



Centre for
Newcomers



Annual Report 2016-17

CEO Message, Anila Lee Yuen

FY17 was a transformative year at CFN. Client-centered service excellence is our primary focus. We are guided by our strategic priorities of financial independence, external relations and service innovation and made quite a few strides in this respect. We eliminated our deficit and had the first balanced budget in years. We also doubled the number of external partnerships with key community service providers and added more service offerings to meet the emergent needs of newcomers and the community at large. This couldn't be done without the leadership and commitment of our dedicated staff team and volunteers. Thank you for such a memorable and rewarding first year as CEO.

Board Chair's Message, Charles Buchanan

How time has flown. Six years on the Centre for Newcomers' board gives me cause to reflect on how much we have grown as an organization and taken our place in the community. A chance to consider our strategic objectives and how we are progressing. Despite challenges and uncertainty, we have accomplished a lot. We have a board that feels a strong connection to the organization, has presence and is proud to work alongside the exceptional leadership, staff and volunteers. We have strengthened our partnerships with our funders and supporters resulting in program plans to better serve the community. We have developed great friendships with our agency peers that will see more effective and collaborative programs. Our clients continue to provide challenging opportunities to deliver and innovate relevant services as well as feedback critical for improvement. We have taken a leadership role in the community that will only help to make Calgary, Canada and the world better.

As we head into another year, at a time when it appears the world is imploding, let us bring our experience to being part of the solution. With our history, our strengths, and our great attitude, we will answer the call to be living testimony that it is about our commonalities and not our differences. The Centre for Newcomers will continue to be a champion for diversity and inclusion. We look ahead with hope and excitement.

FY17 Highlights @ CFN

The Volunteer-led Refugee Integration Project



In order to meet the demand of a larger influx of refugees accessing services at our Centre and respond to the offers of volunteer support from the community at large, the Centre for Newcomers created a volunteer-led response in April 2016. The response and support from the community was overwhelming.

The project offers the ability for refugees on waitlists to still be in touch with the Centre, gain networking skills and learn about the community. Volunteers are involved in the integration process through networking and building community with newcomers. Centre staff act as liaisons to assist the volunteers, coordinate efforts and invite refugee clients to activities and events. 341 adults and children participated with the help of 342 volunteers.

World Refugee Day

In June 2016 CFN held its World Refugee Day celebration to honour the courage, strength, and determination of women, men and children who are forced to flee their homeland under threat of persecution, conflict, and violence. CFN also launched an annual city-wide Refugee Awareness Campaign to engage the broader community in showing their support for our fellow Calgarians by wearing an orange ribbon through the month of June. Almost one hundred ribbon pails at nearly 50 retailers and locations participated.



LGBTQ + Newcomer Settlement

2016 saw the start of the partnership with Calgary Outlink: Centre for Gender & Sexual Diversity to explore ways to assist LGBTQ+ newcomers with their specific settlement needs. The LGBTQ+ New Canadians Resiliency Project aims to provide settlement services in a safe and supportive manner, strengthen client resiliency and help clients overcome challenges associated with being LGBTQ+ and new to Canada.

Indigenous Education for Newcomers

In partnership with an advisory group of representatives from immigrant serving agencies and indigenous services, Indigenous Education Initiative seeks to support efforts aimed at ending cycles of systemic discrimination and abuse faced by Indigenous people through culturally appropriate educational workshops on indigenous issues, meaningful partnerships that seek to create alliances for public education and awareness among partners and within the broader community.

Projected Outcomes:

- ⇒ Increased knowledge and awareness of Indigenous issues among newcomers; increased skills in intercultural competency.
- ⇒ Positive changes in behaviours of newcomers towards Indigenous people; attitudinal changes towards Indigenous people by newcomers and their communities.
- ⇒ Improved awareness and knowledge by participating partners on Indigenous issues; increased understanding and use of transformative partnerships; increased understanding of effective advocacy among partners.
- ⇒ Increased public awareness of the depth of issues facing Indigenous people; increased public sensitivity to Indigenous issues and to Indigenous peoples' needs.

Through this programming we are addressing calls to action 57 & 93 of the Truth & Reconciliation Commission of Canada (TRC) report and Article 15, Section 2 of the United Nations Declaration of the Rights of Indigenous Peoples.

CFN Communications Opens for Business

During the 3rd quarter of FY17 CFN established a Communications Department and Social Media engine charged with increasing brand awareness. The Blogger platform was initiated, Instagram was opened and the already established, Facebook, Twitter and LinkedIn grew exponentially in both content and engagement.

- ⇒ 33 video productions
- ⇒ 150 Blog posts
- ⇒ 15 podcasts
- ⇒ 1069 Facebook likes
- ⇒ 1408 Twitter followers
- ⇒ 204 Instagram followers



Youth Programs



The Centre for Newcomers has a long history of working with youth towards their specific needs.

