



ANNUAL REPORT

2017-2018

OSBORNE VILLAGE RESOURCE CENTRE, MB. INC.

Unit 1 - 107 Osborne Street
Winnipeg, Manitoba, Canada R3L 1Y4

www.ovrc.ca

EMPOWERMENT THROUGH UNDERSTANDING

Who We Are

The Osborne Village Resource Centre is a non-profit pre-employment resource centre that is dedicated to assisting clients on their journey to finding meaningful employment. We assist clients who are unemployed, under-employed and/or those making a career change.

Our Vision

To be a leader in providing exceptional support to Manitobans seeking employment.

Our Mission

To provide an inclusive and safe space that empowers job seekers to find employment by offering one-on-one job search services, workshops, career counselling, computer training and access to technology.

We Believe...

- Our clients feel empowered when they take personal ownership of their job search.
- Our clients will have the greatest chance for success with a targeted job search that starts with a clear understanding of who they are, their value within the workplace, and a clear idea of what work will be most meaningful to them.
- Career development is essential to an individual's success in navigating an ever-changing labour market.
- Our clients become more energized and prepared by identifying their skills and recognizing their unique abilities.
- Once clients realize the value of finding a job that is a "good fit" for their skills, abilities, and personality, they will maintain employment for long periods of time.
- Career development is essential to an individual's success in navigating an ever-changing job market.

OSBORNE VILLAGE RESOURCE CENTRE STAFF

Executive Director

Keith Robinson

Employment Facilitators

**John Perry,
Betty Punkert,
Lisa Elmhurst**

Career Counsellors

**Kristina Lonstrup,
Jude Gaal**

Administrative Team

Judy Recksiedler



Overview of Services

Our services include resume building, cover letter development, career counselling, pre-employment workshops, computer training, and self-directed job search with access to eleven computers.

At OVRC, we recognize that not every client needs a structured program. We provide the opportunity for clients to choose the exact service that meets their specific needs and goals. This empowers our clients to take ownership of their job search and build life-long skills that will serve them well into the future.

We strive to create a safe and interactive environment for clients during one-on-one appointments, pre-employment workshops, computer training, and when clients are engaging in a self-directed search. This provides space and another opportunity for clients and staff to engage in open discussions to resolve challenges and open the door to new possibilities.

CORE SERVICES

The greatest advantage to clients in accessing OVRC services over other resource centers is their ability to choose services regardless of employment status. Whether an individual is employed, underemployed or unemployed OVRC services are open to all. The staff works to provide resources that help each client gain the skills and self-confidence needed for career success. By enabling our clients to choose the specific supports they need, we can provide valuable services that allow our clients to improve their work situation while offering flexibility in timing and service. In addition to serving the un- and under- employed, we are one of the only agencies who provide support to already- employed clients, thereby reducing the potential time where they may need financial supports if they have to leave their current employment situation for any reason.

Resumes / Cover Letters

Targeted resumes and cover letters capture a potential employer's attention which often results in the client being selected for an interview. Additionally, using the targeted resume / cover letter strategy typically decreases the amount of time a client will be in job search, and also results in the client procuring meaningful and appropriate employment.

- **9700 clients that worked with employment facilitators in resume / cover letter development have secured meaningful employment since 1996, an average of 415 clients per year.**

Career Counselling

Career counsellors work directly with clients during a series of 3-5 appointments to facilitate a client's knowledge of self, the development of research skills for career exploration, and to provide support during difficult periods in the career counselling process. Career counsellors do not focus on the outcome but rather the process, providing the tools and guidance to help a client successfully navigate through the career counselling process. We help clients:

- Recognize they may already have the skills to pursue work in a new field;
- Determine whether to stay in a job and seek new duties that better matches their skills, abilities and needs; or,
- Assess whether to find the same type of work in a different sector or with a different employer; and
- Transition into a new career that better suits their needs in their present stage of career development

VALUE-ADDED SERVICES

2017-18 Workshop Offerings

Career Exploration

Clients are provided with self-assessment tools to gain an understanding of self, criteria for career satisfaction, and career values.

