

Open Door Group

ANNUAL REPORT 2017/2018

MESSAGE FROM THE CHAIR AND CEO

As we look back on the past year, we are deeply encouraged by the course Open Door Group has navigated to achieve the best possible outcomes for our clients.

Through the tireless commitment of our staff, the unwavering focus of our management team and the steady governance of our Board of Directors, we continue to pursue the mission of "Opening Doors to Lifelong Learning and Career Success" for all the clients that put their trust in us. In the past year, this meant over 1,950 individuals achieved employment through our services. Furthermore, 90 percent of the clients served expressed satisfaction with their job placement. As well, 634 people living with a mental illness built skills and achieved personal goals in connecting meaningfully with the communities to which they belong.

As we focused on creating client impact in our key employment service contracts, we also took the opportunity to ensure the core of our organization is strong enough to meet future needs, often through independent assessment. In the past year, ODG was recognized as one of Best Places to Work in Canada, a tremendous achievement that was only possible through the wonderful efforts of all our staff to ensure ODG is a positive place to work and learn. As part of our commitment to our staff, our organization also became certified as a Living Wage Employer in British Columbia. ODG's Board demonstrated its commitment to increasing professionalism through supporting staff to acquire certification with the British Career Career Development Association. To date, over 75% of client facing staff have acquired the CCDP Candidate and CCDP certification. Lastly, we'd be remiss if we didn't celebrate the achievement of one of our own, our Chief Operating Officer, Alona Puehse, in being recognized as one of the winners of Business in Vancouver's 40 Under 40 for 2018!

In close cooperation with our valued community partners, we saw the fruits of our sustained efforts. The flywheel for achieving employment outcomes continued to accelerate as we met the needs of clients in all seven of the BC communities our

organization serves, including: Gibsons, Sechelt, Lillooet, Osoyoos, Oliver, Kamloops and Vancouver Downtown Eastside. Through persistence and a daily commitment to excellence, the ODG team delivered a positive impact for the members of these communities and made the difference.

In the midst of providing services, we remain humble and continue to solicit feedback to learn how we can be better aligned to meet the needs of all of our customers (job seekers, clients, employers, community and government) and stakeholders (employees and partners). As a result, we have made investments to grow our capacity and organizational effectiveness through the adoption of new technologies and process improvements. We are preparing for a future where the job market and employment needs will face substantial change due to technology, and we recognize we must also adapt to meet the challenges of this reality. However, our commitment to supporting our clients as the highest priority will not change.

On behalf of the Board, we would like to again express our sincere appreciation to all the clients and stakeholders we worked with throughout the year. There's still more good work to be done, and we'd like to leave you with a view of what this looks like through the direct discussions with clients, employees and partners found in this video: <https://vimeo.com/113117748>.

Respectfully yours,



John Li
Chair



Tom Burnell
CEO

MISSION

Opening doors to lifelong learning and career success.

VISION

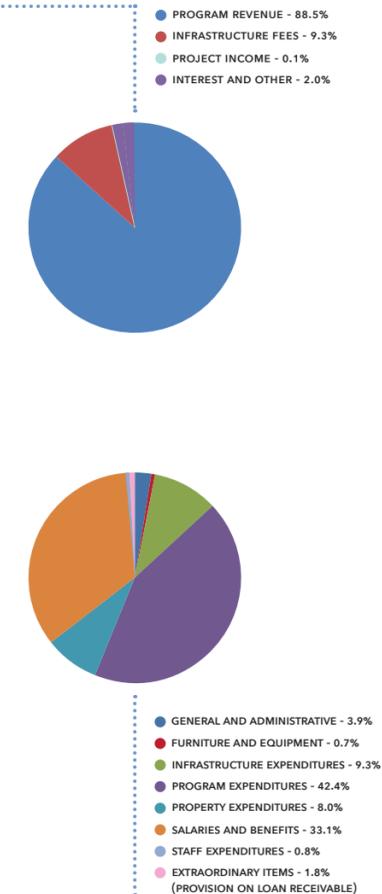
Meaningful skills and careers for everyone.