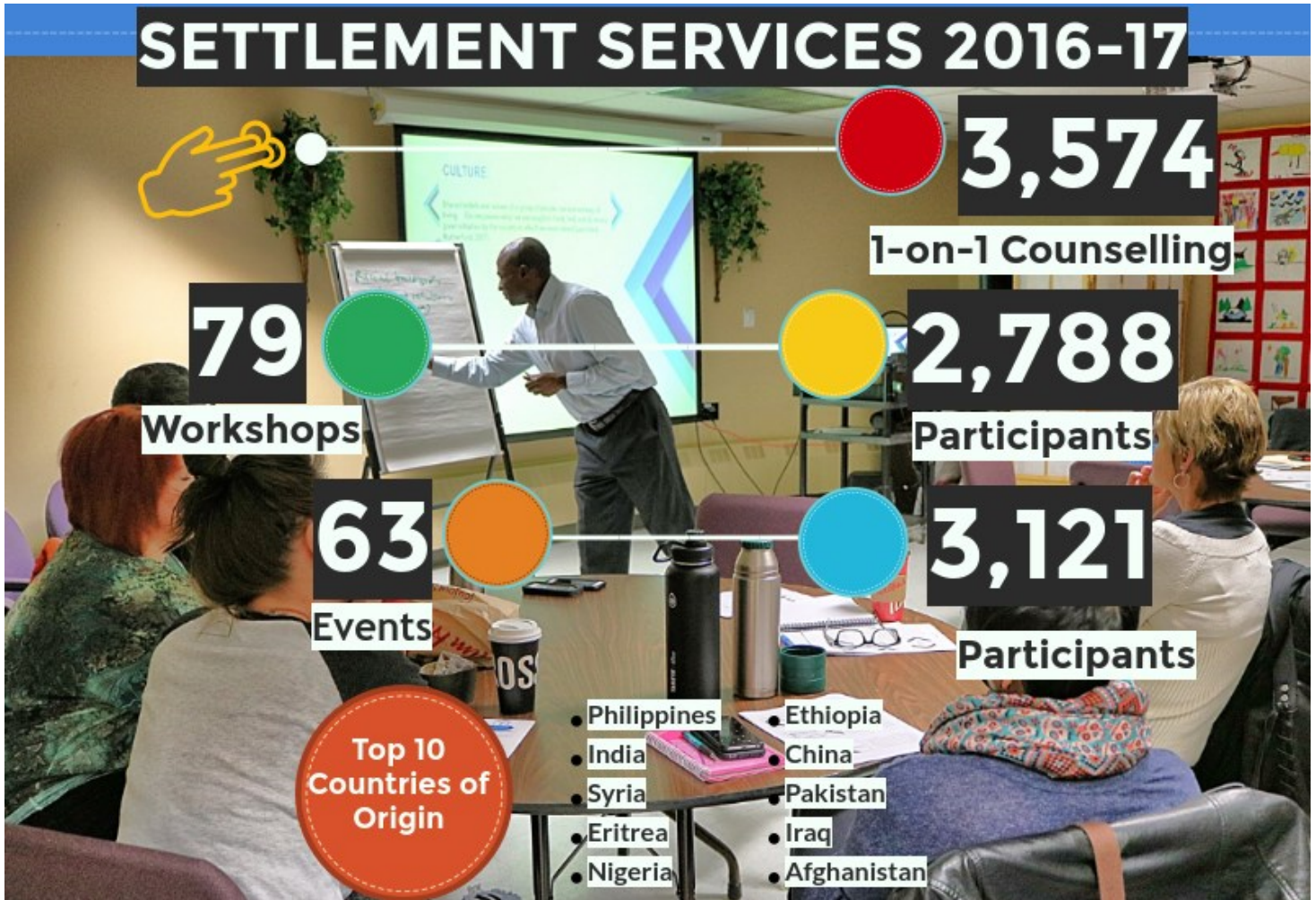
Real Me is a partnership between CFN, the Calgary Police Services, the University of Calgary and multiple youth serving agencies. The program works with immigrant youth currently involved in gang-related activities, or at risk of becoming involved in those activities. Program staff help youth participants to reach their highest future potential, regardless of their past.

The Youth Possibilities Program (YPP) is 21-week full-time program for youth (funded by The Government of Canada's Skills Link Program) for immigrant youth, or first generation Canadians, who have not yet been successful in work or school in Canada. Youth clients are supported to develop and begin to act on a career plan, to develop Life Skills and Employability Skills, and to practice their skills in a supported work placement with a local employer. With these supports, participants develop the skills to enter and succeed in the labour market. Those in attendance receive training in group-based Employability Skills and a 12 week paid work experience program.



