

OCCUPATIONAL DEVELOPMENT CENTER

2019 Annual Report

Connecting Talent to Opportunity

odcmn.org

Mission, Vision and Values

OF THE OCCUPATIONAL DEVELOPMENT CENTER

MISSION STATEMENT

To develop the skills of individuals with disabilities by providing opportunities for suitable, sustainable employment that result in greater independence.

VISION STATEMENT

Individuals with disabilities engaged in valuable work, integrated into their communities and reaching their highest potential.

GUIDING PRINCIPLES

- Respect and integrity in all relationships;
- Diversity is valued and embraced;
- Community partnerships strengthen efforts and build success;
- Good stewardship of resources to ensure a secure financial future;

We value seeing the individuals we support:

- Be treated with respect, fairness, and compassion;
- Have others focus on their potential to maximize achievements;
- Enhance their relationships and broaden their community involvement;
- Live fuller, more rewarding lives through self-sufficiency;

We value seeing our employees:

- Have opportunities to utilize their talents, skills and knowledge to achieve workplace excellence and advance the ODC mission;
- Work as a team, to support each other's efforts to achieve common goals;
- Have opportunities for lifelong learning and continuous personal growth;
- Promoted from within the organization when there are qualified candidates;

We value our community partners by:

- Developing mutually beneficial relationships with businesses and funders and commit to constantly increasing the value of the relationship;
- Developing partnerships with other provider organizations to enhance services and create work opportunities;

Noteworthy News

BIG MOMENTS FROM THE YEAR

The year 2019 was a time of transition and preparation to ready our organization for changes to our programs of service.

With a renewed focus on competitive employment, our divisions have undergone restructuring of staff hierarchy and optimizing of operations to best position our organization for success in finding integrated community employment options for the people we serve.

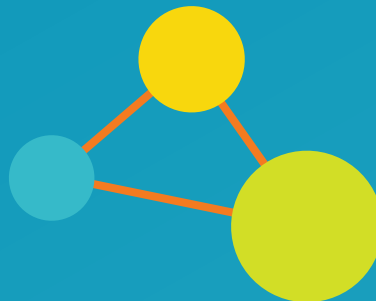
Finally, at the end of the year, we saw Marketing Factory Group, the marketing firm in which ODC is a partner owner with LaValley Industries, through a successful merger with the branding agency, Evolve Creative.



ABOUT THE PHOTO:

Wade took a few minutes out of his shift at Luekens Village Foods in Bemidji to share what he enjoys about working in the deli. "I've been working here for six years and have recently been able to afford a new car!"

Organization



EXECUTIVE LEADERSHIP

June Schelde
PRESIDENT
CHIEF EXECUTIVE OFFICER

Lane Young
VICE PRESIDENT OF BUSINESS
DEVELOPMENT AND OPERATIONS

Nancy Cota
VICE PRESIDENT OF HUMAN
RESOURCES

Mari Chambers
CHIEF FINANCIAL OFFICER

Tori Peterson
VICE PRESIDENT OF PROGRAMS

BOARD OF DIRECTORS

Jorge Prince
CHAIRPERSON

Shawn Newland
VICE CHAIR

Julie Bartkowski
BOARD MEMBER

Greg Kestly
BOARD MEMBER

Ryan Zemek
BOARD MEMBER

Shane Zutz
BOARD MEMBER

Edward Turn
BOARD MEMBER

Amy Ballard
BOARD MEMBER



Proactive Measures

STAFFING AND FINANCIAL STABILITY

This year we made key hires and promotions at several divisions in order to better anticipate program policy changes that would go into effect in 2020.

These hires included program specialists for our Bemidji and Grand Rapids divisions, along with promoting high-performing staff into program specialist positions in International Falls, Thief River Falls, and Crookston.

In addition, production staff had some notable changes. Kacy Idso joined us as division manager in Buhl, allowing Keith Willard to focus on Bemidji instead of splitting his time between the two locations. Progress was made in optimizing production processes for both ODC Stake and Lath and Production Coating Specialties. <<



Marketing Evolution

EVOLVE AND MFG MERGER NEWS

An exciting marketing announcement was made towards the end of 2019.

Marketing Factory Group, the Bemidji firm that has been handling ODC marketing needs for the

past year, has merged with Evolve Creative, a fellow Bemidji agency that brings 15 years of proven expertise into the fold. The combined agency will continue to operate under the Evolve name.

ODC and LaValley Industries remain partners and owners of this marketing business, but the face of the agency as Managing Director is Evolve founder, Sarah Hokuf.