Branding Yourself

Clients will learn how to effectively articulate their employment needs so that people in their support network know how to help.

My Target Company List

Clients create a list of companies they want to work for by using a variety of print and online resources.

Research = Job Search Success

Clients learn about the benefits of researching a company before applying for a position. They also learn how to use this information to (a) access the Hidden Job Market, (b) write cover letters and resumes, and (c) prepare for the interview.

Informational Interviews

In addition to learning why informational interviews are such an effective and efficient job search strategy, clients are also given the tools to start using this job search strategy.

Making Smart Reference Choices

Clients learn how to make reference choices that will be positive and helpful to their job search.

Living in My Job Search

Provides clients with simple and no-cost strategies and tools to improve positivity, elevate outlook, and develop better coping abilities and self-awareness.

Scheduling For Success

Clients will become aware of how scheduling job search activities can help them stay focused, motivated and ultimately successful. They will learn what to schedule and the importance of reviewing and revising daily.

WHAT OUR CLIENTS SAY

I had to really look at what was happening that I did not get jobs and Jude showed me more than 100 ways I could improve.
Ace That Interview

I have an understanding of my personality type, the work and environment I want to be in.
Career Exploration

Provided me with a clear plan to improve my outlook to finding a new job.
Living In My Job Search

Betty always made sure we were all on the same page. Her way of explaining makes it easy to understand along with her pace. Sense of humour goes a long ways in her teaching the class.
MS Word

My new motto "Thank you for asking. I'm a job seeker, anticipating new ventures."
Branding Yourself

MORE VALUE-ADDED SERVICES

2017-18 Workshop Offerings

Ace That Interview

Provides clients with tools and experience to confidently answer interview questions by learning 4 simple strategies to focus their communication skills and address challenges.

Job Search Club

Clients get assistance with job applications whether that be completing online applications, emailing potential employers, making modifications to a resume and/or cover letter, faxing applications or using simply learning which job search sites to use productively.

2017-18 Computer Course Offerings

Fundamentals of Personal Computing

Using Windows 7, clients get comfortable using the mouse and keyboarding while becoming familiar with terminology, basic formatting, saving files, navigating and searching on the World Wide Web and setting up an email account.

Basic Microsoft Word

Clients continue to build their formatting skills in Word. They will also be introduced to tabs, bullet, borders, fonts, headers and footers, tabs, tables, Clip Art, Word Art and working with multiple pages. They will also learn how to proof a document using page set up, spell check, show/hide and print preview, as well as mail merge.

Basic Microsoft Excel

Using Excel, clients develop their knowledge in the use of mouse pointers, spreadsheet terminology, how to enter and edit text, working with ranges and range names, basic formulas/simple calculations, Paste Link, the basics of charting, proofing, and working with multiple worksheets.



MESSAGE FROM THE EXECUTIVE DIRECTOR

As a third party provider of employment assistance services for the provincial government, it is crucial that OVRC demonstrates its value by providing quality services and achieving targeted client service outcomes. My years at the Centre have shown again and again that clients who work with staff tend to find long-term employment.

My staff and I have observed that directed clients are typically more focused; this increases their opportunities of securing meaningful long term employment. They are also more inclined to take suggestions from staff regarding the development of job search skills. For this reason, I began to explore ways of providing more directed services to all clients without increasing the cost to Education and Training or MB4 Youth.

The decision was made to provide additional pre-employment workshops and reduce public access hours for self-directed clients. OVRC launched eight new pre-employment workshops in the summer of 2016. At first glance this may seem contrary. While the addition of these workshops decreases the overall number of clients registering with OVRC, the aim of this strategy is to increase the number of directed services and employed clients.

Since the summer of 2016, OVRC has successfully and steadily increased the number of directed services to clients without any increase in funding or staff. Directed services have gone from 2697 in 2014-15, to 2842 in 2015-16, to exceeding the projected number of directed clients (3065— for 2016-17) to 3188. For the first time in our history we will also be running workshops during the summer months and expect the rise in directed services to continue, with the goal of reaching 3300 for this fiscal year of 2017-18.

