



The Open Doors

Executive Director Report

Mylene Garcia

Presented during AGM 2025

Mylene C. Garcia

Executive Director's Message



Dear Staff, Board of Directors, Partners, and Community,

It is with deep gratitude that I share this year's Executive Director's Annual Report. The past year has been one of transition, resilience, and hope. We faced challenges that tested our adaptability, yet we also witnessed remarkable strength from our staff, volunteers, partners, and the people we serve.

Even as some programs came to an end, we embraced new opportunities that reflect the evolving needs of our communities. Initiatives in justice navigation, restorative practices, food security, and workforce development are helping us reach more people in meaningful ways. These shifts remind us that while change is never easy, it can open the door to growth, innovation, and deeper impact.

What inspires me most are the stories behind our work: a young person finding their first sense of belonging, a family regaining stability after hardship, an individual choosing recovery and rediscovering hope. These stories remind us that The Open Doors is more than programs or services — it is a place of compassion, dignity, and possibility.

As we look ahead, our vision is clear: to strengthen our foundation, deepen community partnerships, and continue opening doors to brighter futures.

With your continued partnership, I am confident The Open Doors will not only meet the challenges ahead with resilience and compassion, but also grow stronger in creating lasting impact.

With gratitude,

A handwritten signature in black ink, appearing to read "Mylene Garcia".

Mylene Garcia
Executive Director
The Open Doors

❖ "The Open Doors is more than programs — it is a place of belonging, dignity, and hope."

Organizational Overview

“Adapting through change, expanding impact, and strengthening community.”

Organizational Overview

Mission : Opening Doors to a Brighter Future.

Vision : A community where every individual has access to support, hope, and opportunity.

Values

- **Compassion:** We meet people where they are, with empathy and dignity.
- **Collaboration:** We work with partners, families, and communities to create stronger outcomes.
- **Integrity:** We are accountable and transparent in our actions.
- **Innovation:** We adapt to meet evolving community needs.
- **Respect:** We honor the unique strengths and identities of each person we serve.

Milestones 2024-2025

This year was marked by both transition and growth. Compared to 2023-2024, when programs such as Adult Crime Prevention, Adult Navigation, and Rural Navigation were active, 2024-2025 saw the following key developments:

- **Program Transitions:** Adult Crime Prevention (ACP), Adult Navigation (Wetaskiwin), and Rural Navigation concluded as funding ended, with supports provided to ensure clients were not left behind.
- **New Program Launches:** Specialized Criminal Justice Navigation (SCJN), NextGen Safe and Restorative Pathways were launched, strengthening justice-focused supports.
- **Program Growth:** EmpowerPLUS expanded from a pilot into a robust employment and life skills program, serving 30 clients and delivering over 100 supports.
- **Food Security:** Nourish Now scaled significantly, distributing over 2,100 meals to the community.

- **Community Reach:** A total of **643 clients** were actively case managed and supported this year, including 377 carried forward from last year and 266 new admissions.
- **Helplines:** Continued as a cornerstone of accessibility, supporting 166 individuals in Camrose and Wetaskiwin. ☎
- Hosted our **first Thanksgiving Grab-and-Go meals** in Camrose and Wetaskiwin.
- Welcomed the community during our **first Open House** events after reorganization.
- Launched our **first Christmas fundraising event, “Open Hearts ,Open Doors,”** raising **\$16,000** to support programs.

Programs & Services Overview

“Every program, every service — changing lives in our communities.”

In 2024–2025, The Open Doors continued to provide a wide range of supports to youth, adults, and families across East Central Alberta. Our programs address immediate needs, build long-term skills, and foster resilience. While some programs concluded due to funding changes, we successfully launched new initiatives that reflect the evolving needs of our community.

Comprehensive Navigation & Support Services

- **Youth Navigation (Ages 11–24):** Assisting youth with access to health, education, and employment resources through referrals, guidance, and essential supplies.
- **Family Resource Network (FRN) Spoke Programs (Ages 7–13):** Mentorship, life skills, and activities such as *Fun4Wellness* to promote healthy growth.
- **Youth Connections (Ages 14–18):** Focused on life skills, cultural exploration, and community engagement to build independence.

