HOSPITALITY WORKERS TRAINING CENTRE

IMPACT REPORT 2017 AND 2018

A MESSAGE FROM THE HWTC TEAM

Dear Reader,

At the Hospitality Workers Training Centre, our mission is to prepare and connect our community's most vulnerable job seekers to quality employment opportunities across Toronto's bustling Hospitality and Food Service Sector. Each year we work alongside the sector's top employers and in partnership with over one hundred other community service providers to meet the highest industry standards, provide individualized support to our program participants, and continuously improve the quality of our service.

This mandate has guided our work over the past two years, we are proud to report that in 2017 and 2018, we:

- Worked closely with our employer and community partners to train and connect to employment; 279 Vulnerable Job Seekers,
- Served a cross-section of Ontario's most vulnerable job seekers, and:
- Pioneered new approaches to effective workforce development for job seekers who face complex barriers to employment.

We thank you – our community of practice, our employer partners, our funders and our supporters who continue to believe in the potential of our graduates and the positive impact we can make across our communities, together.

Please read on to find out more about our progress over the past two years.

With our warmest regards, on behalf of the HWTC team.

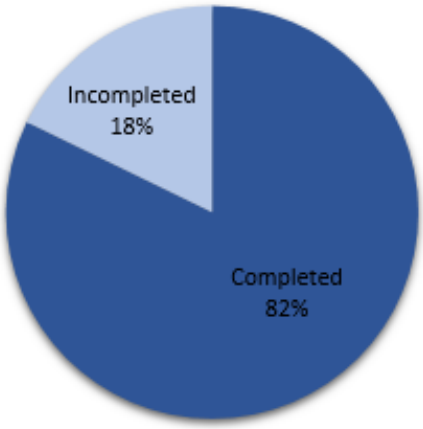
MANDIE ABRAMS, EXECUTIVE DIRECTOR

WE TRAINED AND CONNECTED

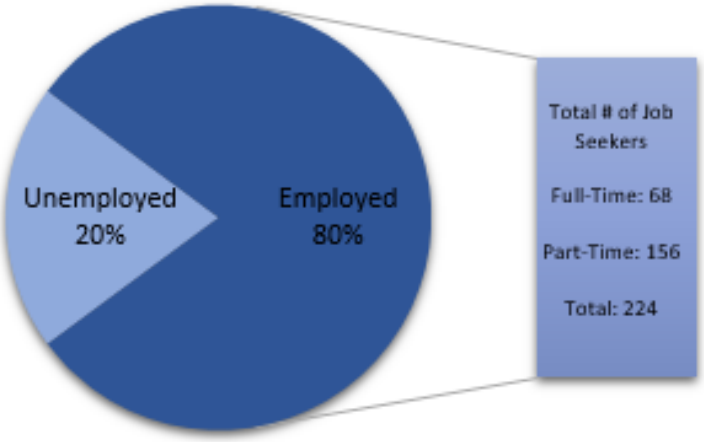
279

VULNERABLE JOB SEEKERS

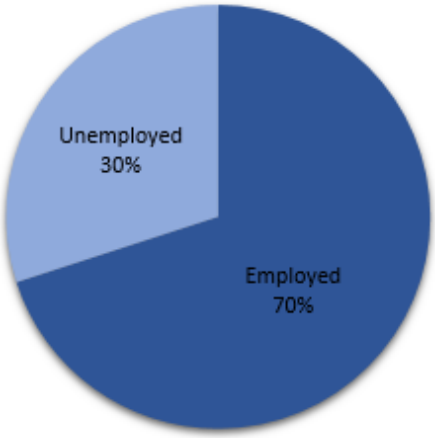
Completed Program



Found Employment at Exit



Retention at One-Year Mark



WE SERVED SOME OF OUR COMMUNITIES

Most Vulnerable

JOB SEEKERS....

Unemployment has direct as well as indirect impacts on multiple social and health-related indicators of wellbeing. At HWTC we serve and create pathways to success for some of our communities' most vulnerable job seekers. This is best demonstrated when we consider the social indicators of well-being for our program participants compared to the average rates for Ontarian job seekers. A job can have more than just an economic outcome – it is also an important determinant of social and personal wellbeing.

