Thank you to our committed Board and Industry Advisors for your time and generous insights. And thank you to the exceptional staff of HWTC. I'm proud of the work that has been accomplished in 2021-22 and have no doubt that you will continue to give 100%, bringing creativity, imagination and true grit to our work in the coming year.

Mandie Abrams
Executive Director

Hi, I'm Ellis.

The Fast Track program has been very helpful to me and has been an inspiration. The staff is very welcoming and friendly to me and other candidates participating in the program. They make sure they teach to everyone's level of understanding.

One thing I like is that they are always available to help candidates at any time, no matter what time it is. They helped with my resume and taught me the proper way of answering interview questions.

My previous job was in a food truck but in the course of this program, my specialist helped me get a job placement at the Springhill Suites Hotel. I interned there for a week and got employed the following week. I loved this program and I would highly recommend it to others.

Ellis Sowah
Participant

A Sector, in Shock

Labour market information (LMI) for Ontario's tourism, hospitality and food service sector were alarming:

- Ontario's tourism sector lost more than **$18 billion** in revenue
- **8 in 10** tourism businesses relied on government loans to stay afloat
- More than **200,000** of **400,000** jobs in the sector were lost
- Employment **fell by 26%** across the accommodation and food service industry

Focus on Service

Paving Fresh Career Pathways for Impacted Workers

339 participants were served

98% of participants rated training as very useful to quite useful

69% of graduates employed

94 - 96% gave ratings between 8-10/10

More than 90% of HWTC program participants have reported positive progress on at least one of their indicators of wellbeing, due to their involvement with our programming. The table below, provides further demographic insights into HWTC's program participants at intake – representing a compelling cross-section of Ontario's most vulnerable populations.

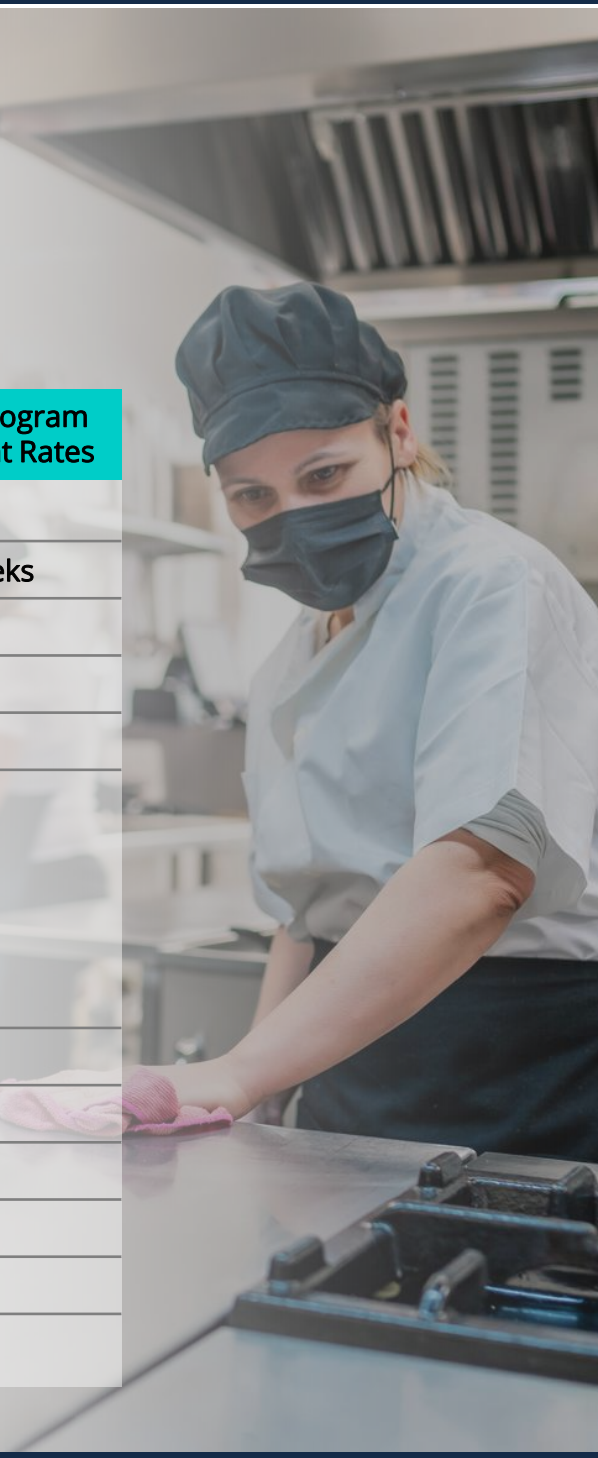
> Restaurant Basics gave me a better insight and understanding of the industry. It taught me tasks I was not doing correctly and opened up more knowledge, the hands-on approach and exercises were fantastic, and having a real restaurant set up made all the difference. I would recommend this training to everyone in the industry!