Settlement Services

Newcomers find assistance in meeting their settlement needs: the service provides information and orientation; links to resources, services and people in the community; and settlement action plans to help newcomers to participate fully as active citizens. The program uses a community development approach to reach a wide array of newcomers. Services are delivered one-to-one and in groups at the Centre and in the community. Current activities include individual and group orientation for newcomers; settlement action planning; supportive counselling; workshops on financial issues, health, family reunification and income tax. The program collaborates closely with ethno-cultural groups and community associations to help newcomers integrate and settle meaningfully in Canada. Employment services provide opportunities that help bridge people towards employment and enhance opportunities for newcomers to integrate into the labour market. Programs work collaboratively with individuals so that they can make informed choices towards future employment and educational goals, learn new skills, understand the Canadian labour market, and develop intercultural competency in managing their career development.



English Language Training Program

In LINC (Language Instruction for Newcomers to Canada) classes, students develop the necessary language and life skills to participate actively in Canadian society. With 1,167 clients served, this past year was yet another rich and successful cycle for the CFN LINC Program. With a mix of language, communication and cultural exposure, the program goes far beyond simply learning the English language. Qualified instructors provided practical training to improve skills in reading, writing, listening, and speaking, as well as essential skills, life skills, and a broad sense of cultural awareness about Canada. An online blended learning model was also successfully introduced.