Insights into Indicators of Well-being at Intake		
Indicator of Well-Being	**Average Ontario Rates (where publicly available)**	**HWTC Program Participant Rates**
Employment rate at intake	94%	10%
Average length of unemployment (months/weeks?)	5m/19.6 w	23m/101w
Living in shelter or at risk of losing housing (3-5)	5%	11%
Living with a diagnosed/disclosed disability	15%	24%
Less than 5 years in Canada	6.1%	9%
Living on social assistance (OW, ODSP, EI)	6.3%	69%
High school equivalency or lower educational background	23%	57%
Identify as a member of visible minority	29.3%	60%
Youth not in education, employment or training	12.9%	34%
Participants with 1 child/dependent	Between 2012 and 2015, 24.4%, and 37.3% children were living in deep poverty.	15%
Participants with +1 children/dependents	Between 2012 and 2015, 24.4%, and 37.3% children were living in deep poverty.	26%
Participants involved with the Criminal Justice System	3.8%	11%

VISUALIZED MAP OF HWTC'S

PROGRAM PARTICIPANTS BY POSTAL CODES IN THE GTA

PROGRAM OUTREACH ACTIVITIES

2017 AND 2018

888

TOTAL ATTENDEES

(449 IN 2017)

(439 IN 2018)

FIRST STEP OF THE SCREENING PROCESS

546

TOTAL SCREENING INTERVIEWS PERFORMED

(262 IN 2017)

(284 IN 2018)

SECOND STEP OF THE SCREENING PROCESS

160

TOTAL ATTENDEES OUTREACH EVENTS

(60 MOBILE)

(100 IN-HOUSE)