Lastly the staff and I are proud of the achievements of the past year. OVRC became a standalone organization separating from the Manitoba Institute of Training and Technology (MITT) without requesting a budget increase, and successfully reaching all funding goals. During that time of transition not one staff person left; this demonstrates the commitment that each person on the team has for our clients. As a long standing, fiscally responsible organization we take pride in our work and feel confident that we are providing exceptional value to our clients, and funders.

Sincerely,
Keith Robinson - Executive Director

2017/2018 BOARD OF DIRECTORS

This year we celebrate the completion of a hugely successful 21st year of service to the community. We are so excited to be continuing our long history of successful community work as an independent not-for-profit agency.

It continues to be an honour to be part of OVRC as it completes its first year as a not-for-profit agency. I am proud to be involved with the incredibly talented and dedicated team of people who offer all of our clients with the skills and self-confidence needed for career success.

I want to thank Keith and the staff for all their hard work and strength of purpose in this successful year. It is due to their skill and dedication that OVRC is able to continue with the highly respected community work for which it has become known over the past 21 years.

I am committed to supporting the proud tradition of OVRC as a client-centered agency, calling on the great range and diversity of our talents and capabilities. The next year promises to be one of continued success and commitment to the needs of our clients.

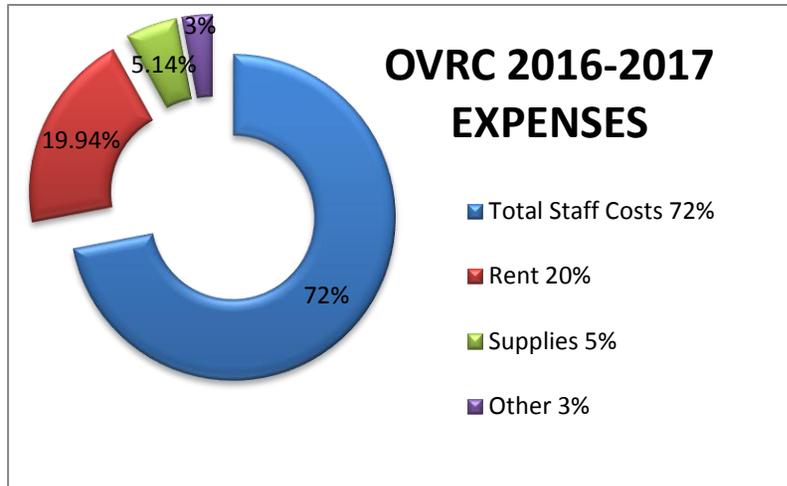
I firmly believe there is no agency better positioned to provide the opportunity for clients to choose the exact service that meets their specific needs and goals. We'll continue our commitment to our clients, and to the community in which we operate and proudly call home.

Sincerely,
Louise Rowlands - Chair, Board of Directors

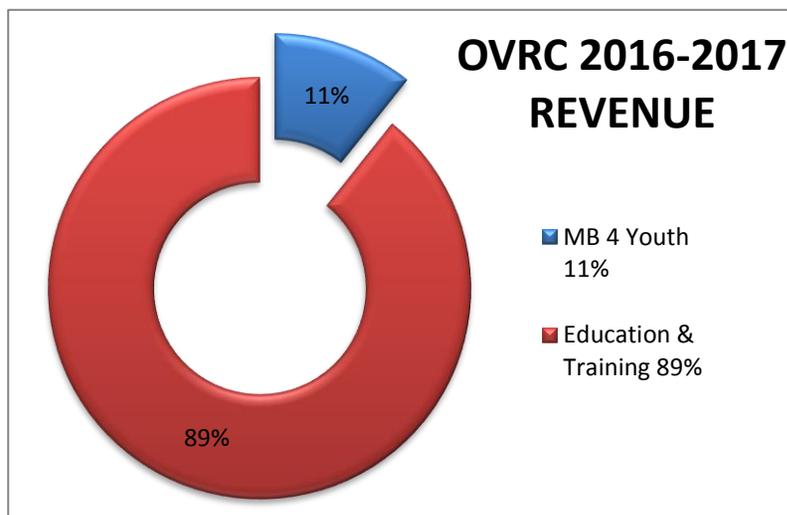
BOARD OF DIRECTORS | 2017-2018

Chairperson	Louise Rowlands
Vice-Chair	Jyoti Singh
Treasurer	Garry Reid – Finance Committee
Secretary	Travis Couture – Acting Secretary / Finance Committee
Members	John Jacobs – HR Committee / Governance Committee
	Paul Peterson – HR Committee / Governance Committee
	Philip Portelance – HR Committee / Governance Committee