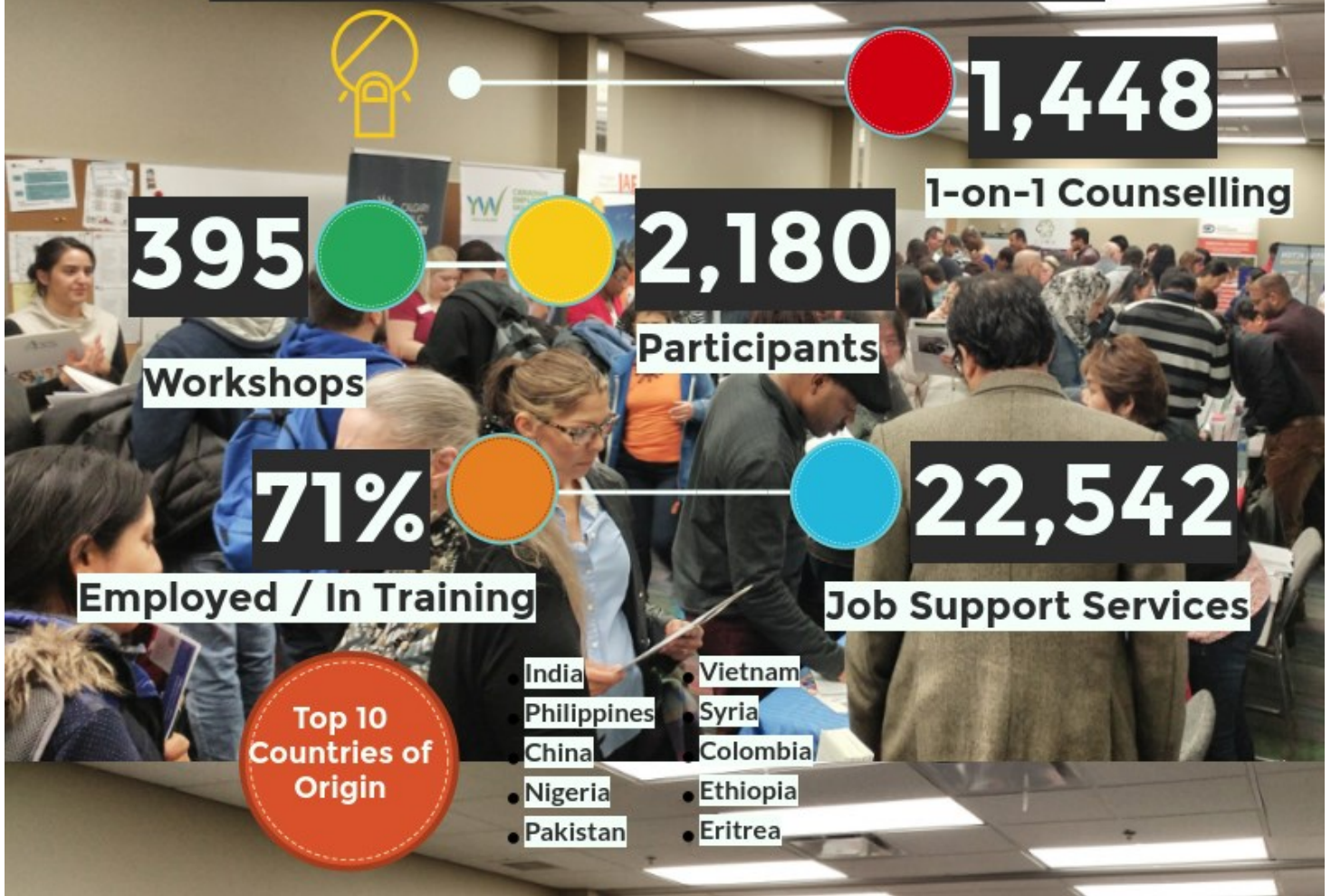


Canadian Business Essentials for Accounting

One of the most unique and highly successful programs at CFN is our CBEA Program - Canadian Business Essentials for Accounting. CFN, in collaboration with SAIT Polytechnic and funded through Alberta Human Services, offers a bridging program for internationally trained accountants. The program accepts experienced and internationally-educated professional accountants and provides them with Canadian workplace knowledge, skills, and abilities to assist them in their job search in Canada. In FY17 we had 29 participants with 76% employed in their field after graduation.



CAREER SERVICES 2016-17



Career Services

The Centre for Newcomers offers career development and job search services to provide support and guidance to reduce barriers, clarify career goals and develop training plans that will help job seekers move towards their employment goals.

Clients are welcomed and work with career services professionals in English. For newcomers with limited English, services are provided in multiple other languages. Workshops, information and networking sessions and one-to-one counseling are provided to prepare job seekers for the Canadian labour market, bringing them closer to employment opportunities that will help in their integration into the Canadian workforce.





EthniCity Catering

EthniCity Catering

EthniCity Catering is a social enterprise of the Centre for Newcomers that provides transitional employment and training for immigrant and refugee women and men, and a multi-ethnic menu for Calgary customers. Offering a temporary and part-time Canadian job, along with training to work in a commercial kitchen, the program also presents the opportunity to learn essential life skills and workplace training, along with a food safety card from Alberta Health Services and support in looking for permanent work.

EthniCity Catering
a social enterprise of the Centre for Newcomers

60 PARTICIPANTS

96% EMPLOYMENT AFTER GRADUATION

\$216,708 IN SALES

The infographic features three diamond-shaped icons at the top: a group of three people, a graduation cap, and a dollar bill. Below these are three large arrows pointing right, containing the statistics. The background is a photo of several people in a kitchen setting, with the EthniCity Catering sign visible above them.



Colour Our World

With a focus on family settlement children were engaged in exciting and age-appropriate activities in a child-friendly environment, while their parents attended workshops on developing positive family emotional health, becoming familiar with their communities, connecting with neighbours, and understanding education in Alberta. The program offered fun and interactive learning for 466 children and parents, information about family life in Canada and community resources.



FY17 Executive Team

Anila Lee Yuen, MBA
Chief Executive Officer
Admasu Tachble, PhD
Director, Settlement & Career Development
Cindy Colman, MAIS
Director, Language & Training Programs
Francis Boakye, PhD
Director, Community Relations & Programs
Susan Pain, CPA, CGA
Chief Financial Officer

FY17 Board of Directors

Officers	Directors
Charles Buchanan, Chair	Farrah Sunderani
Roxanne Israel, Vice-Chair	Hans Luu
Aleem Dhanani, Vice-Chair	Mark Hopkins
Harish Mohan, Treasurer	Muhammad Ashraf
Vivek Warriar, Secretary	Sangeetha Varghese

Statement of Revenue & Expenses

REVENUE	
Federal grants	\$5,532,116
Provincial grants	\$2,539,245
Community grants	\$294,477
Donations	75,386
Catering	\$216,708
Other revenue	\$252,009
Total Income	\$8,909,941

EXPENSES	
Personnel costs	\$6,293,352
Direct program costs	\$622,945
Building rent and maintenance	\$1,149,567
Amortization	\$250,632
Other operating expenses	\$379,094
Total Expenses	\$8,695,590

The Centre gratefully acknowledges the following donors and funders:

Immigration, Refugees and Citizenship Canada
Alberta Culture Community Initiatives Program
Alberta Community and Social Services
Alberta Labour
Calgary Learns
FCSS, City of Calgary

The Calgary Foundation
United Way of Calgary and Area
Skills Link Program, Service Canada
National Crime Prevention Centre
Community Foundations of Canada
Momentum

Our Mission

To support newcomers and the receiving community in becoming a diverse, united community, through services and initiatives that create conditions of success for newcomers and that foster a welcoming environment in Calgary.

We view the integration of newcomers as a two-way process of experience, influence and impact between newcomers and the communities that welcome them.

The Centre actively seeks to strengthen immigrant participation by engaging communities, institutions, businesses and individuals in creating positive spaces for social, economic and cultural integration.

Let's Get Connected

partnerships@centrefornewcomers.ca



Centre for
Newcomers
Welcoming People from Around the World

Centre for Newcomers

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