



FY 2018-19

ANNUAL REPORT

MESSAGE FROM THE CEO

Thanks to you, this has been a year of incredible growth. We enrolled 252 motivated, low-income job seekers into job training, career counseling, and our youth program (Road Map). We placed 213 into employment, including both 162 initial placements and another 51 alumni we helped earn promotions or new positions. Altogether, counting our evening Career and Technology Center, the Do-It-Yourself Tax Assistance Program, and alumni activities, we served 1,580 local residents, a 40% increase over last year! We also achieved an 18-month job retention rate of 82%.

EXPANSION OF CAREER COUNSELING AND PLACEMENT ASSISTANCE: Most of that increase was driven by our participation in the Contra Costa Workforce Collaborative. Through the collaborative, funded by the federal Workforce Innovation and Opportunity Act, we were able to offer Career Center services at our Antioch office Mondays through Thursdays (5 to 9 pm) and hired two new career counselors.

NEW HEALTHCARE SECTOR TRAINING PROGRAM: We also launched the first cohort of Certified Nursing Assistant trainees in partnership with Ombudsman Services, Mt. Diablo Adult Education, and NorCal Care Homes. Opportunity Junction delivers our life and career skills curricula and provides case management, while Mt. Diablo delivers the medical training and supervises the work experience component.

Of the 16 who graduated from the first cohort (of 19 enrollees), 15 are now working in the field. We will be launching three new cohorts annually in this high-demand field while developing a pathway for graduates to advance their healthcare careers.

RESEARCH AND DEVELOPMENT: Another new initiative is a research and development project with T-Lab, Tipping Point Community's R&D group. The project is focused on researching, prototyping, and piloting programs to help job training alumni move up the career ladder -- right up our alley!

These accomplishments belong to the entire Opportunity Junction community, whether donor, volunteer, staff, participant, community partner, or alum. Thank you!

With gratitude,

Alissa Friedman
President/CEO



Opportunity Junction fights poverty by helping low-income Contra Costa residents gain the skills and confidence to get and keep jobs that support themselves and their families.

\$67,000,000

ALUMNI EARNINGS VERIFIED SINCE 2010

213

Employed through our programs last year

82%

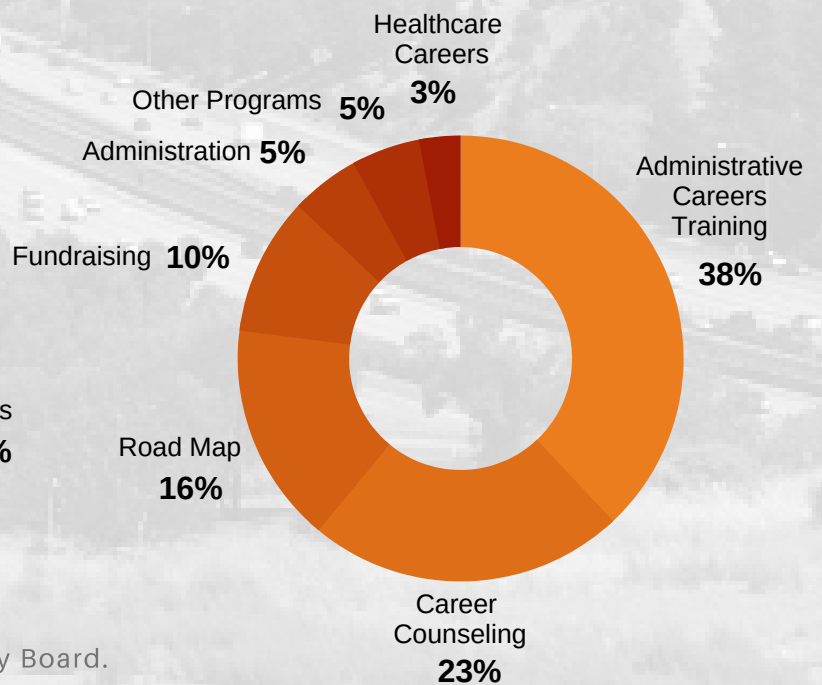
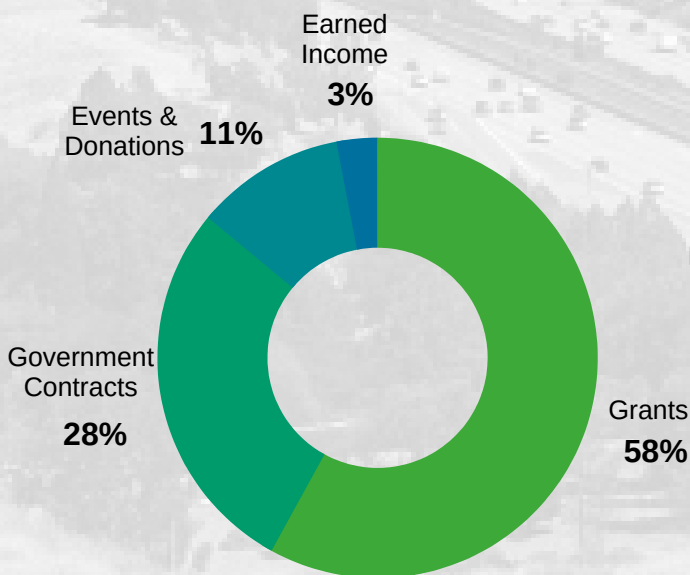
18 month retention rate after initial placement