FINANCIALS



Total Staff Costs includes: Staff Salaries, Mercs (CPP, EI & Income Tax), Workers Compensation Board Costs. Rent Costs includes: Rent, Hydro, Telephone, Internet, Cleaning and Alarm. Other Costs includes: Building / Liability Insurance, Board Insurance, Banking / Interest Costs, Accounting Costs, Payroll Administration Costs, Computer Service & Repair Costs, Staff Development Costs and Building Maintenance Costs.



SUCCESS BY NUMBERS

Each year, our team of three Employment Facilitators and two Career Counsellors help clients by providing in-depth one-on-one and group workshop training:

Highlights of Services in 2016-2017

- **3188** services to the community (includes all appointments, workshops and self-directed clients engaged in independent job search)
- **1141** One-on-One Resume and/or Cover Letter Appointments provided by three Employment Facilitators
- **666** Career Counselling Appointments were provided by with two Career Counsellors (includes participants in the Career Exploration Workshop and One-on-One appointments)
- **629** clients participated in OVRC's Pre-Employment Workshops
- **441** clients gained new skills in OVRC's Computer Training Workshops

In 2016-2017 OVRC achieved the funder goal of:

- **400** clients securing new employment

DEMAND FOR SERVICES

The Winnipeg community has recognized the value that OVRC offers, and demand for our individual and group services are on the rise.

- **5 week** – Backlog for Career Counselling one-on-one services
- **4 week** – Backlog for individual Resume and Cover Letter services

MB4 YOUTH OVERALL SUMMARY | 2016-2017

OVRC has served 35 clients during this contract year and are proud of the best results that we have ever had.

Achieving an 86 percent success rate is a positive for our staff and more importantly the clients that we serve. Here are our results as of April 26, 2017:

Employed:	27 - funder goal achieved
Further Education/ Training:	3
Terminated / Withdrew:	5

As you can see it has been a successful year for this project. One factor in this success is our funding: one staff person that is contracted to provide services to MB4 Youth clients, other staff are funded by Education and Training. This gives MB4 Youth clients the option of working with the staff person they best connect with as well as full access to all of OVRC's services and computer training. To increase the clients' current and future success we strive to support them in securing meaningful employment or returning to school. These factors have the potential to improve the client's success.

Because of the smaller number of MB4 Youth clients we were able to try a few different processes to improve the engagement between staff and clients. First, we increased our contact to better determine exactly what was needed to increase their confidence and success. Next, we started emailing job opportunities that matched their skills and desires: this showed clients that we were working side by side with them and invested in their success.

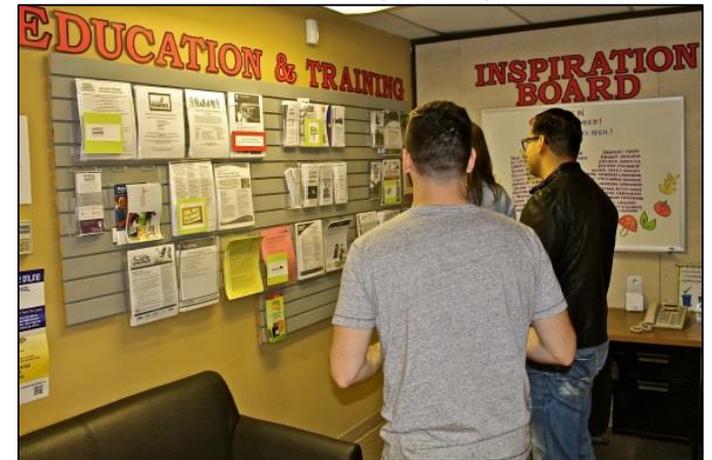
Seeing the need for all of OVRC's clients to gain job search information in manageable bite-sized workshops, we launched eight new workshops last fall. Not only did MB4 Youth clients benefit from gaining knowledge about the many facets of job search, they also benefited from the opportunity to interact with older clients, some of whom went on to become mentors. In addition many MB4 Youth clients chose to participate in all the workshops which allowed them to develop networks with other participants in a safe space.

