



2021 ANNUAL REPORT



Job Point Headquarters
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AmeriCorps



city of
Columbia



An equal opportunity organization committed to a diverse workforce.

As I reflect back on the past year, I can't help but think about how this team and this community (including YOU) rallied together to keep moving forward.

This year, our students completed their courses, earned their certifications and went on to find jobs or in some cases, moved on to continuing higher education.

We helped those who had a desire to work find jobs that fit their interests AND earn a better wage.

We helped people who felt like they had no where else to turn find supportive advocates and hope.

And when I say "WE" I mean YOU, too.

You helped these people - your neighbors - take the next step, and then the next one. Your investment in Job Point is an investment in them.

Thank you for taking the time to see their potential and help them break through all of the barriers in their lives.

Not everyone found victory this year, but thanks to everything YOU have done, they continued moving forward.

MOMENTUM.

That is what YOU made possible.

In these pages, we are pleased to share some of the breakthroughs you helped make possible.

Thank you for making them happen.

Sincerely,



Steven A. Smith,
President & CEO



After pausing events due to Covid-19 in 2020, **you helped bring joy and opportunity to our clients through six events in five months** including the FINAL Company Feud event (Congrats to Isle of Capri) and our 35th Comedy Night fundraiser, with **Dr. John Adams, Adonica Coleman Gary Lee, and Bob Roper** as our local comics. **Special thanks to Erica Pefferman, Fred DeMarco and Matt Istwan for making both of these events happen!**

Veterans United made an inspirational donation to help pay down the loan on our building at 400 Wilkes Boulevard, allowing more funds to be directed to client services.

Coil Construction made a very generous in-kind contribution of building renovations to enhance safety and accessibility.

Job Point and Columbia Public Schools celebrated **25 years of Partners in Education with Douglass High School.**

Eric Morrison, Past Board Chair, won the Impact COMO Award for 2021 Most Impactful Board Member.

Our Highway Maintenance and Repair program, in partnership with Emery Sapp & Sons, was approved by U.S. Department of Labor as an apprenticeship program.

Our YouthBuild and AmeriCorps students partnered with Missouri River Relief for the final leg of their 2021 Big Muddy Clean Sweep. Participants performed additional service locally by **building a computer lab for Turning Point's drop-in center for people who are homeless**, and across the state line by helping **build tiny homes in Lawrence, KS, for youth aging out of foster care.**

Job Point was recognized with a **Kindness in Business Award**, presented by Missouri Business Alert and Children's Grove.

EXCELLENCE IN CUSTOMER SERVICE **COLLABORATIVE SPIRIT**
INTEGRITY **ABLE & ADAPTABLE** **CLARITY IN COMMUNICATIONS**

PROGRAMS & SERVICES

COMMUNITY HOUSING DEVELOPMENT

With assistance from the City of Columbia, Job Point students construct new homes for sale to income-eligible individuals and families, helping rectify the affordable housing deficit in the city. Participants also assist other community organizations with home construction and remodeling.

EMPLOYMENT SERVICES

We equip candidates with the tools they need for a successful job search. Our advisors provide individualized services to help job seekers find their best match. We help them evaluate their interests, skills and experiences and match that to employer needs. Once employment is secured, follow-up support is provided as needed to ensure they keep the job or find a better one, if things aren't quite the right fit after all.

EMPLOYMENT SERVICES WITH SUPPORTS

Assists individuals with significant disabilities in identifying appropriate work goals as well as securing and successfully retaining employment. Ongoing support is provided with job tryouts, work readiness, development of employment opportunities, job coaching and long-term follow-up services.

SKILLS TRAINING & CERTIFICATE COURSES

Prepares individuals for employment in a specific field. Our current courses include:

- Office Technology
- Office Support Specialist
- Retail Sales
- Carpentry
- Highway/Heavy Construction
- Heating Ventilation & Air Conditioning
- Certified Nursing Assistant

YOUTHBUILD

Assists disadvantaged youths in advancing educational levels, obtaining construction skills, developing leadership abilities, and eventually advancing towards high growth, high demand occupations. YouthBuild students build affordable housing in our community's most impoverished neighborhoods and participate in service learning activities.