PARTNER WITH COMMUNITY ORGANIZATIONS

25

TOTAL JOB AND COMMUNITY FAIRS

OTHER OUTREACH ACTIVITIES

7.5 MILLION

TOTAL WEBSITE AND SOCIAL MEDIA IMPRESSIONS

WRAPAROUND SERVICE / WARM REFERRALS

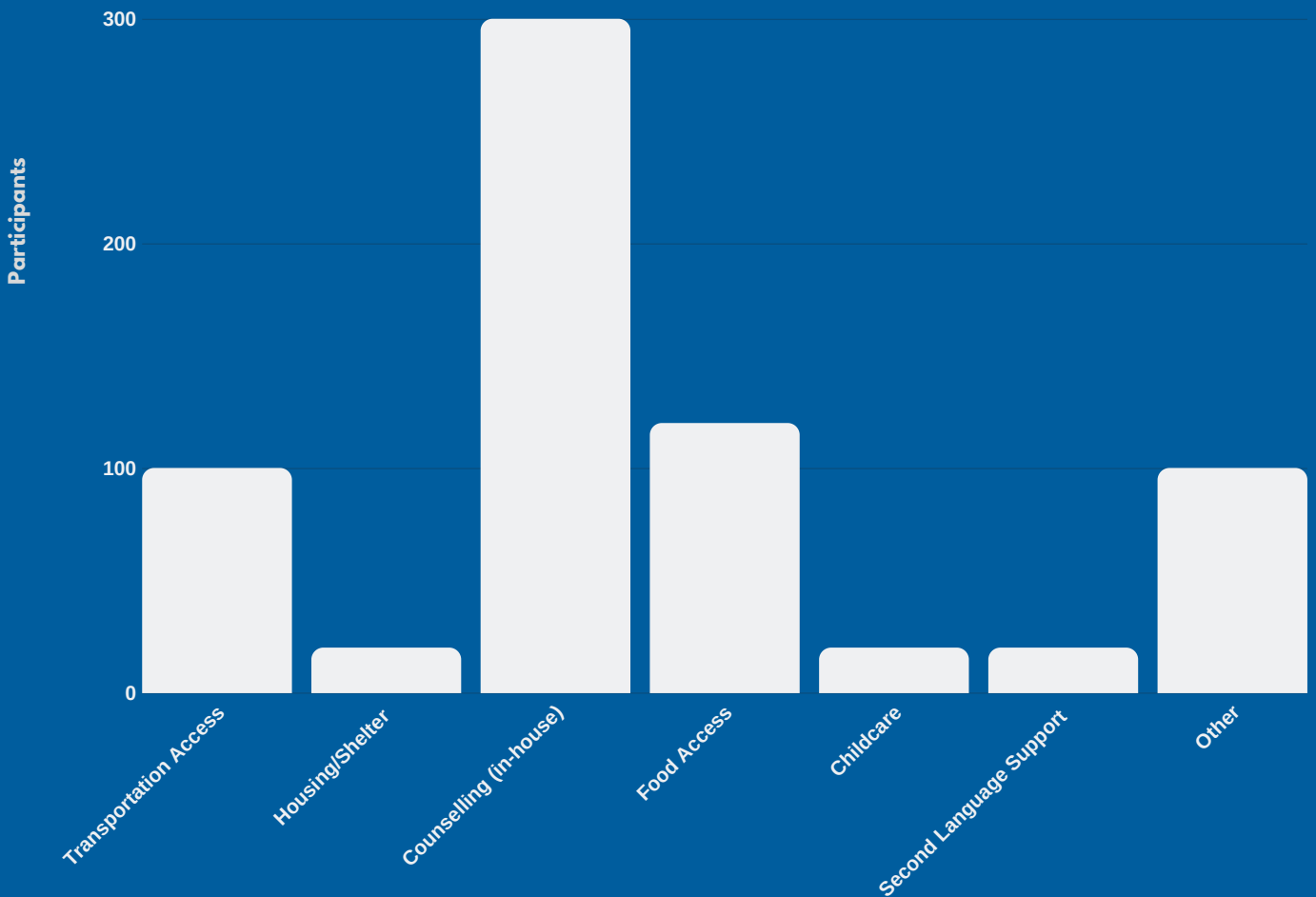
2017 AND 2018

Over the past two years, a dedicated case management and service coordination approach has been adopted to better understand and address the wraparound needs of our program participants and graduates of HWTC.

We recognize that the success of our program participants is too often dependent on social and personal well-being factors that are beyond the scope of HWTC's training to employment services. Our case management approach designs individualized solutions, coordinated across the City's complex social service system.

Throughout 2017 and 2018, we have been able to warmly connect our participants to a variety of services and supports critical to their ability to participate fully in training and transition successfully to employment.

As more than 90% of participants have reported positive progress on at least one indicator of their wellbeing due to their involvement with HWTC programming.



PROFILE OF A COMMUNITY PARTNERSHIP :

COLLABORATION FOR COMMUNITY IMPACT

Over the past two years, HWTC developed relationships with over fifty community service agencies across the City of Toronto to provide critical service coordination support to nearly 100% of all our program participants.

In 2017, we began a partnership with Toronto's CultureLink Settlement & Community Services. CultureLink assists newcomers looking for employment, helps families navigate the school system, and provides youth with the skills necessary for bright and successful futures.

Driven by a common desire to hone our services for the needs and opportunities of newly arriving Syrian Refugees, HWTC and CultureLink partnered to coordinate settlement, language and training to over 50 newcomer job seekers.

The partnership included the piloting of HWTC's Industry-Specific Language Upgrading Screener Tool and Primer Curriculum set of resources with CultureLink clients interested in careers in the food and beverage industry. The Industry-Specific Language Upgrading Screener was used by CultureLink to assess the language readiness of clients to participate in HWTC's training program and to successfully transition into employment. Clients who were assessed at a lower language level than required for program eligibility were provided with Literacy and Basic Skills training by CultureLink. Those who met the language requirements were referred to HWTC for vocational training.

In addition, CultureLink integrated the Industry-Specific Language Primer Curriculum into their language training programs to better support contextualized vocabulary and language attainment specific to working in hospitality.

The outcomes of this partnership were that both partners were better positioned to make informed decisions regarding a candidate's occupation-specific language readiness in anticipation of transition to an employment pathway. Clients who were ready were referred to HWTC's vocational training programs. Those who needed additional supports were provided with targeted interventions that effectively assisted them to move towards their career goals.