OUR LOCATIONS

Vancouver Head Office 300 - 30 East Sixth Avenue	Lillooet Employment Services Centre 639B Main Street
Vancouver VCC Employment Services Centre 250 West Pender Street	Oliver Employment Services Centre 291 Fairview Road, Unit D
Vancouver East Hastings Employment Services Centre 134 East Hastings Street	Osoyoos Employment Services Centre 9150 Main Street, #4
Vancouver Tradeworks Trades Training Hub 1245 Glen Drive	Sechelt Employment Services Centre 5674 Cowrie Street
Gibsons Employment Services Centre 900 Gibsons Way, Unit 125	Sechelt Jobs in Demand 5648 Dolphin Street
Kamloops North Employment Services Centre 795 Tranquille Road	Toll Free Number 1.866.377.3670
Kamloops South Employment Services Centre 100 - 275 Lansdowne Street	On the Web at www.opendoorgroup.org
	Email info@opendoorgroup.org

OUR FINANCES

REVENUES	2018	%	2017	%
Program Revenue	\$19,201,177	88.5	\$19,092,245	89.8
Infrastructure Fees	\$2,018,829	9.3	\$1,635,790	7.7
Project Income	\$21,542	0.1	\$19,912	0.1
Interest and Other	\$443,065	2.0	\$519,983	2.4
TOTAL INCOME	\$21,684,613	100	\$21,267,930	100
EXPENDITURES	2018	%	2017	%
General and Administrative	\$848,345	3.9	\$712,008	3.4
Furniture and Equipment	\$143,915	0.7	\$132,978	0.6
Infrastructure Expenditures	\$2,018,829	9.3	\$1,635,790	7.9
Program Expenditures	\$9,213,353	42.4	\$9,238,576	44.6
Property Expenditures	\$1,741,887	8.0	\$1,786,948	8.6
Salaries and Benefits	\$7,192,028	33.1	\$7,086,580	34.2
Staff Expenditures	\$181,612	0.8	\$120,988	0.6
TOTAL EXPENDITURES	\$21,339,969	98.2	\$20,713,868	100
Extraordinary Item (Provision on Loan Receivable)	\$385,500	1.8		
GRAND TOTAL EXPENDITURES	\$21,725,469	100	\$20,713,868	100



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.

SUCCESS STORIES

VAN

Van came to the Vancouver DTES WorkBC Centre because he was having a hard time finding employers who could understand and accommodate his need for time off and additional support as he was undergoing aggressive treatment for his prostate cancer.

"Disability on the mend, people say: Well okay, how productive can you be for us? How long are you gonna be for us? Is it going to be worth training you? Is it going to be worth giving you a raise? Can we get someone cheaper who can do better? So I think Open Door Group actually addresses those issues so you can explain it better to employers. -- They understood what I was going through."

Through interview practice with Open Door Group, Van found the confidence and ability to explain his situation to potential employers. He was able to contact an old employer that had laid him off and explain why it would be beneficial for them to hire him again – and they hired him back.



"DON'T BE AFRAID TO GO TO WORKBC BECAUSE THEY WILL ALWAYS BE HELPFUL."

DAISY & NICOLA



Daisy and her partner, Nicola moved to a small town looking for peace, however the difficulty of finding a job in a new place was further pronounced by their physical hearing impairments. After partaking in an Unpaid Work Experience Placement through Open Door Group, Daisy and Nicola worked closely with an Employment Advisor, Moon, and a Job Developer and together, they found a paid customized employment position that matched all of Daisy's needs.

Both Daisy and Nicola were able to find work at a local bakery that accommodated their desire to work together and work less than part-time hours due to Daisy's physical needs. This allowed Daisy and Nicola to support one another on and off the job.

"She (Moon) was very patient with us when we explained our situation and our skills and experiences from the past. We sat down, and they listened. Don't be afraid to go to WorkBC because they will always be helpful."

open door group

2017-2018

A YEAR IN REVIEW



1,966

people found employment through Open Door Group in 2018

634

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

91%

of job seekers would recommend our services to a friend

18,629

pounds of organic produce donated to the community by Gardengate

91%

of employers would recommend our services to a manager or colleague

92%

of clients agreed that staff genuinely cared about them as a person

190

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.