

# open door group

| ANNUAL REPORT  
| 2016/2017

**OPEN DOOR GROUP** is a CARF-accredited, registered charity that operates on the fundamental belief that all individuals have the right and the ability to succeed. Our programs and initiatives are built on strong community partnerships with those we serve, including program participants, community service providers, employers, business associations, and government.

## **MISSION**

*Opening doors to lifelong learning and career success.*

## **VISION**

*Meaningful skills and careers for everyone.*

## MESSAGE FROM THE CHAIR AND CEO

The theme of "strengthening our future foundation" resonated with many of Open Door Group's achievements over the past year.

Through continued collaboration with our numerous community partners, we ensured that the organization's commitment to client impact in our key employment service contracts remains at the forefront, while continuing to act as a responsible steward to better serve future clients.

We continue to see the significant community impact that comes from putting clients first. This past year - over 1,800 individuals achieved employment and close to 650 people living with a mental illness achieved personal goals towards making meaningful connections in their communities.

Our deep gratitude to the entire ODG team for their daily efforts that positively impact the people in all seven of the BC communities our organization currently serves, including: Vancouver Downtown Eastside, Kamloops, Oliver, Osoyoos, Lillooet, Sechelt and Gibsons. From our excellent frontline and administrative staff, to the dedicated management team and committed Board of Directors, your efforts continue to make the difference for the lives of the people we humbly serve.

Our commitment to client impact starts with having a cohesive team and a strong foundation. This past year, Open Door Group's focus on continuous improvement was recognized through the renewal of its externally reviewed CARF accreditation, based on standards developed by an international professional community over the course of 50 plus years. We also continue to be certified as a Great Place to Work and seek to develop our employees. While these were noteworthy achievements, the process importantly provided us with an opportunity to reflect on how we can better engage with and meet the needs of all of our customers (job seekers, clients, employers, community and government) and stakeholders (employees and partners).

The desire to provide greater stability and ease of access, with a long term commitment to clients in the Downtown Eastside area led us to purchase offices at 134 and 148 East Hastings in Vancouver. This will provide a safe, accessible space for our clients to gain new skills and become employment ready. This purchase was only possible due to our organization's stable performance in our key employment contracts, and the hard work of the finance team maximize the opportunities earned through prudent and conservative fiscal stewardship.

We were also able to embark on creating a new strategic plan, which is a continuation of past themes, but also with a sharpened focus of strengthening our identity as a non-profit society engaged in delivering first class employment services. After much consideration, the mission we established is: "Opening Doors to Lifelong Learning and Career Success." in support of the vision that there would be "Meaningful Skills and Careers for Everyone." Our trifold promise to the clients, employers and our government and healthy authority funders is that we will co-create and work collaboratively with you to ensure programs and services are delivered in an effective and well-managed manner, leading to development and career success for those who are served by Open Door Group.

On behalf of the Board, John and I would like to re-iterate our heartfelt thanks to all the customers and stakeholders we worked with throughout the year, and we look forward to serving you with even greater impact in the coming year.

Respectfully yours,



**John Li**  
Chair



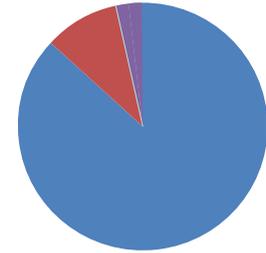
**Tom Burnell**  
CEO

## OUR FINANCES

### REVENUES

	2017	%	2016	%
Program Revenue	\$19,092,245	89.8	\$18,176,132	88.9
Infrastructure Fees	\$1,635,790	7.7	\$1,990,421	9.7
Project Income	\$19,912	0.1	\$21,663	0.1
Interest and Other	\$519,983	2.4	\$267,249	1.3
<b>TOTAL INCOME</b>	<b>\$21,267,930</b>	<b>100</b>	<b>\$20,455,465</b>	<b>100</b>

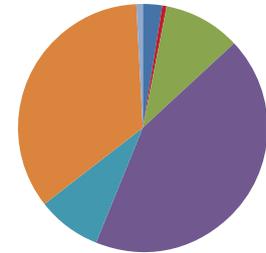
- PROGRAM REVENUE - 89.8%
- INFRASTRUCTURE FEES - 7.7%
- PROJECT INCOME - 0.1%
- INTEREST AND OTHER - 2.4%