Community Wellness & Mental Health Supports

- **24/7 Crisis Helpline:** Around-the-clock confidential support for individuals, families, and professionals.
- **Community Helpers Program (CHP):** Suicide prevention and peer support training for youth and adults.
- **Counselling Services (Ages 11–24):** Accessible, sliding-scale counselling for youth.
- **Let’s Talk Series:** Group sessions on mental wellness, relationships, and suicide awareness.
- **Harm Reduction Program:** Education and supplies to reduce risks of high-risk behaviours.

Workforce Development & Justice Initiatives

- **EmpowerPLUS (Ages 15–30):** Employment support for youth facing barriers, including Indigenous, racialized, newcomer, and 2SLGBTQI+ youth.
- **Empower360:** Life skills training that equips youth for long-term personal and professional success.
- **Restorative Pathways (Ages 12–24):** Bringing victims, offenders, and community together to promote accountability and healing.
- **Specialized Criminal Justice Navigation (18+):** Advocacy and support for victims of crime in Wetaskiwin, Ponoka, and Maskwacis.

- **NextGen Safe (Ages 12-24):** Youth-led initiative promoting safety, resilience, and violence prevention across East Central Alberta.

Integrated Food Security & Basic Needs

- **Nourish Now:** Providing grab-and-go meals, community meals, rural food hampers, and nutrition education.
- **Emergency Assistance:** Immediate help with food, clothing, and hygiene products.
- **Transportation Assistance:** Bus passes, tokens, and support to overcome mobility barriers.

Programs Concluded in 2024-2025

Due to funding transitions, the following programs ended this fiscal year:

- Adult Crime Prevention Program – March 14, 2025
- Adult Navigation – Wetaskiwin – December 31, 2024
- Rural Navigation – February 12, 2025

Client Testimonial

“The Open Doors helped me when I didn’t know where else to turn. My navigator connected me to resources, counselling, and employment supports. Today, I feel more stable and hopeful about my future.”

By the Numbers

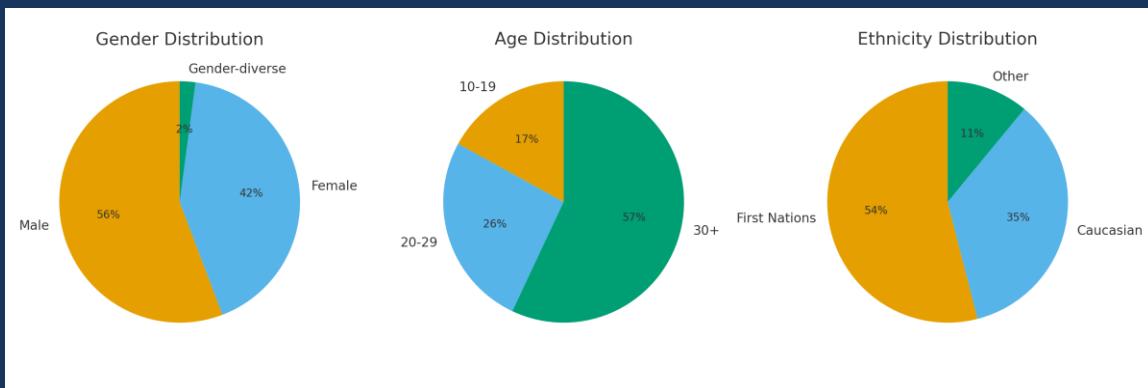
“Behind the data are stories of resilience, hope, and progress.”

❖ Overall Reach

- **643 clients case managed & supported** (377 carried forward + 266 new admissions).
- **89 clients active** at year-end.

✿ Demographics

- **Gender:** 53% male, 40% female, 2% gender-diverse, 5% Not disclosed/Other.
- **Age:** 43% under 30 (17% ages 10-19, 26% ages 20-29).
- **Ethnicity:** 54% First Nations, 35% Caucasian, 11% other.
- **Referral Sources:** 74% self-referrals, 14% service providers, 12% family/courts/RCMP/doctors.



