

**CTI CANADIAN TRAINING
INSTITUTE INSTITUT CANADIEN
DE FORMATION INC.**

ANNUAL REPORT

2018 -2019



ACKNOWLEDGEMENTS

The Canadian Training Institute's Board of Directors, staff, volunteers, trainers, consultants and the individuals and families being served wish to express our gratitude to our funders. Without their support we would not be able to contribute to the activities you see highlighted within our Annual Report for 2018-2019.

Thanks for financial support to the following:

- Employment and Social Development Canada – Skills Link and Opportunities Funds
- Public Safety Canada
- Ontario Ministry of Community, Children and Social Services – Youth Justice Services Division
- Ontario Ministry of Community Safety and Correctional Services
- City of Toronto - Investing In Neighbourhoods
- Thunder Foundation at Toronto Foundation
- Enbridge Corporation

The Film Stars Project, is a youth-led non-profit organization that works with youth coming from traumatized neighbourhoods who are often forgotten and misrepresented. The Project teaches them the steps of filmmaking and has them produce films on their reality so people can get a better understanding of their world and their struggles. CTI is honoured to serve as the trustee for the Film Stars Project. On behalf of Matthew Plummer, the Director of the Project, we would like to acknowledge the financial support and generous donations from the Ontario Trillium Foundation and Lindy Green Foundation.

THE BOARD OF DIRECTORS OF THE CANADIAN TRAINING INSTITUTE

- Caroline Gray, Chair
- Richard Belfer, Treasurer
- Andrea Robinson, Secretary
- Chris Anstead, Director
- Pearl Gupta, Director
- Terry Hickey, Director
- Michael Hotrum, Director
- Minh Huynh, Director
- Liam O'Leary, Director
- Brandon O'Riordan, Director
- Ruth Uy, Director
- Mark dela Paz, Director *
(resigned during the year)

THE STAFF OF THE CANADIAN TRAINING INSTITUTE

- Magaly Abarca
- Thomas Argueta
- Caitlin Bancroft*
- Kevin Card
- Lyndsay Chapman*
- Misha Dhillon
- Ewelina Galuszkiewicz*
- Renee Gomes
- Fernando Henriquez
- Stacy Henry
- Michael Hinds
- Aziz Janbi*
- Bahram Jian*
- Emily Joyce
- Thushana Karunanithy
- Ben Lam
- Alanda Mayers
- Colin MacKenzie
- Amanda Mendoza
- Dorothy Okoye
- Abisola Onatoye
- Maureen Pangan
- Mark Plummer
- Snjezana Pruginic
- Pamini Rasalingam*
- Nawal Shire*
- Priya Shukla
- Abdul Towfeq
- Jean Paul Urquhart*
- Anny Yudina
- Cathy Zhang

*Resigned during the year

THE STAFF OF THE FILM STARS PROJECT

- Matthew Plummer
- Samantha Williams Brown
- Dayana Stanislaus

TRAINERS AND CONSULTANTS

- Nicki Casseres
- Patrina Duhaney
- Jovan Dzamov
- Adam Ellis
- Tom Fulgosi
- Michael Hinds
- Paul Hyman
- Adam Lodzinski
- Laval Martin
- Maya Obadia
- Maureen Pangan
- Ishwar Persad
- Snjezana Pruginic
- John Sawdon
- Butch Snider
- Amy Stockwell
- Sheryl Thompson
- Margo Van Honsburger

STUDENTS

- Jaideep Gollee
- Shelby Murdock
- Daliah Crearer
- Brittany Carroca
- Ranique Dabreo
- Nastascia Grandison
- Mellisa Newsome
- Tresor Baribwira

Our Mission:

Our goal is to contribute to the development of knowledge, skills and services that reduce social conflict and promote active participation that builds healthy individuals, agencies, workplaces and communities. Our passion is to help people who help people.