OUTCOMES

248

PEOPLE SERVED



78%

OF ADULT JOB SEEKERS
MAINTAINED EMPLOYMENT
FOR AT LEAST 90 DAYS



98%

OF CUSTOMERS WERE
SATISFIED WITH SERVICES
RECEIVED



\$14.09/HR

AVERAGE WAGE

ANNUAL TOTAL INITIAL WAGES FOR THOSE
WHO COMPLETED OUR PROGRAMS

\$2,747,550

THE POWER OF SECOND CHANCES



Aaron Matthess, Award of Excellence Winner

Aaron enjoys being on the road, seeing new places and knowing that he has done his part to ensure that the job gets done.

Aaron Matthess started his journey at Job Point in July 2019. **He struggled with finding stable employment due to a history of substance use and abuse, incarceration and homelessness.** Aaron was referred to the Highway Heavy Construction program through Vocational Rehabilitation with hope and good intentions.

But then something tragic happened that changed his trajectory forever: his father unexpectedly passed away leaving him homeless and sending him back down the path toward substance abuse.

Then, Aaron disappeared from Job Point.

In the time while he was away, Aaron says that things got even worse and he was forced to make a hard decision about what he wanted his future to be. "It was rehab or jail

time," he said.

In December 2020, Aaron walked through the doors at Job Point and declared that he was ready to begin again and hoped for a second chance.

In February 2021, Aaron started Job Point's Job Readiness Training. For the entire week, he attended class daily from 9:00 am – 3:00 pm. Not only was it a refresh button for Aaron, it was a chance for the team at Job Point to see if he was really ready to get back to work.

In March, he restarted the Highway Heavy Construction program.

He admits that at first, he struggled a little bit with punctuality and staying

focused. But thanks to a little tough love from his instructor, he came to realize the value and importance of showing up reliably on time every day and following through on what he says he is going to do.

"I'll never forget that lesson," Aaron said.

Aaron completed his training in June and was able to obtain his CDL. **By the end of the month, he had interviewed and secured a position as a truck driver with Emery Sapp & Sons.** Through this position he has the opportunity to travel all over the state of Missouri and has even had the chance to work in Arkansas and Texas.

"He has been asked to travel to new locations weekly and sometimes daily and has done so willingly and with a positive attitude. He is eager to know what is coming up next, always wanting to stay busy. Aaron has mentioned on more than one occasion his willingness to travel anywhere at any time to get the job done," Scott Zepp, Corporate Equipment Director, at Emery Sapp & Sons said.

And it's true, Aaron says that he loves his job.

"With my background and all that I have been through, it feels so good to not just have this job, but to be trusted and given the responsibilities I've been given," Aaron said.

VISION

To unleash human potential by creating life changing solutions for personal fulfillment and economic independence.

MISSION

Job Point promotes the abilities of individuals seeking employment through innovative training, education and business partnership, enriching the communities where we work and live.

IMAGE

Job Point is mid-Missouri's premier employment center and community development corporation. Since 1965, we have been linking people and jobs.

STATEMENT OF FINANCIAL POSITION FISCAL YEAR 2021

ASSETS	
CURRENT ASSETS	873,369
NET FIXED ASSETS	1,267,013
INTANGIBLE ASSETS	34,686
TOTAL ASSETS	2,175,068
LIABILITIES	
CURRENT LIABILITIES	617,465
LONG-TERM LIABILITIES	4,481
TOTAL LIABILITIES	621,946
NET ASSETS	
TEMPORARILY RESTRICTED	108,711
UNRESTRICTED	1,444,411
TOTAL NET ASSETS	1,553,122
TOTAL NET ASSETS & LIABILITIES	2,175,068