⬆ Top 5 Services Accessed

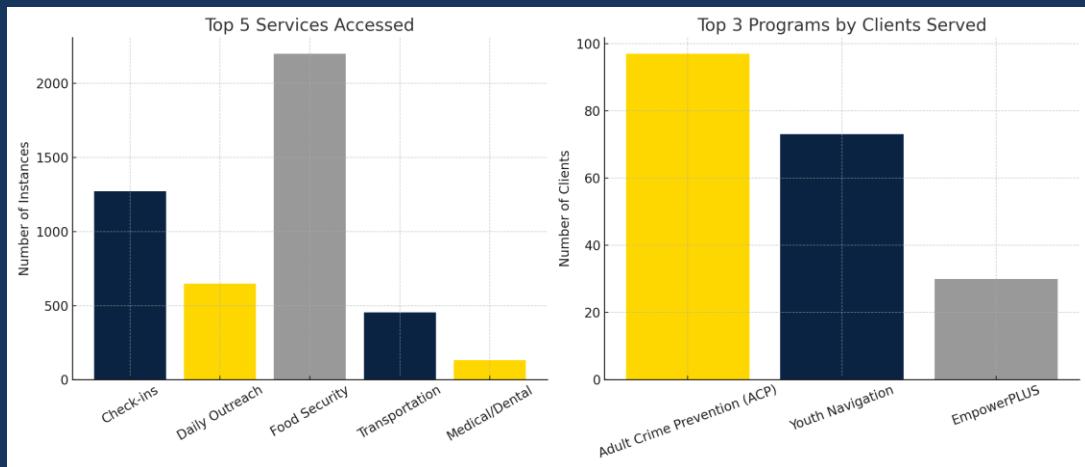
1. **Check-ins (staff & client initiated):** 1,272+
2. **Daily Outreach:** 648+
3. **Food Security (meals & food assists):** 2,200+
4. **Transportation Supports:** 455+
5. **Medical/Dental Assistance:** 131+

➡ *Consistent relationship-based engagement, food, and transportation remain the highest areas of need.*

Top 3 Programs by Clients Served

1. **Adult Crime Prevention (ACP – Wetaskiwin):** 97 clients (program ended March 2025).
2. **Youth Navigation (Camrose):** 73 clients, 30 still active at year-end.
3. **EmpowerPLUS (Camrose):** 30 clients, 100+ employment and life skills support delivered.

➡ *Justice programs and navigation continue to serve the most people, while EmpowerPLUS grows as a core youth workforce program.*



Food Security

- Nourish Now: Providing grab-and-go meals, community meals, rural food hampers, and nutrition education. Through the generous support of Cargill, our Nourish Now program provided over 2,156 meals this year, ensuring that youth, adults, and families facing food insecurity had access to nutritious meals when they needed them most. (679 breakfasts, 1,399 dinners, 78 snacks).

Justice & Court Supports

- **600+ interventions** across ACP, SCJN, and Restorative Pathways/Justice.

⌚ Key Outcomes

- 643 clients case managed and supported across Camrose, Wetaskiwin & rural communities.
- 2,156+ meals provided.
- 100+ youth supported in employment and life skills.
- 1,183 harm reduction supplies distributed.
- 100+ medical/dental assists delivered.
- 166 helpline contacts.

❖ “*Every number represents a story of resilience and transformation.*”

Financial Overview

“Stewarding resources with transparency, accountability, and care.”

The audited financial statements for the year ending March 31, 2025, reflect both the challenges of a transitional year and our continued commitment to responsible stewardship. As is typical for many not-for-profit organizations, the audit opinion is qualified with respect to the completeness of donations and fundraising revenues, which cannot be fully verified.

Comparative figures for 2023 and 2024 were **restated** to correct deferred revenue and accrued liabilities, ensuring accuracy and comparability.

For 2024–2025, The Open Doors reported a **deficiency of revenue over expenses of \$456,360** (2024 – \$270,084), resulting in a decrease of net assets to **\$491,851** (2024 – \$948,211). Internally restricted reserves totaling **\$227,260 were fully allocated during the year**, leaving no balance at year-end. A significant non-cash adjustment of **\$275,879 was recognized as a loss on disposal of capital assets**, contributing to the year's deficit.