Our Mandate:

To increase the effectiveness of client services delivered by criminal justice and other associated behavioural health services,

To foster inclusivity, equality and life-long learning, which assists individuals to participate as responsible, valued and contributing members of Canadian society,

To assist in the development of knowledge, skills and services that reduce crime, promote active participation, and ultimately contribute to healthy individuals, organizations and communities.

Our Vision:

To be Canada's leader in the development of specialized training programs and workshops that promote healthy individuals, organizations & communities.

Our Values:

Excellence

We seek high-quality and high-standards with everything we do

Trust

We stand for integrity and set a standard for it, inspiring others to always be truthful and fair

Inclusivity

We believe in equality and inclusion, and aspire to cater for all spectrums of the society

Empowerment

We enable our clients to be an integral, productive members of their communities

Sustainability

We make sure that our programs are viable and long-lasting

Board of Directors' Report:

2018-2019 was a good year for CTI, with progress being achieved on a number of fronts. Overall revenues exceeded expectations; the Marketing initiative that was introduced late in the fiscal year is already bringing greater traffic and market interest; and I was delighted to welcome three seasoned, committed Directors to CTI's Board during this time.

I would like to highlight the efforts of Board Director, Michael Hotrum, and CTI's Manager of Operations, Amanda Mendoza, in making the Marketing initiative become a successful reality in 2018-2019. The new, significantly improved website, as well as implementation of Goggle Analytics for achieving deeper penetration of our markets, is largely based on their efforts. This initiative is an important step in achieving CTI's five-year strategic objective of decreasing reliance on program funding and increasing anticipated training revenue.

In addition, I am happy to say that CTI became an accredited partner of the Law Society of Ontario for our Defusing Anger, Resistance and Hostility Training Program last year. This new development is a further step forward in our pursuit of new clients and repeatable training revenues.

2018-2019 also represented a good year from the perspective of CTI's organizational stability and increased staff development opportunities. Thanks to the efforts of Board Director Ruth Uy, with Enbridge's funding, three individuals have been supported by CTI in their personal educational goals.

Our Executive Director, Duncan Gillespie has continued to do an excellent job of leading the organization and ensuring that our funding partners are satisfied with CTI's services and products. We congratulate him for exceeding the overall revenue expectations for the year and creating an internal environment where people feel empowered and happy to come to work.

I am sure I speak for the whole Board when I say that we welcome 2019-20 feeling confident we have the people and resources we need to meet the challenges of a new year.

Thank you.

Caroline Gray
Board Chair

Executive Director's Report:

Once again, it is a pleasure to present this year's Annual Report. This past year saw CTI continue to deliver excellent service to the various participants in our programs and to deliver to our funders on the outcomes they have come to expect from us.

On behalf of the staff and most importantly the individuals and communities we serve, thank you to our funders for their ongoing support of our efforts. A special thanks to Thunder Foundation at Toronto Foundation which continues to be an extremely important source of community-based support for CTI.

On a personal note, I want to thank the Board of Directors for their efforts and support.

To the staff: It is a pleasure and an honour to be working with you and I once again want to express my admiration for the work you do.

The needs of the people and communities we support continue to challenge us at CTI to find creative, efficient and effective interventions to give people the opportunities they deserve to help themselves become healthy and contributing members of their communities.

At CTI we relish the challenge to meet those needs and see the results of our efforts.

Duncan Gillespie
Executive Director

Program Activity Highlights:

Programs Operated this Year:

- Steps 2 Success: Youth Employment Program
 - Rexdale/Peel
 - Scarborough/Durham
 - Weston/Mt. Dennis
- Counselling and Support Services
- Gang Intervention and Prevention Program
 - Manifesting Amazing Dreams
 - Inspiring Minds
- Community Support Program
- Workforce Challenge

During 2018/19 CTI helped 150 young people to enter the job market or return to school through our Steps 2 Success and Workforce Challenge Programs, we worked with 1187 youth in our various youth engagement programs and we assisted 109 clients in our community-based support services for a total of 1446 individuals served.

