



ANNUAL REPORT

2018-2019

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
Tetyana Pavlyuk



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

2018-2019 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.

2017-2018 WORKSHOP FEEDBACK

"Very informational and will definitely help you get on track if you are confused about what you want to do."

CAREER EXPLORATION

"I would recommend this workshop... because it will clarify your traits and encourage you to express them."

BRANDING YOURSELF

"It is a great tool to hit the hidden job market and reduce the competition."

MY TARGET COMPANY LIST

"It opens up a new and different approach to potentially finding employment, growing your professional network, and assessing fit (to field, to position, to employer)."

INFORMATIONAL INTERVIEWS

"It provides a focused approach to an otherwise daunting and often overwhelming process."

RESEARCH = JOB SEARCH SUCCESS

"Would recommend class to anyone stuck in a slump and wants to change their daily schedule for success."

SCHEDULING FOR SUCCESS

MORE VALUE-ADDED SERVICES

2018-2019 Workshop Offerings - Continued

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 simply learning which job search sites to use productively.

2018-2019 Computer Course Offerings

Internet For Job Search

Getting online can seem overwhelming if you don't know your way around. Learn the fundamentals of Google Search, get to know Indeed and Kijiji, and learn some tips and tricks for using them to apply to jobs. Discover how to research badly written jobs that don't have all the information you need to apply.

Email For Job Search

Emailing your resume to an employer can seem like a daunting task at first, but there is a simple, easy to remember process that will help. Get to know Gmail a little better, and how to keep your inbox clean and tidy. Learn to rename your documents to get better results, and get some basic email etiquette tips so you know NOT TO YELL.

Formatting In Word

Being empowered to make basic changes to your resume without anyone's help is a huge step into a truly independent job search. Learn what the business standards are for formatting this document, and format a sample resume step by step with instructor guidance. Discover bullets, text editing and formatting, simple tables, control tabs, and headers. Learn how to fix "broken formatting" if you have a section that works.

IMPORTANT: This class will NOT teach how to write a resume. We are editing a raw text document to show you how to select and format text in your own files.

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

MESSAGE FROM THE CHAIR, BOARD OF DIRECTORS

Today we celebrate another hugely successful year of service to the community. We were honoured to respond to requests from other community service organizations and develop new partnerships. Our keen and committed team of professionals continued to deliver innovative and effective workshops; starred in acclaimed training videos; and created services for clients with barriers to employment – all while exceeding funding-agreement goals. Even more commendable was the Centre's ability to accomplish this while continuing to provide accurate and timely reports which firmly reinforced OVRC's reputation as a reliable, dependable and successful agency! I am proud to be involved with the incredibly talented and dedicated team of people who offer all of our clients the skills and self-confidence needed for career success.

I firmly believe there is no agency better positioned to provide clients with the opportunity to choose the exact service that meets their specific needs and goals. As a client-centered agency, we'll continue our commitment to our clients, and to the community in which we operate and proudly call home. As always, 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 22 years. The next year promises to be one of continued success and commitment to the needs of our clients

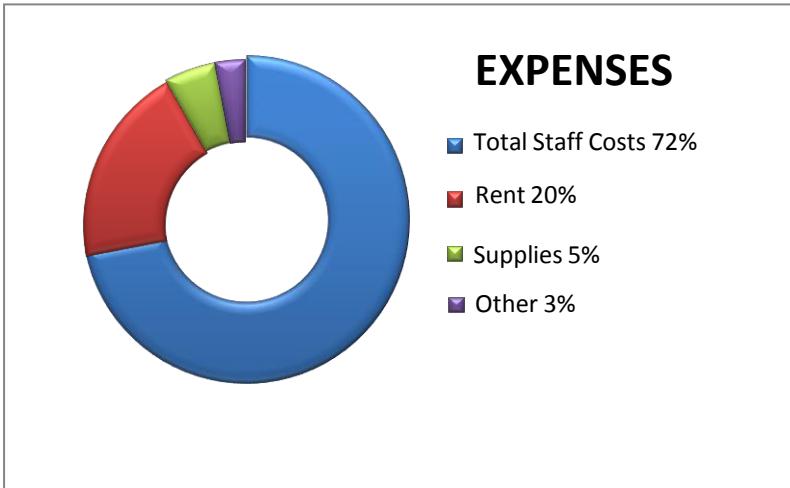
It continues to be an honour to be part of OVRC as we start yet another year of dedicated and committed service to our community.