Now available as a free resource on HWTC's website, the Industy Specific Language Tool is the only resource of its kind currently identified in Canada and is further evidence of the potential long-term impact of community partnerships of substance.

AND WE PIONEERED NEW AND

EFFECTIVE

APPROACHES FOR JOB SEEKERS WHO FACE COMPLEX BARRIERS TO EMPLOYMENT

Responsive program planning and delivery:

Intensive Community Needs and Opportunities Assessment, specific to vulnerable population groups, such as newcomer youth job seekers and job seekers living with disabilities, to inform program planning and adaptability points.

Industry-Specific, Hospitality and Food Service Language Screening and Primer Toolset, to help HWTC and our settlement service providing agency partners to help address specific language upgrading, necessary for employment.

Live local employer insights:

Industry-Specific Employment and Training Specialist roles dedicated to providing employer support for hiring and retention.

Publication of sector-specific resources dedicated to Human Resource practitioners and managers in the Hospitality and Food Service Sector, looking to better engage with non-traditional labour pools. This includes the development of two employer resources over the last two years. (1) *Serve Up Success: A Toolkit for Hospitality and Food Service Employers Engaging Immigrant and Refugee Youth* as well as (2) *Access Granted: A Toolkit for Inclusive Hospitality and Food Service Employer.*

Warm local community support relationships:

Publication of Wrapping Around Success: An Adaptable Guide for Community-Based Wraparound Service Provision, an adaptive model and set of resources which supports locally-customized referral processes for community supports to streamline client access to the range of wraparound interventions.

Publication of Financial Literacy Toolkit for Hospitality and Food Service Workers, intended to support the financial competence of individuals working in seasonal, irregular income realities of the sector.

Community insights to inform higher-level policy and social planning:

Tested integrated, applied, occupation-specific approaches to improving Essential Skills levels of job seekers, aligned to employer needs for in-demand jobs.

HWTC IS A LAUNCH PAD FOR YOUTH

St. Lucian native Nashua Amos was referred to Room Attendant training at the Hospitality Workers Training Centre (HWTC) by a relative who told him of his success in a previous cohort. “After migrating from St Lucia, I completed high school in Canada and only had one part-time job. This training has allowed me to have a full-time job”, Amos stated.

He landed employment just one month after course completion in 2018 and has been working at BMO Financial Group Institute for Learning as a Houseman for almost six months.

Moses Masereka is another successful youth and a refugee from Uganda. He was told about the program by his sponsor here in Toronto.

“I wanted to do housekeeping because I had some experience from back home, but I needed the Canadian training and experience,” he said in an interview with HWTC.

Moses is currently employed at Toronto Don Valley Hotel & Suites where he also completed his placement.

“In five years I see myself gaining additional training and moving up to management,” he added.

Both men had things in common: they are both newcomer youth in Toronto and wanted a connection to the workforce.

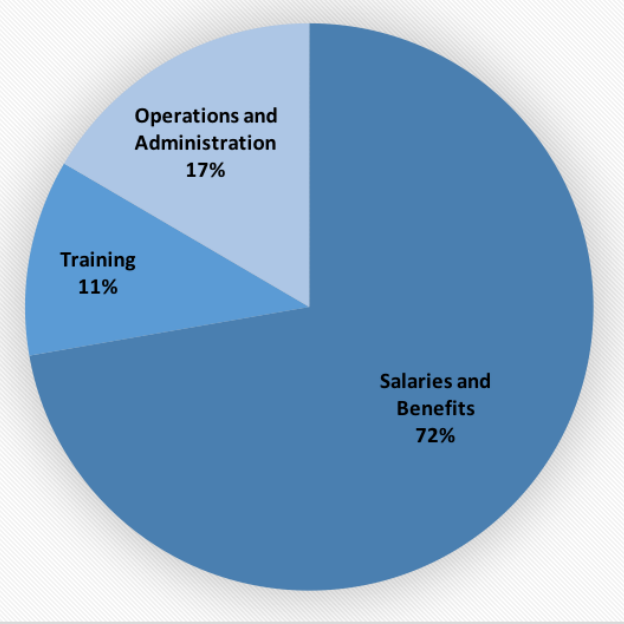
The Room Attendant is a four-week training program facilitated by instructors with years of experience in the industry. It focuses on preparing individuals to clean rooms while adhering to industry standards. The curriculum includes learning industry technology such as HotSOS, a mobile app which efficiently assigns rooms for cleaning.