The expanded team consists of three graphic designers, two web developers, a videographer and content producer, along with a marketing director and additional designers to come. Visit evolve-creative.com to learn more! <<

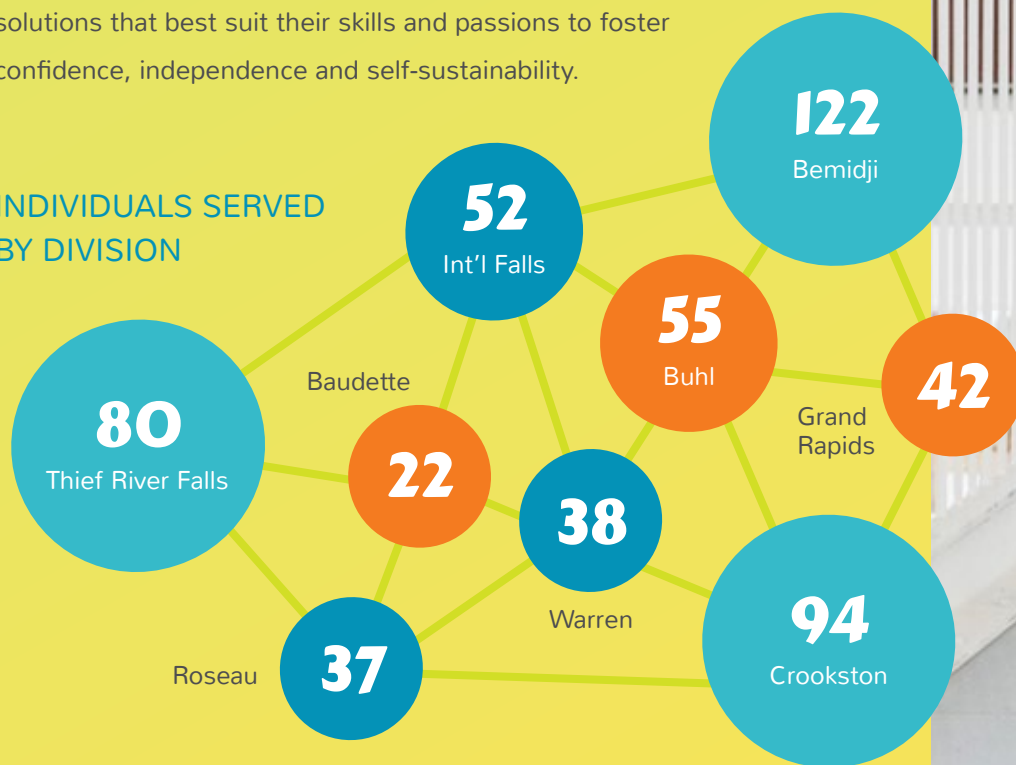


Program Report

GUIDING INDIVIDUALS TO INDEPENDENCE

With the ongoing changes in program, our focus remains on the people we serve and guiding them to employment solutions that best suit their skills and passions to foster confidence, independence and self-sustainability.

INDIVIDUALS SERVED BY DIVISION



TOTAL INDIVIDUALS SERVED IN 2019: **542**

ABOUT THE PHOTO:

Patrick walks three miles to start his shift at 5 a.m. He enjoys having the run of the store for his janitorial duties, and takes pride in what he earns.

Read his story on page 10.



"We support local businesses with services that include confidential document disposal and on-demand task crews ready to fill in on short-term assignments like filling large orders for a publishing company.

My overall goal for this division is to see our persons served become an integral part of this society, to participate and be recognized for all the strengths they bring to our workforce locally."

MARY GIBSON, PROGRAM SPECIALIST | INTERNATIONAL FALLS

Community Specialists

DRIVING SUPPORTIVE RELATIONSHIPS

Cindy Gratzek has been an important part of ODC for the past 14 years. Joining the Warren division back in 2006 as an office assistant, she was promoted to Lead HTC Instructor before moving into her current role of Division Manager in 2009.

Before she started at ODC, Cindy had been working in Grand Forks for 21 years. "I just wanted to work closer to home, and that is how I came to Warren," she said.

Warren is a small community of about 1,500 people. Thief River Falls, Crookston and Grand Forks all lie about 30 miles to the east, south and west, respectively.

"Many of the relationships that ODC has in this community existed before I came here," Cindy said. She and other staff members have approached the maintenance of these community

contacts with the same enthusiasm and attention as their predecessors, which has resulted in resounding support from many area members and organizations.