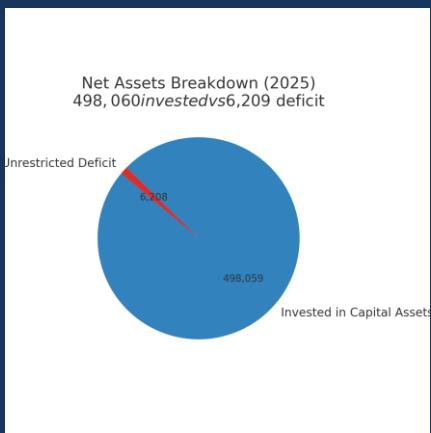
Despite these challenges, the organization maintained operational stability and secured resources to sustain programs into 2025–2026.

Highlights 2024–2025

- **Restatements:** Comparative figures for 2023 and 2024 were corrected to more accurately reflect deferred revenues and accrued liabilities.
- **Deficit:** Reported a deficiency of **\$456,360** (2024 – \$270,084).
- **Net Assets:** Decreased to **\$491,851** (2024 – \$948,211), with internally restricted reserves fully allocated.
- **Cash:** Increased to **\$470,163** (2024 – \$409,302), ensuring operational liquidity.
- **Deferred Revenue:** Increased to **\$441,860** (2024 – \$281,263), securing programming for the future.
- **Capital Assets:** Decreased to **\$780,550** (2024 – \$1,160,123), reflecting depreciation, disposals, and planned reallocation.

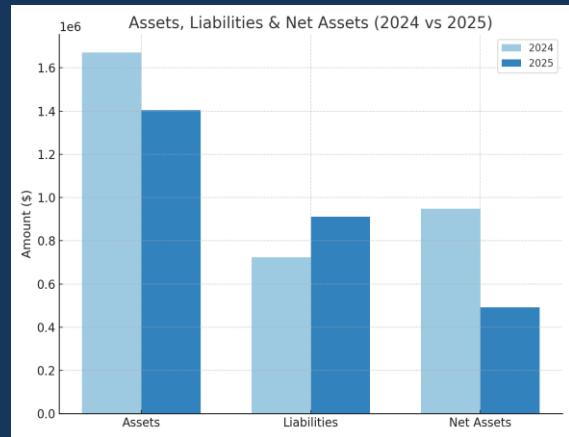
Key Considerations

- The reduction in net assets reflects both the intentional use of reserves and a one-time non-cash adjustment related to capital asset disposal.
- The increase in deferred revenue provides security for future service delivery.
- Operational liquidity was maintained through improved cash balances.
- Capital resources declined due to depreciation, disposals, and reallocation, consistent with long-term sustainability planning.



Net Assets Breakdown (2025)

Net Assets 2025: \$498K invested in capital assets vs \$6K unrestricted deficit. Internally restricted reserves were fully allocated during the year.



Assets, Liabilities & Net Assets (2024 vs 2025)

Total assets declined from \$1.67M to \$1.40M, while liabilities increased and net assets decreased from \$948K to \$492K, reflecting reserve use and asset disposals during the year.

Note: For full details, please refer to the **official audited financial statements** for the year ending March 31, 2025.

Community Engagement & Fundraising Highlights

This year marked several “firsts” that brought our community together in new and meaningful ways:



Open House Events: The Open Doors welcomed community members for the first time since our reorganization to tour our spaces, meet staff, and learn about our programs.

Thanksgiving Grab-and-Go Meals: Clients in both Camrose and Wetaskiwin were served festive meals to mark the holiday season with dignity and care.



Open Hearts ,Open Doors This Christmas Fundraiser: Our first-ever holiday fundraising campaign raised **\$16,000** in donations, thanks to the generosity of individuals, businesses, and community partners. These funds directly strengthen the programs and supports that change lives every day.



Community Member Testimonial

“Supporting The Open Doors through the Open Hearts Open Doors fundraiser was an easy choice. Knowing that my contribution helped provide meals, support, and life-changing services makes me proud to be part of this community.”

❖ “Community is built not just through services, but through connection and shared generosity.”

Partnerships & Collaborations

“Our strength lies in the partnerships and hope we build together.”

The Open Doors could not achieve its mission without the generosity and commitment of our funders, partners, and donors. Each contribution — whether through funding, services, or personal giving — ensures that youth, adults, and families across East Central Alberta receive the support they need.