### EXPENDITURES

	2017	%	2016	%
General and Administrative	\$712,008	3.4	\$528,856	2.6
Furniture and Equipment	\$132,978	0.6	\$139,177	0.7
Infrastructure Expenditures	\$1,635,790	7.9	\$1,990,421	9.8
Program Expenditures	\$9,238,576	44.6	\$8,748,379	43.2
Property Expenditures	\$1,786,948	8.6	\$1,666,066	8.2
Salaries and Benefits	\$7,086,580	34.2	\$7,012,696	34.6
Staff Expenditures	\$120,988	0.6	\$157,650	0.8
<b>TOTAL EXPENDITURES</b>	<b>\$20,713,868</b>	<b>100</b>	<b>\$20,243,245</b>	<b>100</b>

- GENERAL AND ADMINISTRATIVE - 3.4%
- FURNITURE AND EQUIPMENT - 0.6%
- INFRASTRUCTURE EXPENDITURES - 7.9%
- PROGRAM EXPENDITURES - 44.6%
- PROPERTY EXPENDITURES - 8.6%
- SALARIES AND BENEFITS - 34.2%
- STAFF EXPENDITURES - 0.6%



## SUCCESS STORIES

### LYCIA

Lycia came to us with the goal of working full time in Gerontology and Community Development. She had done extensive labour market research to demonstrate that the job opportunities in this field are highly competitive, and require advanced education. After a review, she was accepted for skills training funding for a Masters of Arts in Social Dimensions of Health at the University of Victoria.

While attending UVIC, Lycia was able to access the Co-op Program to explore possible career paths while gaining valuable experience. She found her co-op experience so invigorating that she contacted the Research and Capacity Building Department at Island Health (IH) to see if she could stay on. The IH Director of Transition Planning and Community Integration happened to be looking for a co-op student. Together, they applied for two internal grants and Lycia was offered 18 months of employment with the Eldercare Project in Cowichan (EPIC): a dream come true!



*"THANKS TO THIS JOB, I'M IN THE BEST PLACE OF MY LIFE AT 50 THAN I'VE EVER BEEN."*

### DENISE



A mother of three sons, Denise came to the Oliver office after leaving a difficult workplace, with hopes of pursuing her lifelong dream of working as a care aid. However, she needed current credentials to work in the field.

Working closely with a case manager and a financial support specialist, Denise was able to secure training funds and begin a care aid course within two weeks. She graduated from the program with honours, and quickly moved from casual positions to a full-time job with South Okanagan Integrated Community Living.

"Thanks to this job, I'm in the best place of my life at 50 than I've ever been," said Denise. "I have a bank account, and I'm thinking of buying my own house. Next month, I'm going to Ixtapa with some girlfriends for a wedding. None of this would have been possible before."

# open door group

## 2016-2017

# A YEAR IN REVIEW



# 1,855

people found employment through Open Door Group in 2017

# 647

people accessed the Thrive program to build skills and work toward personal goals

# 90%

of job seekers would recommend our services to a friend

# 18,269

pounds of organic produce donated to the community by Gardengate

# 91%

of employers would recommend our services to a manager or colleague

# 92%

of attendees reported UnTapped broadened their views on diverse and inclusive recruitment strategies

# 68

nominations received for BC Workplace Inclusion Awards

(Left) Coco Cafe receives the 2017 BC Workplace Inclusion Award as Social Enterprise Champion at the UnTapped Gala.

## OUR LOCATIONS

### **Vancouver**

Head Office  
300 - 30 East Sixth Avenue

### **Vancouver VCC**

Employment Services Centre  
250 West Pender Street

### **Vancouver East Hastings**

Employment Services Centre  
134 East Hastings Street

### **Vancouver Tradeworks**

Trades Training Hub  
1245 Glen Drive

### **Gibsons**

Employment Services Centre  
900 Gibsons Way, Unit 25

### **Kamloops North**

Employment Services Centre  
795 Tranquille Road

### **Kamloops South**

Employment Services Centre  
100 - 275 Lansdowne Street

### **Lillooet**

Employment Services Centre  
639B Main Street

### **Oliver**

Employment Services Centre  
291 Fairview Road, Unit D

### **Osoyoos**

Employment Services Centre  
9150 Main Street, #4

### **Sechelt**

Employment Services Centre  
5674 Cowrie Street

### **Sechelt**

Jobs in Demand  
5648 Dolphin Street

### **Toll Free Number**

1.866.377.3670

### **On the Web at**

[www.opendoorgroup.org](http://www.opendoorgroup.org)

### **Email**

[info@opendoorgroup.org](mailto:info@opendoorgroup.org)