Our Inspiring Minds Program was expanded from 5 schools to 9 schools thanks to additional funding from the Ontario Ministry of Children, Community and Social Services, and we engaged a total of 806 youth in the schools, with an additional 328 youth through the community-based sites, during March Break and the summer.

We had 53 youth enroll in our Manifesting Amazing Dreams Program this past year.

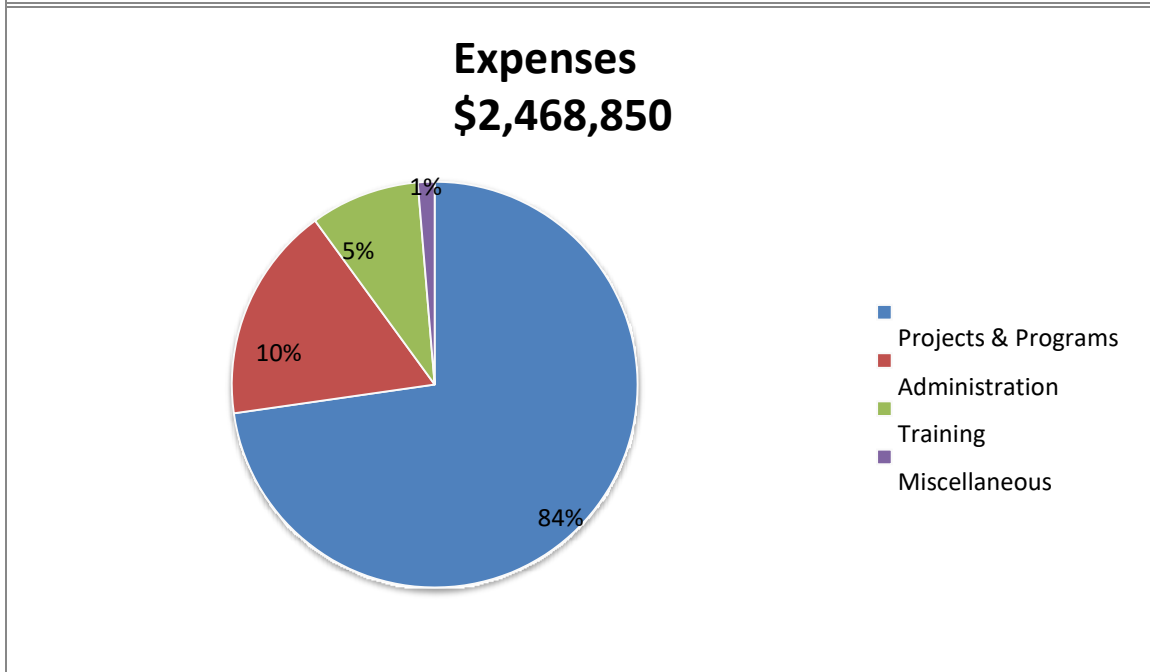
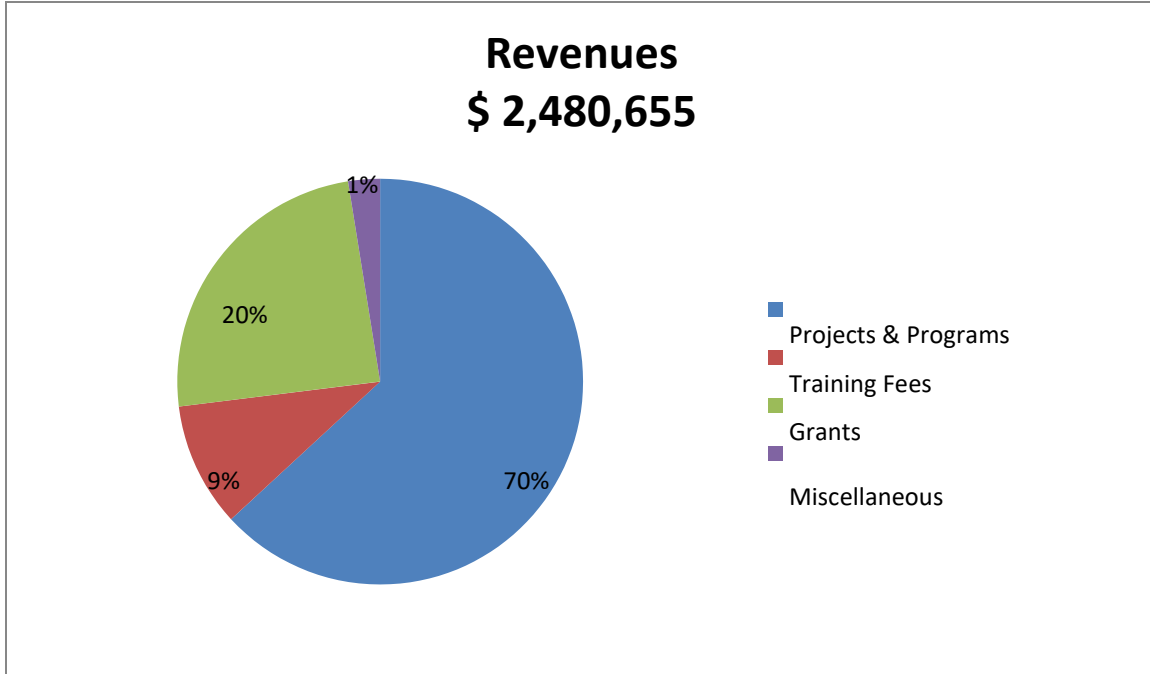
We provided support to 75 adults and 34 youths under community supervision through our Counselling and Support Program and Community Support Program respectively.