STATEMENT OF ACTIVITIES FISCAL YEAR 2021

SUPPORT & REVENUE	
CONTRIBUTIONS & UNITED WAY	814,244
GRANTS & CONTRACTS	1,152,683
SERVICE FEES EARNED	705,783
HOUSE SALES, NET OF RELATED COSTS	(16,238)
OTHER INCOME	5,073
TOTAL SUPPORT & REVENUE	2,661,545
EXPENDITURES	
CLIENT SERVICES	1,776,501
DEVELOPMENT	113,382
ADMINISTRATION	306,629
TOTAL EXPENSES	2,196,512

MARY FINDS HER *TRUE* CALLING

After a long career working in manufacturing, Mary Kistner was ready for a change. **She yearned for the opportunity to feel inspired and happy to go to work.**

She was referred to Job Point through Vocational Rehabilitation and joined forces with Job Point Advisor, Ranjana Hans. Together, they updated her resume and began their search for the perfect fit.

"Mary has a creative mind and she really wanted to find something that would allow her to put her skills and passion to work," Ranjana said.

Through the job exploration process, they found several positions that offered Mary activities she was interested in, but none of them were the "perfect match"

That is until they found an opening at Hobby Lobby.

"I walked into Hobby Lobby and saw a sign that said, "Now Hiring," Mary said. "So, I asked for an application and drove over to Job Point."

Mary and Ranjana completed it together and refined her resume to match the position. Then Mary returned to Hobby Lobby and submitted her application.

Eager to make her employment dreams come true, Mary, who is deaf, followed up about an interview with the assistance of an interpreter.

To prepare, Mary practiced interview questions with Ranjana. Thankfully, all of her preparation paid off.

"They said, 'Can you start on Monday?' and I said "YES!" Mary said.

It was a perfect fit. Mary quickly made friends with her co-workers, found unique ways to exercise her creativity and passion for crafting and enjoyed



Mary Kistner,
Award of Excellence Nominee

the employee discount, too. While visiting, Ranjana found a confident woman who was excited to go to work every day.

"She gave me a tour and introduced me to her friends," Ranjana said. "She loved her job and she was so proud to be there."

THE TRANSFORMATIVE POWER OF *BELIEVING* IN YOURSELF

By **Felecia Jackson-Qualls**

Gerald Williams walked into Job Point's office in August 2020, where he met Felecia Jackson-Qualls, Job Point's Recruiter. **She was called to the front desk to meet with a man who was homeless and needed help.**

"When I heard the word "homelessness," I immediately went into prayer mode, I'm saying to myself, "Lord, I hope I can help this man." Felecia said.

Although it was not her first time working with someone who was homeless, she said that it had never been this extensive. When she approached Gerald, he smiled, gave her a firm handshake, looked her in the eye and said, "I need your help."

"Okay, let's talk," Felecia said.

They went into the conference room and sat down. Felecia asked how she could help and he started to tell his story.

"As I listened, it was hard for me to hold my composure because of the horrific challenges he had gone through up until that moment," she said.

Gerald had just completed a 20 year prison term for drug charges. **He was 46 and wanted to move forward in his life and establish a new beginning for himself.**

After being released from prison two weeks prior, he took a bus to St. Louis to see his mother.

He was determined to change his life and he felt ready to reenter the community with a different mindset.

He was completely unaware that his life was about to be turned upside down in just a matter of hours. As he returned from the store with his mother, helping her carry groceries into her house, she was murdered in front of him and he was wounded as he tried to save her.

"I told him that I would do whatever I could to help him, but we had to work together," Felecia said.

It started with a tent and a sleeping bag.

She gave him a tent to live in for a few weeks as they helped him access food assistance, obtain clothing through Love Columbia and the Wardrobe, find more stable housing thanks to In2Action and secure a bike for transportation through Turning Point.

Gerald enrolled in Job Point's Job Readiness Training, was able to connect with Vocational Rehabilitation for additional support and worked his way through several temporary positions until he finally found his perfect fit at Cheddar's.