Another positive impact of the generations coming together in workshops was learning about the struggles of older clients. MB4 Youth clients were able to see the results of the choices that older clients made and how it affected their lives. Listening to the struggles of older clients made them think,

Do I want to be in that position in MY future?

This powerful glimpse into a potential future made such an impression that one client immediately signed up to get their Grade 12 diploma and have the option of getting further post-secondary education.

Finally, because we want MB4 Youth clients to have a future that is bright and full of options, there are two areas that I would like to see improvement in for 2017-2018. First I'd like to reduce the number of clients that drop out. I'd also like to see an increase in the number of MB4 Youth clients accessing post-secondary education. Studies have and continue to show the importance of education not only to access better career opportunities but to increase a person's self-confidence. The dedicated staff at OVRC looks forward to supporting everyone in reaching their potential.



SOCIAL MEDIA REPORT

Speaking to the future of OVRC, in last year's AGM report, I noted the importance of remaining adaptable, agile and connected. Being adaptable continues to help us meet the evolving needs of clients in an ever-changing labour market. Being agile helps the seasoned staff respond to client needs by providing a variety of service offerings and workshops. The desire to connect with more people has resulted in OVRC embarking on the timely and logical mission of engaging a wider audience through social media.

Last fall OVRC hired Al Foster. He came to us with a wide range of communications, public relations and content creation skills. Al developed a clear social media strategy that targets our clients. He constructed new pages and content on Facebook, LinkedIn and Instagram while taking over our already established Twitter account. Much of that content has been visual in nature including videos.

In a year's time Al has increased the Centre's overall reach by creating content that has connected us with over 1,000 regular followers. Of course that number does not take into account all of the other people who have read our posts on those streams. That number is literally in the tens of thousands. The use of social media online has also helped us meet the evolving needs of clients, the opportunity to promote other service providers in the community, and to quickly reach out to clients with job opportunities from employers.

It's safe to say, that OVRC's digital footprint is now firmly established and will continue to grow. One of the goals in the coming months is to drive more people to our social media streams and website along with engaging more potential employers.



I would like to acknowledge and express our appreciation of Osborne Village Resource Centre's valuable contribution to the Winnipeg community in respect to providing quality job search and career planning services.

The Osborne Village Resource Centre has an excellent and long-term history of assisting thousands of unemployed individuals in transitioning back into workforce. The Winnipeg Transition Centre and Osborne Village Resource Centre have a close knit relationship, frequently referring individuals to each other's programs to ensure the client's needs are met. A number of their staff members have participated in our professional development training programs, building and developing their skill sets and coaching techniques that ultimately results in their participant's success in finding work.

Winnipeg is fortunate to have a service provider as Osborne Village Resource Centre with their strong commitment to the community. It is our pleasure to support OVRC and its initiatives including their recent transition to a non-profit organization. We look forward to continuing to work with OVRC and wish them every success in achieving their goals!

- Tracey Ediger, Program Manager

WHAT OUR CLIENTS ARE SAYING

Dear Staff of the Osborne Village Resource Centre,

When I was laid off from my job in December, I found myself out of work for the first time in nearly twenty years. I was feeling anxious and lost because I wasn't sure what to do next. Job search procedures had changed so much in that time. Then I contacted the Osborne Village Resource Centre. I attended the Targeted Job Search workshop, learned how to write a better resume and cover letter and learned how to prepare for an interview. With the skills and knowledge I gained here, I also gained more confidence. That got me an interview with Amenity Health Care, and on April 22 I was hired! I would like to thank everybody at the Osborne Village Resource Centre for all their help, especially Kristina and Betty. I'll come back if I need your services again, but I hope I won't have to!