John
HWTC Participant

Indicator of Well-Being

Critical Indicators of Well-Being for HWTC Program Participants at Intake, when Compared to Latest, Average Available Ontario Rates

		Average Ontario Rates (latest publicly available data	HWTC Program Participant Rates
Unemployment rate at intake		5.7%	80%
Average length of unemployment		21.9 weeks	>30 weeks
Living in shelter or at risk of losing housing (3-5)		5%	5%
Living with a diagnosed/disclosed disability		~20%	>33%
Less than 5 years in Canada		~3.5%	>10%
Relied on social assistance in 2021	Ontario Works (OW) and Ontario Disabilities Support Program (ODSP)	<6%	>90%
	Employment Insurance (EI)	<2%	
	Canadian Emergency Response Benefits (CERB)	<36%	
Women		50.7%	>70%
High school equivalency or lower educational background		12%	36%
Identify as a member of visible minority		<26%	56%
Youth not in education, employment or training		12.1%	25%
With 1 child/dependent		8.4% of children in Ontario live in low-income households	49%
With child and single parent			50%



Program Outreach Activities

- ☑ 487 Social Service Agencies reached
- ☑ 633 direct contacts with Social Service Agency staff
- ☑ +1,500 points of contact with +150 OW and ODSP Case Workers
- ☑ +250 outreach activities with 26 supportive housing providers
- ☑ +1,300 one-on-one participant intake events
- ☑ +3,000 outreach emails sent
- ☑ +1,000 targeted social media posts
- ☑ +1,000 outreach phone calls made
- ☑ +100 in-person outreach events

> They give you a comprehensive review of today's hiring process and review your resume with you one on one. A great next step to take for those searching for a new path
>
> Jodi HWTC Participant

Focus on Recovery

Working with Sector Employers

To best serve and connect our program graduates to emerging employment opportunities, we work alongside employer partners across Ontario, understand real-time skills needs and career pathway opportunities.

+160% (450) increase in our employers' network in 16+ different industries

235 of employer partners actively engaged in informing our programming

142 new hires in 16 skills-related industries

> "Loblaw has partnered with workforce development non-profit HWTC to access a new, diverse talent pool. HWTC's graduates excel at customer service and embody our best-in-class culture. We're proud to welcome them to our team.

Loblaw,
Hiring employer partner

Our Team at HWTC brings a wealth of industry and social service expertise to our work

Facilitation & Training
251.5 years

Recruiting & hiring
283.5 Years

Hospitality Industry
256 Years

Career Coaching
160 years

Our Sponsors and Partners

The Counselling Foundation of Canada

Toronto

Future Skills Centre

OTEC

Ontario

HYATT®

Bow Valley College

METCALF FOUNDATION

TORONTO

EMPLOYMENT ONTARIO

Statement Of Financial Position

REVENUE	2022	2021
Grants	$2,877,012	$1,821,182
Contributions	$285, 323	$223,864
Capital funding	$53,432	$68,656
Interest	$1,433	$801
Other revenue	$1,009	
Government assistance (Note I O)		$25,000
TOTAL EXPENSES	**$3,138,614**	**$1,913,284**
	$3,218,209	**$2,139,503**

EXPENSES	2022	2021
Salaries and benefits	$2,384,634	$1,319,838
Training	$208,578	$230,899
Rent	$171,640	$97,785
Office and general	$102,537	$41,762
Advertising and promotion	$84,990	$40,230
Rent Amortization	$56,869	$71,961
Professional fees	$52,204	$44,584
Telecommunications	$46,465	$27,847
Interest and bank charges	$9,741	$11,047
GST/HST expense	$9,386	-
Insurance	$7,302	$7,064
Repairs and maintenance	$4,216	$13,190
Food and beverage cost	$52	$7,077
	$3,138,614	**$1,913,284**

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About Us

The Hospitality Workers Training Centre is a not-for-profit, sector-specific workforce development organization focused on supporting a strong and healthy hospitality industry in Ontario, Canada.

Started in 2004, HWTC provides career-long learning opportunities for hospitality professionals and capacity-building supports for hospitality employers.

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