Today, he works as an assistant to management at Cheddar's and is self-sufficient.

Gerald completed all of the requirements in In2Action's program and was elevated to housing assistant before finally reaching a point of stability that has allowed him to move into his own apartment.



Gerald Williams,
Award of Excellence Winner

Gerald hopes that by sharing his story, he will inspire others to seek a better life for themselves, too.

After everything that life has thrown at him, he has persevered. He has believed in himself and stayed disciplined and consistent through all of the trials and hard knocks, knowing that there was something greater on the other side.

He knew that he deserved to have, AND had the potential, to live a better life and today he is doing exactly that.

IT'S ABOUT MORE THAN *"JUST A JOB"*

Many walk through our doors needing more than just a job. They need an injection of hope. They need someone to look at them and say, **I SEE YOU. YOU ARE ENOUGH. YOU HAVE VALUE.**

THANKS TO YOU, Job Point is more than just a match-maker for people and jobs. We help heal the whole person. We build people up and equip them with the tools they need to succeed in life and in their career.

YOU MAKE THAT POSSIBLE. Whether you're the business owner who gave them a chance, the tutor who helped them study or have invested in them directly as a donor, **everything you do here changes lives. THANK YOU.**

JOIN US IN SAYING THANK YOU TO OUR AMAZING FY21 BUSINESS PARTNERS!

From large corporations to small start-ups, we are proud to partner with these incredible companies. Just like finding the right job can change your life, so too can finding the right employees. It's not always a perfect fit, but we applaud these businesses for choosing to see the potential of our job seekers and giving them a chance at employment and a better life.

1 Way Construction	Integrity Home Care & Hospice
Advantage Home Care	JobFinders
Advocate Illinois Masonic Medical Center	Job Point
Air & Water Solutions	Kraft Heinz Company
Atkins, Inc	Lenoir Woods Lutheran Senior Services
ATR Towing & Recovery	Linen King Group, LLC
Beyond Meat	Longhorn Steak House
Boone County Family Resources	Massage Envy
Boone Health	MBS
Broadway Diner	McCarty Property Investments
C&R Market	McDonald's
Candlelight Lodge	Menards
Capital Paving & Construction	MERS Missouri Goodwill Industries -
SSM Health Cardinal Glennon	Moberly
Children's Hospital	MFA Oil Company
Carl Handyman, LLC	Mid MO Telecom & Security
Central Bank of Boone County	MidwayUSA
Cerebral	Millard Mall Services
Cheddar's Scratch Kitchen	Modern Property Group
Cirilla's	MSCRR Division, LLC
City of Columbia	The Neighborhoods, by Tiger Place
Colony Brands, Inc	Normandin Construction, Inc
Colony Pointe Senior Living	O'Reilly Auto Parts
Columbia Appliance	Palmer's Home Care, LLC
Columbia Manor	Parkside Manor
Columbia Post Acute	Penny Plate of MO, Inc
Continental Steel Erectors	Phoenix Health Care & Hospice
Cracker Barrel	Phoenix Programs
CSL Biotherapies, Inc	Pickleman's Gourmet Cafe
Dana	Riverdell Care Center
Dependable Services & Construction	Senior Independent Living
Divergent Language Solutions	Show-Me Pro Builders
Dollar General	Sonic Drive-In
Dollar General Distribution Center	Staff Today, Inc
Emery Sapp & Sons, Inc	Star Heating & Air Conditioning Co
Engineered Plastic Components, Inc	STAT Courier
Eurofins	Subway
Faber & Brand, LLC	Teph Seal
Fresh Ideas	The Broadway, A Doubletree by Hilton
Fresh Start Property Management, LLC	The Insurance Shop, LLC
G&G Resinous Flooring	Tiger Place
GardaWorld	Timber Falls
Garrett Painting	Tradesman International
Gerbes Super Markets	University of Missouri Health Care
Golden Corral	University of Missouri Health Care Ellis
Griff Air, LLC	Fischel Cancer Center
Hallsville High School	University of Missouri Health Care
Hampton by Hilton	Women's Hospital
Hancock Refrigeration & Heating	University of Missouri Residential Life
Harry S Truman Veterans' Administration Hospital	University of Missouri Campus Dining
High Road School of Boone County	University of Missouri College of Veterinary Medicine
Hobby Lobby	Volt
Holland Brothers Construction & Landscaping, LLC	Walmart
Hoss's Market & Rotisserie	Windy Ridge
Hy-Vee	Woodhaven
	Woodley Building Maintenance