Sincerely,
Louise Rowlands - Chair, Board of Directors

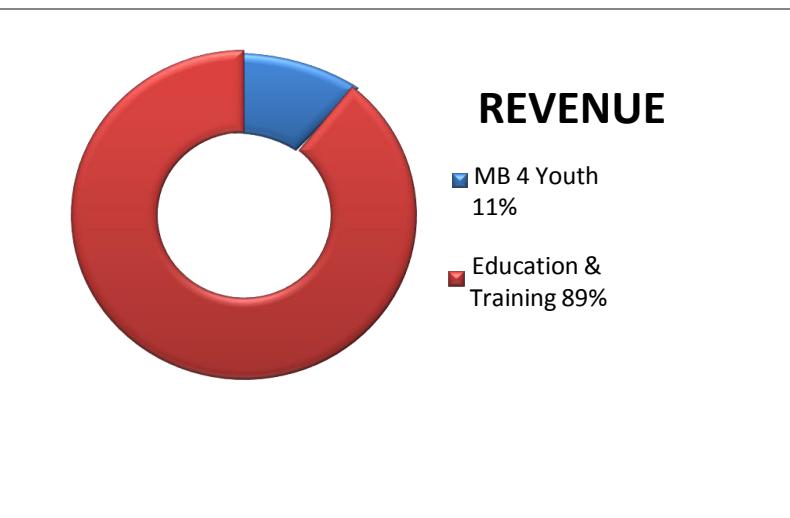
2018-2019 BOARD OF DIRECTORS

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

2017-2018 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 2017 - 2018

- **3825** services to the community (includes all appointments, workshops and self-directed clients engaged in independent job search). This is **637** more services compared to 2016-2017 with no increase in staff funding.
- **1182** One-on-One Resume and/or Cover Letter Appointments were provided by three Employment Facilitators.
- **654** Career Counselling Appointments were provided by two Career Counsellors (includes participants in the Career Exploration Workshop and One-on-One appointments).
- **1136** clients participated in OVRC's Pre-Employment Services. This is an increase of **507** from 2016-2017.
 - 275 Interview Skills
 - 542 Other Services (Informational Interviews/Linked In/Online Applications
 - 311 Computer Training

In 2017-2018 OVRC achieved the funder goal of:

400 clients securing new employment. As of May 22, 2018 **411**

clients have secured employment. This number will increase as we have until June 30, 2018 to collect more employment statistics.

DEMAND FOR SERVICES

During the period of May – October 2017, no shows for booked appointments averaged 29%. In an effort to lower this number, we decided to test a new resume booking appointment system for one of the Employment Facilitators in November. Clients were instructed to call Monday morning at 8 am to book their appointment for that week (Tuesday–Friday). Once these spots were filled, we stopped booking appointments, and only began again the following Monday. Going to this new system of booking weekly resulted in a dramatic decrease in no shows; we went down to 3% for the month of November. In January 2018 the same system was implemented for another Employment Facilitator with the same positive results.

2017-2018 MB4 YOUTH OVERALL SUMMARY

Looking into the future of Manitoba's Youth: Resources and research for responsible decision making

It is very important that youth feel welcome and supported at OVRC. We understand that transitioning from high school into post-secondary studies and the labour market can be confusing without a clear path. It is our mission to provide the resources and tools for our clients to engage in career development and finding employment. During the fiscal year of 2017 – 2018, OVRC provided three methods for supporting youth employment and career development: career counselling, pre-employment workshops and employment facilitation. Our work with youth clients has resulted in:

26	Finding Employment
4	Enrolled in Further Education/Training
2	Terminations / Withdrawals
3	Active

The Centre's employment facilitators are eager to serve our clients with resume and cover letter development. They enjoy providing strategies on how to best market youth clients' skills and attributes, as well as offering ideas for job opportunities and job search strategies. This results in clients feeling prepared and eager to apply for jobs—and we celebrate when they find employment!

At OVRC we strive to be innovative in our service delivery to youth, and adapt our services to ensure that we connect. One example of an idea we innovated in 2017 – 2018 was to encourage using smartphone cameras for job search and career development websites such as indeed.ca, linkedin.com, and careercruising.com. We also encouraged—and clients quickly adapted—photographing the Who's Hiring board and job opportunities on OVRC's Job Board with their smartphones.



The Job Board is another example of how we work to support youth seeking employment. The principle behind this resource was to create a variety of weekly updated employment opportunities within five different industries that are entry-level and are easy to apply to.

With OVRC's pre-employment workshops, clients develop skills in all aspects of job search. We cover everything from creating a branding strategy, to researching sectors for targeting desirable companies, to acing the interview, and making smart reference choices.

Career counselling is another popular service among our youth clients. We believe it is important that clients understand themselves before researching occupations. To facilitate this, clients engage in hands-on activities to assess how career satisfaction is individually defined. As a result they build up a sense of confidence and identity in defining their professional purpose. They also realize that career development does not proceed in a straight line, and that strategies for career development are multi-faceted. One such strategy is conducting informational interviews with potential career mentors.

Because we are eager to build a bridge between Manitoba's youth and career resources in apprenticeship and the trades, two staff members went on an outreach mission to learn more about training resources and career development in the skilled trades. In this new fiscal year we plan to engage in more outreach to gather even more training resources.

OVRC is grateful for referrals for youth services. In the past, a youth from Stonewall came to OVRC for career counselling. This client was thoroughly satisfied with our services and referred six more youth to come to our centre for career counselling. Each client was able to design a career path—and OVRC is happy to announce that they are now all enrolled in university. We look forward to continuing our work with youth and providing innovative services and approaches to career exploration and successful job search.