Training Activity Highlights:

CTI provides training to facilitate personal, professional and organizational development. In 2018/19 we achieved a number of significant accomplishments in the Training Department including:

- Increased our roster of trainers to include internal staff associated with our community-based programs.
- Trained approximately 240 Ontario Disability Support program staff on Crisis Intervention and Defusing Anger.
- Received accreditation from the Law Society of Ontario for our Defusing Angry Clients within the Legal Profession workshop.
- Developed and delivered new customised training programs such as:
 - Case Notes Training
 - Bullying and Harassment in the Workplace
 - Managing Challenging Group Dynamics
 - Facilitation and Presentation Skills
 - Trauma Informed Care
 - Improving Your Client/Customer Centre Culture
 - Team Building
 - Mindfulness Community Building

Financial Report:



Canadian Training Institute
Statement of Operations
As at March 31, 2019

	2019	2018
Revenues		
Employment and Social Development Canada	1,491,187	1,425,238
Training and Development Fees	229,410	231,574
Ontario Ministry of Children, Community and Social Services	450,000	386,006
Public Safety Canada	73,450	73,450
Grants	23,950	60,601
Ontario Ministry of Community Safety and Correctional Services	57,000	57,000
City of Toronto		
Employment and Social Services	71,128	68,795
Film Stars Program	82,879	85,197
Other	<u>1,651</u>	<u>1,040</u>
	2,480,655	2,388,901
Expenses		
Salaries and Benefits	1,068,110	1,129,852
Program Expenses	997,305	828,197
Training and Development Expenses	131,003	125,376
Consulting Fees	120,607	119,594
Rent	55,255	73,101
Office and General Expenses	53,783	39,414
Professional Fees	24,580	25,907
Travel	24,856	28,160
Insurance	<u>13,351</u>	<u>10,050</u>
	2,468,850	2,379,651
Excess of Revenues over Expenses	11,805	9,250
Net Assets, Beginning of Year	<u>48,707</u>	<u>39,457</u>
Net Assets, End of Year	<u>60,512</u>	<u>48,707</u>