The Room Attendant program is the largest of all the HWTC programs, with 55 participants completing the program in 2018 and 90% gaining employment.

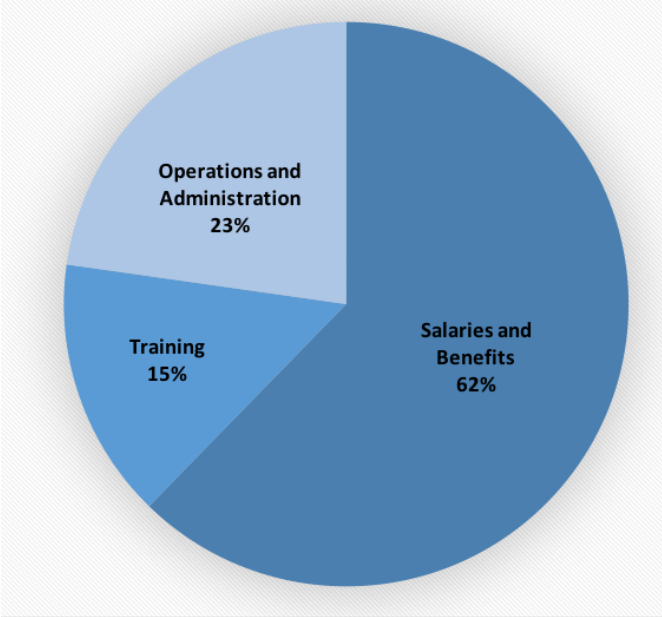
2017 AND 2018 FINANCIAL REPORT

	2017		2018	
Grants	$1,575,840		$2,096,772	
Capital	$71,571		$69,455	
Contributions	$79,506		$373,353	
Earned Income	$379,283		$235,327	
Interest	$515		$665	
TOTAL	$2,106,715		$2,775,573	