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ONE FURLOUGH & 38 APPLICATIONS LATER

After 29 years of dedicated service with University of Missouri, thanks to the pandemic, Eric, a past Award of Excellence recipient, was suddenly forced to start looking for a job.

Eric worked at the University's Student Health Center. **But when the campus moved into virtual learning and many students were sent home for the foreseeable future, he was furloughed.**

Eric considers himself fortunate that the University gave him transition assistance during his furlough and provided him the opportunity to retrain and find a different position within their system. He had until December 2020 to find a new position or risk losing his hard-earned benefits.

"He went everywhere he could think of to drop off his resume," his mother, Sharon Busch, said. "But we were struggling. We felt like we were lost out there in the wilderness"

That's when Eric contacted Vocational Rehabilitation and was referred to Job Point and started working with advisor Bryon White in August 2020.

"When he first came in, his

number one goal was to find a job," Bryon said. "He just wanted to get back to work."

He originally hoped to find a position similar to what he had before, but as the deadline drew closer, the team began to explore other opportunities. Eric decided to expand his job search,

"I think we submitted about 38 applications," Bryon said. "Our priority was to find a job with the University so Eric could retain his benefits and be close enough that he could continue to walk to work."

Eric was invited to interview at several businesses, but nothing seemed to work out. One department decided not to fill the position, another was just too far away to be feasible with his transportation barriers. It was one dashed hope after another.

And then finally, the team made a breakthrough.

Eric was invited to interview on November 4 with just a few weeks left until his deadline to find a new position.

Bryon followed up with recruiters and by some kind of miracle, one of them happened to have worked with Eric's former supervisor!

She'd already reached out and after hearing his glowing review and about his exemplary track record, she made him a conditional offer during his interview.

And on November 23, he was officially hired as a Dining and Nutrition Associate at MU Health Care making around \$5 more an hour than he had been in his other position.

He won himself that job," Bryon said. "I just helped him find it."

Eric excelled in his new position and was soon given additional responsibilities.

Today, he is thriving.

"I really like my new co-workers and I love getting to see people," Eric said. "I'm constantly busy and I get to do interesting things."

Eric celebrated 25 years of full-time service with the University of Missouri in January 2021.

We just feel so fortunate," Sharon said. "We know that there are so many people out there still looking for work. Thanks be to God and to Job Point."



Eric Stracke, Award of Excellence Winner

LET'S CONNECT

Come see us at:

Job Point Headquarters
400 Wilkes Boulevard
Columbia MO 65201

Visit us online at:

jobpoint.org

Join the conversation at

facebook.com/jobpoint
twitter.com/jobpointMO
instagram.com/jobpointMO

GET INVOLVED

GET HIRED

We are here to help you find the job you've been searching for and learn how to keep it.

HIRE OUR CANDIDATES

Looking to hire someone great for a specific job opening? Submit it online at jobpoint.org/post-a-job

ENROLL IN A COURSE

Train for your dream job!
Visit jobpoint.org/train-for-a-job

VOLUNTEER

We are always looking for volunteers to help our students and job seekers!

MAKE A GIFT

Your gift helps change lives! Make your gift securely online at jobpoint.org/donate

NAP CREDITS

We have NAP tax credits available. Give us a call to learn more!