Government & Institutional Partners

- Government of Canada
- Government of Alberta : Ministry of Justice; Ministry of Children & Family Services
- Alberta Health Services
- City of Camrose & City of Wetaskiwin
- Community Foundations of Canada
- Battle River Community Foundation
- H.W. Siebens Charitable Foundation

Community & Service Partners

- School Divisions across East Central Alberta
- RCMP and local justice partners
- Native Counselling Services of Alberta
- Legal Aid Alberta & Duty Counsel
- Family & Community Support Services across the region
- Faith communities and local service agencies

Corporate & Private Donors

We are especially grateful to our corporate partners and private donors; whose contributions help sustain our programs and extend our reach. Many of these gifts come quietly, but their impact is lasting — from ensuring a youth receives a warm meal to supporting life-changing interventions.

Program Champion

- **Cargill** -As the primary supporter of Nourish Now, Cargill's commitment ensured thousands of meals reached individuals and families across East Central Alberta in 2024-2025.

Challenges & Lessons Learned

“Adapting through transition, finding strength in resilience.”

2024–2025 was a year of transition for The Open Doors. Funding changes required the conclusion of several longstanding programs, while new initiatives emerged to meet evolving community needs. These shifts tested our adaptability but also highlighted the resilience of our staff, clients, and partners.

Challenges Faced

- **Funding Transitions:** Closure of the Adult Crime Prevention Program, Adult Navigation in Wetaskiwin, Rural Navigation, and Youth Employment Support Services created service gaps and uncertainty for clients.
- **Rural Service Gaps:** Transportation and accessibility in rural communities remained barriers to consistent support.
- **Resource Demands:** Increased demand for crisis intervention, justice navigation, and food security placed heavy pressure on programs.
- **Staff Capacity:** Limited staffing stretched teams thin, raising risks of burnout while demand continued to grow.

Lessons Learned

- **Flexibility Builds Resilience:** Quick adaptation allowed us to sustain client care during program transitions.
- **Partnerships Are Essential:** Justice, health, and community partnerships helped fill service gaps and amplify impact.
- **Innovation Creates Opportunity:** New initiatives such as SCJN, Restorative Pathways, Nourish Now, NextGen Safe and EmpowerPLUS addressed today's evolving needs.
- **Community Generosity Matters:** Fundraising efforts, including the Open Hearts Open Doors Christmas campaign, demonstrated how donor support sustains critical services.
- **Staff Resilience Is Vital:** Investing in staff well-being and capacity is key to maintaining quality care and preventing burnout.

❖ “Challenges push us to adapt, innovate, and recommit to those we serve.”

Strategic Priorities 2025–2026

“Building sustainability, deepening partnerships, and expanding reach.”

As The Open Doors looks ahead, our priorities reflect both the lessons of the past year and our long-term vision for a stronger, more resilient organization.

Our Priorities

- **Diversify Funding:** Expand fundraising, grants, and donor engagement to sustain and grow programs.
- **Rebuild Reserves:** Strengthen financial reserves to ensure long-term stability and responsiveness.
- **Enhance Program Delivery:** Improve service quality, consistency, and evaluation across all program areas.
- **Expand Rural Access:** Address transportation and service gaps to better reach rural and remote communities.
- **Invest in Staff Capacity:** Support staff development and well-being to sustain resilience and prevent burnout.
- **Strengthen Partnerships:** Deepen collaboration with justice, health, education, and community partners to amplify impact.
- **Explore Facility Needs:** Pursue a suitable service space to enhance program delivery and assess converting the current site into housing to meet community needs.

Acknowledgements & Closing

“Together, we open doors to possibility, dignity, and brighter futures.”

The work of The Open Doors is only possible through the dedication of our board, staff, volunteers, funders, donors, and community partners. Each of you plays a vital role in creating spaces of safety, healing, and opportunity for youth, adults, and families across East Central Alberta.

We are especially grateful for:

- **Government partners** for funding critical initiatives.
- **Community and service partners** who walk alongside us in justice, health, education, and social support.
- **Corporate and private donors**, whose generosity sustains our programs and expands our reach.
- **Every individual donor and volunteer**, whose contributions remind us that lasting change comes through collective action.

On behalf of The Open Doors, thank you for your unwavering support. With your partnership, we will continue to adapt, innovate, and open doors to brighter futures.



 **Contact Us**

The Open Doors

 Camrose, Alberta

 info@theopendoors.ca |  www.theopendoors.ca |  780-679-6803