Thanks again!

How OVRC helped me get a job:

First, I was given help with reformatting my resume; this happened twice. Then, I got directions about how to write good cover letters, and to review them when it was possible on a short notice. After, I got an advice from John to take a whole bunch of workshops that helped to re-wire my brain to target potential companies to apply for jobs.

In one of the workshops I took, I was told that networking was a good way to look for a job, since 60-85% of the jobs are not advertised. This advice was the one that I helped to get the job I have right now. Why? Because, after the workshop, I heard of a wine and cheese event happening that the University of Manitoba. I went there, and met two people that are managers where I am now working. One of them offered to talk to the electrical manager for me, and to give him my resume.

After I left the meeting, I came home and sent this person my resume and cover letter. A day went by and I got a call from HR Toronto office. The following week, I had already a job offer! I am working for AECOM as an intermediate electrical engineer.

Thanks all the staff of OVRC! Much appreciate all your help!

Hi Keith,

I have attended numerous workshops at Osborne Village Resource Centre. Each and every one has been loaded with information and given me a much more positive feeling towards my job search. The workshop that seemed to have made the biggest difference for me was Living in My Job Search. While meant to help deal with rejection during the job search, it made a tremendous difference in how I felt about leaving my former job. It helped me understand why I was so miserable and full of negativity. My eyes were opened to see how my former coworkers fed this negativity. Most importantly, this workshop showed me how to get past this. I feel that now I am better able to present myself in a positive light, stand a little straighter. It has helped in everyday life. This workshop is invaluable to anyone who has had a negative work experience and feels low self-esteem. This and your fabulous staff, they are all wonderful.

Sandra Staub

49 JOBS IN APRIL!
379 JOBS IN 2016!

CHILDHOOD EDUCATOR
PHARMACY TECHNICIAN

INSPIRATION BOARD

36 JOBS IN MARCH!
330 JOBS THIS YEAR!

INSURANCE MAN

INSPIRATION BOARD

40 JOBS IN MAY
400 JOBS THIS YEAR!

JAYDISHKUMAR - CONSTRUCTION INSPECTOR
KEVIN - METEOROLOGY TECHNICIAN
GLENN - MACHINE OPERATOR
SUSAN - GRAPHIC DESIGNER
LEONARD - ORDER PROCESSOR
LENDITA - HOME CARE WORKER
DANIEL - GENERAL LABOURER
ALISSA - LANDSCAPE TECHNICIAN
KATHERINE - OFFICE ASSISTANT
ISABEL - DENTAL LAB TECHNICIAN
CROWYNN - GENERAL LABOURER
ZHI BIN - HEALTH CARE AIDE
CALEB - GENERAL LABOURER
TERENCE - SALES & MARKETING
LEONARD - SALES

DENNIS - COOK
YVONNE - CSR
METIN - PAINTER
YOUNGWOOD - COOK
GADLAN - SALES
JOSHUA - COOK
HAKAR - CASHIER
CHRIS - WELDER
PAUL - DRIVER
SAMERA - CASHIER
KA EUL - BAKER
YUSUN - SERVER
JIN SOOK - CASHIER
JULIE PE - CASHIER
ABDUL - ORDER PROCESSOR
TANIS - KITCHEN ASSISTANT
MICHAEL - GROOM MEMBER
BENJAMIN - GENERAL LABOURER
LINDA - OFFICE ASSISTANT
RUTH - HEALTH CARE AIDE
MURRAY - SALES ADVISOR
SUZANITA - SUPPORT WORKER
MITCHELL - GENERAL LABOURER
JUSTIN - MACHINE OPERATOR
WADE - DELIVERY DRIVER

INSPIRATION BOARD

29 JOBS IN SEPTEMBER!
134 JOBS SINCE APRIL!

BOARD

33 JOBS IN JULY!!
71 JOBS SINCE APRIL!

REPRESENTATIVE JASON C.