Dr. Travis Hanel, from Lone Oak Family Dentistry, makes an appearance every year for the division Christmas party, bringing gifts and goodies as jolly Santa. "Some of our individuals are patients of his; it is a very close-knit community here," Cindy said.

This and That Thrift Store receives many quality donations of goods and apparel from businesses and individuals throughout the region.

"We get a lot of positive reception from seasonal deals that we run at the thrift store," Cindy said. "There's a Mother's Day promotion, Christmas open house, and of course National Thrift Store Day in August to name a few. Debbie Rominski, an HTC Instructor here, is

very good at organizing and promoting these events at the store." The recent addition of punch card discounts has also been popular with customers.

One of the biggest recent changes that has been exciting for Cindy is the addition of Janelle Fick as Job Coach. Janelle was recently promoted this winter to Employment Specialist for Warren and Thief River Falls divisions.

"Our division never had a job coach before, as we were purely HTC. With renewed focus on driving community integrated employment options for our individuals, we welcomed Janelle to the division in late 2018," Cindy said.

Some of the inherent struggles in this region when it comes to developing work options are the limited amount of job opportunities available in this small and rural area, along with the lack of transportation choices. >>

"We have made significant progress this year. The most important thing we have done to help this process is to acknowledge the challenges but then demonstrate the solutions.

There are so many people with untapped skills who can be the solution for local employers. This community is very involved in the non-profit sector. It wants us to succeed."

RINNA WATERS, PROGRAM SPECIALIST | GRAND RAPIDS

"We have several job sites in East Grand Forks and Grand Forks," Cindy said. There are four people who are currently working in those communities, and development continues to expand in that direction. "The City of Warren has also been very supportive of job development with our individuals," Cindy added.

Goals that Cindy has laid out for 2020 include increasing the number of individuals working in the community that are employer paid, and increasing the community involvement of individuals utilizing the division's leisure/wellness services.

An ongoing goal for Cindy has been to consolidate operations under one roof. Currently, This and That Thrift Store and HTC are located in one building, and another site more centrally located downtown contains production operations and enclave services.

"Our enclaves provide janitorial and chore services to over 30 businesses in the community," Cindy said. "Moving everything downtown would allow easier access to community sites like the library for the individuals in our leisure/wellness program."

Currently, the production site houses operations for subcontracted work to be completed. Grand Forks manufacturer, PS Industries, sends several orders each month for the assembly and packaging of several hardware kits for its line of industrial doors and safety barriers.

Nordic Fiberglass, based in Warren, works with ODC for the cutting and assembly of wire conductors. Revival Animal Health, a pet care company out of Orange City, Iowa, partners with our Warren division on the design and assembly of exotic bird toys for its Great Companions subsidiary.



Warren staff and individuals served pose for a photo with the ODC bus during the Marshall County parade in July. Cindy (pictured kneeling at left) and fellow staff members are dedicated to creating fun opportunities to involve ODC in community events.

The longstanding relationships that ODC maintains with these businesses help to provide consistent work for several individuals on-site. <<

"The idea behind a new service we're offering is helping eligible students start planning ahead and getting things set up for joining the workforce and thinking about plans for post-secondary education.

REBECCA MAY, PROGRAM SPECIALIST | BEMIDJI

We are very excited to see how this program unfolds and if it will help the younger generation gain access to the tools they need for success."

A Minute with Patrick

FINDING SUCCESS WITH BEMIDJI MENARDS

Sun, rain, storm or bitter cold—Patrick walks his three miles to work to be on time in any condition.

"I've come out here on mornings when we've had a thunderstorm, and he's walked here," said Beth Green, Employment Specialist at the Bemidji division, adding he's reliable even on days of extreme subzero temps when most folks don't dare to leave their house let alone go for a stroll.

Patrick doesn't mind the walk. Because there is no available transportation to get him to work in time for his 5 a.m. shift, it is often his only choice. In nice weather, he'll ride his bike.

Patrick has been working at Menards for about three and a half years. He started with stocking in the plumbing section and has since moved into janitorial. This

includes mopping, sweeping, cleaning up displays and preparing them for reset. He prefers this to stocking, saying he enjoys "being able to work all over the store."

He's set up his own routine and has had to learn how to use a punch clock, along with the guidelines for clocking in and out for break times and the start and end of his shift.

"He's done fabulous, he's so successful here," Beth said. "His coworkers speak very highly of him, and he gets along very well with everyone."