1,580

People served & families impacted last year

OPERATING REVENUE \$2,037,924

OPERATING EXPENSES \$2,081,761



*Draft Audited financials not yet reviewed by Board.

Everyone who is willing to work hard deserves an opportunity to succeed.

ADMINISTRATIVE CAREERS TRAINING



65% Graduates earn a raise within 18 months of employment

The Administrative Career Training (ACT) Program (formerly the JTPP) prepares motivated job seekers for administrative careers, combining computer training with life skills, case management, paid work experience, mental health, career skills, job placement assistance, and alumni services.

After 17 years of working for the same company, Jackie stepped up to adopt a family member and left her job to become a mother to her new son. When her husband became disabled she had to reenter the workforce, but after an extended leave, it was a challenge. Jackie finished our program and started a new position as an experienced clerk for Contra Costa County. Jackie says, "My son is the pride of my life. I am thankful now to have a career with benefits and a retirement plan that supports my family. I am hopeful for my future." -Jackie, Class 51

HEALTHCARE CAREER PATHWAYS



94% Job Placement Rate for CNA Program Graduates

Our new Healthcare Career Pathways program is an opportunity for motivated job seekers to enter the healthcare field earning a higher wage and accessing a pathway to greater economic success. This starts with a Certified Nursing Assistant (CNA) Training Program. The program, in partnership with Mt. Diablo Adult Education, offers 12 weeks of CNA training along with hands-on clinical experience.

"I joined the CNA program because I was interested in getting an introduction into the healthcare field and gaining exposure to a clinical setting. The program has taught me everything I need to know about being a CNA and managing my home life. It has improved my life by enabling me to get a stable job that I enjoy." - Janet, Cohort 1

EVENING TECHNOLOGY CENTER

881 Local residents served

The evening Technology Center offers no-cost access to computers and the Internet, as well as classes in software applications, English as a Second Language, and a drop-in typing class.

CAREER COUNSELING



\$16.87 Average starting hourly rate

Our Career Counselors provide individualized case management, career counseling, group activities, and job placement services at SparkPoint Contra Costa in Bay Point. Additionally, two full-time career counselors offer employment assistance to individuals with a broad spectrum of career interests at our Antioch office and at Los Medanos College.

"I had the honor of working with an individual with specific requirements due to a disability. I assisted him by helping him polish his resume, teaching him practical interview skills, building his confidence, and making introductions. After getting his job, my client, proudly in uniform, came into my office to thank me for my help. These are the moments that make my work so rewarding." -Patty Zavala, Career Counselor

ROAD MAP (18-24 YEAR OLDS)



31 Youth placed into employment

Road Map serves low-income 18- to 24-year-old young adults who are currently not in school or working, and are facing barriers to employment. Our customized services span from training program exploration and enrollment assistance to financial aid guidance, introduction to various on-campus resources, job placement assistance, and more.

Marissa (18) started off in our Road Map program. With the help of our career counselors, she was quickly placed in a job at The Waterford at Rossmoor. During this time, she discovered her passion for working with the elderly and decided she wanted to become a nurse. Marissa is now in our CNA training program and eager to enter the healthcare field and pursue her dream of caring for the elderly. -Kaylan Billeci, Road Map Counselor

DO-IT-YOURSELF TAX ASSISTANCE

275 Claimed More Than \$556,000 in Tax Refunds

During tax season, we teach low-income taxpayers to prepare their own returns using a free website. Experienced, trained session leaders — alumni of the Administrative Careers Training Program — run the program for three months, offering coaching in both English and Spanish.

THANK YOU FOR YOUR SUPPORT

For nearly 20 years, the lives of low-income families across East Contra Costa have been transformed because of your generosity and support. Thank you for strengthening our communities.

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Thanks to over 125 volunteers who take on critical roles that we don't have staff resources to cover.

Thank you to our Alumni Council who provide input into the strategic direction of Opportunity Junction programs.

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