Kristina Lonstrup - Career Counsellor

2017-2018 SOCIAL MEDIA REPORT

OVRC social media consists of LinkedIn, Instagram, Twitter and Facebook. We have found this a great way to promote the benefits of each pre-employment workshop. This allows clients to see exactly which workshop will provide the specific tools they need to improve their chances at finding meaningful employment.

We also are in the process of creating videos on the services that OVRC provides. Our videographer Anita Lubosch has created these engaging and professional videos. Audience response has been very positive. In fact, EIA offices are now playing the OVRC video at their office. If you haven't seen the videos yet, check out Kristina and Betty's videos on the OVRC web page. With more videos in the works we are also looking forward to seeing the next batch, so check the website for more.

Another exciting result of the Centre's social media presence included the CTV Morning Show reaching out to us to go on air and talk about our services. This was a great experience for me and we received positive feedback from clients, funders and other agencies.

Keith Robinson - Executive Director

Keith,

I'm writing this letter today to express my gratitude and respect for the staff and programs at OVRC. As the manager of The Building Futures program at Siloam Mission, it is my job to assist those experiencing homelessness to re-enter the workforce. This is a very rewarding position, but to say our participants face a multitude of challenges is an understatement. Our community members have not only experienced challenges and trauma that have brought them to our door, but continue to be faced with rejection and judgment when trying to move out of homelessness and back into society. Due to the delicate state of some of our participants, when restructuring our program I searched high and low for a resource that could assist them in their employment endeavours. I also needed a place I could be confident our participants would feel safe and respected while obtaining the pre-employment skills that would give them confidence and better chance of getting the job they desired. In my search I visited many places, but my heart and my mind kept thinking about the kind and professional staff at OVRC.

I took a chance and booked appointments for some of our participants who had never attended a workshop and for some it seemed like a life time ago that they walked into an office for an official appointment. We were all a little nervous about how it would go. To my delight, time and time again program participants would come back from their appointments with a smile on their face and had learned something valuable. Individuals who thought they had nothing to put on a resume came back with a document that reminded them of all their skills and abilities which is one of the first building blocks to obtaining the confidence they needed to move forward. The staff does more than their "job", they give people looking for a new start some hope and remind them that they are valuable. The OVRC staff never fail to greet each and every one of our clients with a smile and instantly make them feel welcomed. As a result of this, I am so happy to say that in the last 2 years our Building Futures participants have attended nearly 90 of OVRC's workshops, resume appointments and job search clubs. I am so grateful for all the assistance OVRC has provided to our participants and we look forward to bridging further relationships between our community members and this incredibly helpful resource. Thank you.

Cathy Ste Marie / Building Futures Manager / Siloam Mission



2017-2018 WHAT OUR CLIENTS SAID

Hello Mr Robinson,

I had the pleasure of having a one on one appointment with Kristina, and attended one of her seminars (Branding Yourself). In addition, I had the assistance of Jude with my Resume. It is a process when searching for employment and you meet many people during the journey that help you along the way. I was fortunate to come into the Centre and get the help I needed thanks to Kristina and Jude.

The services are instrumental in assisting people searching for employment. In these challenging times with how looking for work has changed, these resources are needed by getting people in jobs suited to their skills, interest and abilities. There are many facets to searching for employment and being at the resource centre, I am pleased to see they're covered in several accessible ways from seminars, brochures, accessibility to computers, and one on one meetings. May the Centre continue with the success of assisting people by getting the funding that is required to offer these valuable services to the public.

Dear Betty,

I wanted to thank you for helping me put a resume together! Before I came to the OVRC I felt intimidated and a little lost about how to send out a resume effectively. After spending about 10 minutes there I knew it was a place free of judgement where I would be helped.

Dear Lisa,

Thank you, so very much, for the help that you gave me in writing my resume for my current job search as an administrative assistant. I was expecting that you would give me some advice on writing my resume for a different role but you do more than that.

When I tried to write my resume by myself, I found the prospect of trying to describe my work experience of web development to prospective employers for the position of administrative assistant, a little daunting. But you knew exactly how I should structure the resume, and what I should include and not include. Moreover, how to highlight those skills which are more relevant to administrative role. You did that all in a very careful and detailed way. I believe it was my good decision to visit you for improving my resume.

Again, I truly appreciate your help and suggestion – I'll let you know what happens.

Dear John,

Thank you so much for your help and patience :). I am happy to tell you that I will be signing my job forms @ Golden West Centennial Lodge next week, Tuesday, as a casual Health Care Aide. I'm so thankful and grateful to you. And I hope you will always help people like me who needs your assistance with resume's and cover letter. I wanted to thank you for helping me put a resume together! Before I came to the OVRC I felt intimidated and a little lost about how to send out a resume effectively. After spending about 10 minutes there I knew it was a place free of judgement where I would be helped.