When asked what he thinks of his coworkers, Patrick said he would give them "two thumbs up!" He and Beth also share high fives on days she comes to check in with him.



Beth Green, Bemidji Employment Specialist, catches up with Patrick while he's on break.

Patrick enjoys his job with Menards. Working allows him to be able to go to the movies, go bowling with friends, and travel to the state fair, Twins games, and further with another organization called Search Beyond Adventures. One year he was excited to receive a \$250 Christmas bonus check.

This job has helped him improve his time management and planning skills. One of the most significant things he has learned is the importance of having a daily routine. <<

Production Updates

BUILDING RELATIONSHIPS,
DISTRIBUTING QUALITY



BUHL PRODUCTION MAKING STRIDES

In May, we welcomed Kacy Idso as the new division manager for our Buhl division. Kacy possesses an extensive background in wood products and production management, with a strong understanding of lean manufacturing principles and procedures.

Catching up with Kacy after eight months in his position, he had a lot he was excited to share.

“Within my first three months on the job, we saw a meaningful increase in profits,” he said, which led to a successful summer season overall.

Spending the necessary time learning the ins and outs of the Buhl facility when first coming aboard, Kacy was ready to put plans into action by June. There were opportunities identified to help cut down on work in progress and streamline production processes.

Some initiatives that helped drive these results included a reduction in inventory on hand.

“We have been working towards a true ‘build-to-order’ model instead of carrying a lot of product,” said Kacy. Overall inventory costs were reduced to under a third of what had been.

Another recent modification that aided overall efficiency was the addition of a high-speed optimization saw into the stake and lath production line.

“The saw was already on site when I started my position here, but we were able to implement and incorporate it into the current setup,” adds Kacy.

This optimized setup has improved stake and lath productivity by 25 percent, which will help drive new orders and reduce overall time to fulfillment.

“My goal for 2020 is to gain a lot of new business and grow into our capacity. The Buhl facility has a ton of potential,” said Kacy.

Specifically, there is a focus on increasing stake and lath business. In 2019 there were new customers added from South Dakota and Nebraska, and there are plans to expand market reach in 2020.

Besides stake and lath, the Buhl facility produces custom pallets and skids, cardboard boxes and components, and offers custom cut services utilizing a lumber resaw and CNC panel saw.

Manufacturer's Minute

MONTHLY NEWSLETTER LAUNCHES AT YEAR'S END

We are excited about rolling out a new email newsletter going into 2020.

Launched at the end of December, Manufacturer's Minute is sent out monthly and covers our wide range of capabilities, including Stake and Lath, Production Coating Specialties, and custom cardboard and wood processing services offered at our Buhl facility.

The purpose of this newsletter is to reach current and prospective customers and keep our expanding services top of mind. Included are updates, featured products and services, case studies and testimonials, performance statistics and seasonal promotions. Keeping people informed of our high quality offerings and raising awareness regionally will help increase our reach and future business.



SIGN UP AT
ODCMN.ORG
COATINGMN.COM
STAKEANDLATH.ORG

Minnesota Mittens

TRF AND ROSEAU DIVISIONS HELP BREATHE LIFE INTO MITTEN TRADITION

Minnesota Mittens got its start in 2001 after the Winona Knitting Mills closed, which had long been manufacturing mittens and hats from leftover material from their sweater production. These mittens were a favorite of the mill's customers, so many rejoiced that these warm accessories would live on through our partnership.

At our Thief River Falls facility, the wool comes in to be washed and is then sent to be sewn into mitten shapes. The mittens then return to be flipped and stuffed before shipping out to our Roseau division to be cuffed, packaged, and shipped out to distributors and final retail destinations.



By the Numbers

ONE PIECE AT A TIME

ROSEAU
& TRF



Mittens & Hats **9744**

Tool Pouches **265,600**

BEMIDJI



Items Powder Coated **67,877**

Dust Pans Produced **27,218**

Metal Trays Produced **17,656**

BUHL



Stake & Lath Bundles **34,442**

Pallets & Skids **4,738**



Cardboard Boxes **105,246**



Sewer Blankets **1,275**

Pallets of Custom Cut Orders **182**

DMV



Total Transactions **158,681**

Financials

STEADY AHEAD

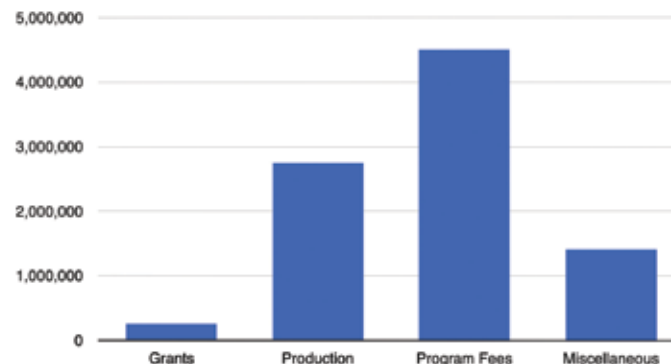
Our diverse revenue streams allow for a sustainable and balanced operating budget.