2017 Expenses



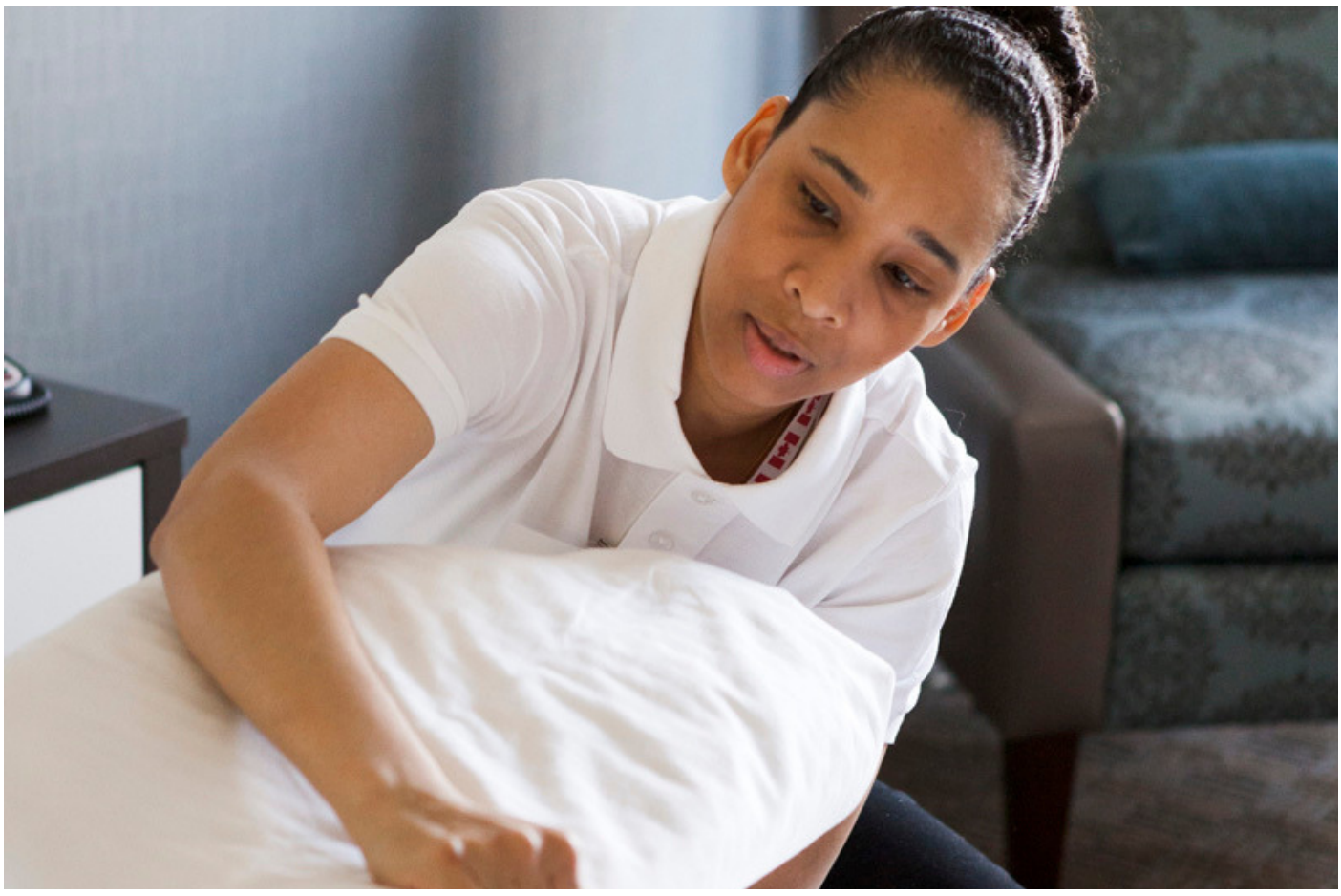
2018 Expenses



THANK YOU

We are grateful to Toronto's hospitality and food service industry for their support and contribution.

Barsa Taberna
Beer Bistro
Dolce Hotels-BMO Group Institute for Learning
Cheese Boutique
Chelsea Hotel
Days Inn East Beaches
Delta Hotels Toronto Airport & Conference Centre
Encore Catering
Fantasy Farm Banquet Hall and Event Venue
Ontario Culinary FeastON Program
Gladstone Hilton Toronto/Markham Suites Conference Centre & Spa
Holiday Inn Toronto Downtown Hotel XHotel
InterContinental Toronto Yorkville
Isabella Hotel and Suites
Ivey Tangerine Leadership Centre
MealShare
Ocean Wise
Old Mill Toronto
Omni King Edward Hotel
One King West Hotel & Residence
Pantages Hotel
Restoration Hardware
Sheraton Gateway Hotel
Toronto Don Valley Hotel & Suites
Toronto Marriott Bloor Yorkville
Toronto Airport Marriott Hotel
Yorkshire Pudding



We are grateful to the vision and investment of our funders and program sponsors over the past two years. Thank you:

ABC Life Literacy
CEE Centre for Young Black Professionals
Elizabeth Pizzinato
Green Standards
Holiday Inn Toronto Downtown Centre
Immigration, Refugee and Citizenship Canada (IRCC)
Jane Finch Community & Family Centre
Loblaws Inc.
Maple Leaf Sports and Entertainment
Mount Dennis Neighbourhood Centre
Ontario Ministry of Community & Social Services (MCSS)
Ontario Ministry of Training, Colleges and Universities (MTCU)
Ontario Trillium Foundation
Second Harvest
Shelter, Support and Housing Administration - City of Toronto
TD Bank
The Counselling Foundation of Canada
The George Cedric Metcalf Charitable Foundation
Toronto Don Valley Hotel and Suites
Toronto Employment & Social Services (TESS)
Toronto Enterprise Fund
UNITE HERE Local 75
United Way Toronto & York Region
Virgin Unite (Canada)

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Contact Us!

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