We look forward to continued expansion efforts in program and production to drive growth and increase capabilities and services for our populations served.

Revenue Sources

Grants:	\$274,859
Production:	\$2,767,217
Program Fees:	\$4,519,511
Miscellaneous:	\$1,418,396

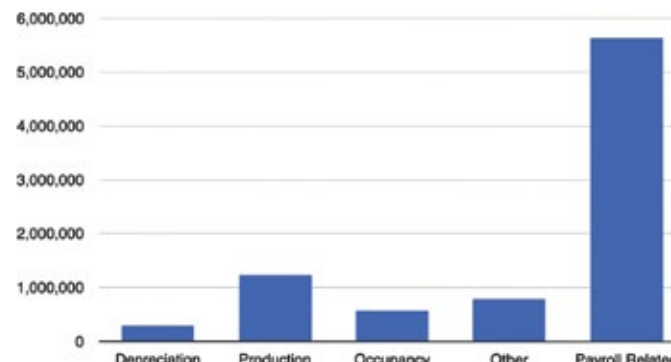
Total Revenue:
\$8,979,983



Expenses

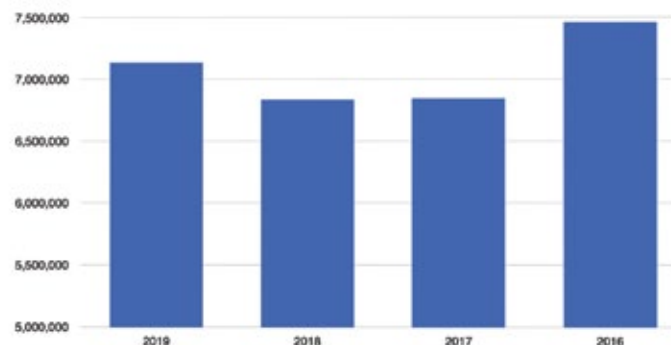
Depreciation:	\$296,454
Production:	\$1,248,572
Occupancy:	\$573,272
Others:	\$792,876
Payroll Related:	\$5,646,167

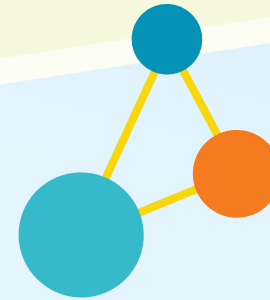
Total Expenses:
\$8,557,341



Liabilities and Net Assets

2019:	\$7,144,373
2018:	\$6,839,936
2017:	\$6,846,415
2016:	\$7,465,838





Locations

BAUDETTE

O: 218.634.2483
F: 218.634.2951
107 East Main St
Baudette, MN 56623

BEMIDJI

O: 218.751.6001
F: 218.751.9189
1219 Naylor Dr SE
Bemidji, MN 56601

BUHL

O: 218.258.8926
F: 218.258.8951
100 Industrial Park Rd S
Buhl, MN 55713

CROOKSTON

O: 218.281.3326
F: 218.281.2115
310 S Broadway, Ste 7
Crookston, MN 56716

GRAND RAPIDS

O: 218.326.8574
F: 218.326.8447
401 SE 11th St
Grand Rapids, MN 55744

INT'L FALLS

O: 218.285.7462
F: 218.285.7218
1600 20th Ave W
Int'l Falls, MN 56649

ROSEAU

O: 218.463.1123
F: 218.463.3973
1194 Center St W
Roseau, MN 56751

THIEF RIVER FALLS

O: 218.681.6830
F: 218.683.7338
1520 Hwy 32 S
Thief River Falls, MN 56701

WARREN

O/F: 218.745.4401
1008 N 2nd St
Warren, MN 56762

CORPORATE HEADQUARTERS

218.681.4949

F: 218.681.7635

1520 Hwy 32 S

Thief River Falls, MN 56701

odcmn.org

