



FY21 ANNUAL REPORT



Centre for
Newcomers



Founded in 1988, for three decades the Centre for Newcomers has provided training programs and support services to promote full integration, cultural diversity, community participation, and citizenship, for more than 15,000 newcomers each year.

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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.



PRESIDENT & CEO'S MESSAGE: ANILA LEE YUEN

This year has been extraordinary in every way. And although we celebrate the strength and resiliency of our community to overcome any hardships; those impacted the most continue to be our primary focus.

Early on it was said that the analogy "we are all in the same boat" does not apply to COVID-19. "We are all in the same ocean. Some of us are on pieces of driftwood, while others are in yachts". And certainly systemic issues of racism, xenophobia, homophobia, misogyny; amongst others have only been exacerbated because of the pandemic.

As we work through year 2 of the pandemic, with our hopes for recovery and reopening soon, let us not forget the systemic issues highlighted this past year.

At CFN we are grateful for our partners at CENC, the Calgary COVID Care Table and through various other collaboratives. Thank you for giving so selflessly and working together to prove that models of decentralized power; based on mutual trust; with the community at the centre really do work! We look forward to continued collaboration in the coming years.

BOARD CHAIR'S MESSAGE: HANS LUU

This past pandemic year has been a generation-defining event that has highlighted the best of what communities and individuals are capable of when we support and care for each other, even as it showed us the devastating impacts and upheavals wrought by fear, uncertainty, ignorance, and intolerance. Although the pandemic was a global catastrophe, its impacts were uniquely and intensely felt at the personal level. As the world literally shut down to deal with the pandemic, communities, families, and individuals were isolated from each other in ways we could not have anticipated, and that we were not prepared for. All of the everyday activities and comforts we took for granted – visiting a loved one, spending time with friends, going to school and work, walking in the park – were suddenly and shockingly suspended, and our community bonds of support and compassion began to suffer. The economic, social, and personal impacts of this isolation and disconnection were most keenly felt by the most vulnerable and disadvantaged members of our community, including newcomers to our city and country who not only had to navigate the pandemic, but also the many settlement needs that come with trying to create a sense of home and belonging while being in a new and unfamiliar place.

Yet, amid the darkness and uncertainty of the past year, many lights were given an opportunity to shine even brighter to illuminate our community and interpersonal bonds. I am extremely proud that the dedicated leadership team, staff, and volunteers of the Centre for Newcomers rose to the challenge to be a beacon of hope, collaboration, and optimism for our community. From preparing and delivering culturally sensitive food hampers to those in need, to collaborating with other community-serving organizations to administer COVID-19 vaccinations, the Centre for Newcomers upheld and reinforced its mandate of building an inclusive and supportive environment for newcomers to our community so that they can pursue their dreams of a better life in Canada. Not only has the Centre for Newcomers successfully adapted its service and program delivery model to minimize disruptions to clients, it has thrived and grown as an organization during this extremely challenging year. While this monumental achievement has been guided by focused and disciplined leadership and exceptionally dedicated staff and volunteers, it is enabled by the support we receive from our funders and community partners, to whom I am extremely grateful.

Although the COVID-19 pandemic is not yet over, there is cause for optimism, even celebration, as the Centre for Newcomers continues to innovate and collaborate to build on its over 30-year history of shaping our community to be a welcoming home for newcomers – this includes the exciting opening of our new office location later this year, a move that will allow the Centre to expand its services and client base. On behalf of the Board of Directors, I wish to thank all of the stakeholders of the Centre for Newcomers who so generously give their time, effort, and resources to building a welcoming, inclusive, and compassionate community for all Calgarians, now and in the future. I look forward to brighter days ahead for our community, and I hope you will continue to be a partner in our journey.

FY21 OVERVIEW

Calgary East Zone Newcomers Collaborative (CENC)

CENC believes a strong community is created through building relationships. As a group we hope to welcome newcomers in East Calgary and support them with all needs through our group's collective free services. The zonal approach, created by Immigration, Refugees and Citizenship Canada (IRCC) is a community model for inclusion for all newcomers to Calgary. During the pandemic CENC was able to successfully assist over 17,000 individuals as the operational leads for the Calgary COVID Care Table.

Food Security

During COVID 19, CFN was asked to utilize the skills and expertise of the EthniCity Catering staff to offer culturally comforting food hampers to those in need. With the help of 14 partner agencies and multiple donors, 5185 food hampers were delivered to 26,000 Calgarians in need.



Income Support

The Newcomer Emergency Income Gap Project is a service provided that gives micro-loans or grants to clients that do not have income and may find themselves in precarious scenarios. Case Managers will work toward ensuring independence, maintain or acquire permanent housing, and obtain self-sustaining income. Society can vilify and exclude them at times, with the resulting consequence being homelessness for society's vulnerable. Left unchecked, these most vulnerable can slip into a chronically homeless state. In FY21, 373 homes benefited with a 94% decrease in homelessness; 253% increase in employment and 4.0 SROI.

Indigenous Education

The first of its kind in Treaty 7, the Indigenous Education for Newcomers (IEFN) program at the Centre for Newcomers creates opportunities through various activities, including dialogue circles and storytelling, to bring newcomers and indigenous participants together. 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. In FY21, in addition to an advisory council an Elders Circle was also created led by Elder Casey Eaglespeaker.

Diversity, Equity and Inclusion

With the rampant increase of discriminatory acts during the pandemic, CFN's educational and advocacy programs were well attended. In FY21 we offered 41 workshops and conversations on cultural competency, anti-racism, and LGBTQ+ education.



Leadership in the Community

CFN was proud to take a leadership role in the community during FY21. We are the lead organization for Calgary East Zone Newcomers Collaborative, Co-chair the Calgary COVID Care Table, and lead in LGBTQ+, Indigenous Education for Newcomers and Youth Services for those involved in criminal justice system. This has led to staff being appointed to multiple committees including anti-racism and public safety. CFN also received the Together We Can Award, Dr. Kelly Ernst received the Stars of Alberta Volunteer Award and Anila Lee Yuen was recognized as the Top 25 Women of Influence in Canada.

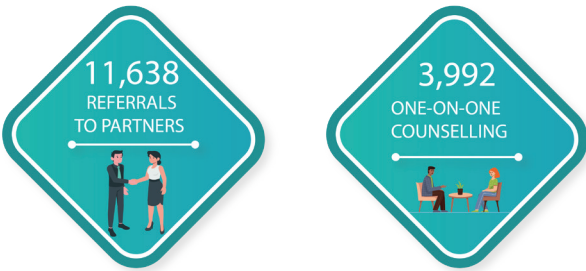


TOP 25 WOMEN OF INFLUENCE 2021 RECIPIENT

CFN would like to extend a heartfelt congratulations to CFN President & CEO Anila Lee Yuen for being named one of the Top 25 Women of Influence for 2021 in all of Canada. Our leader in both our collective efforts and spirit, Anila stewards the CFN team with an impassioned work ethic, striving not only to steer the Centre for Newcomers, but the greater Calgary community towards establishing a foothold of strength for newcomers and disadvantaged Canadians, while upholding human rights, and safeguarding an inclusive and open community, ensuring human dignity for the most vulnerable populations of our great city every step along the way. This award has filled us all at CFN with pride and the recognition of Anila's impactful and empowering efforts could not be more deserved.



SETTLEMENT & INTEGRATION



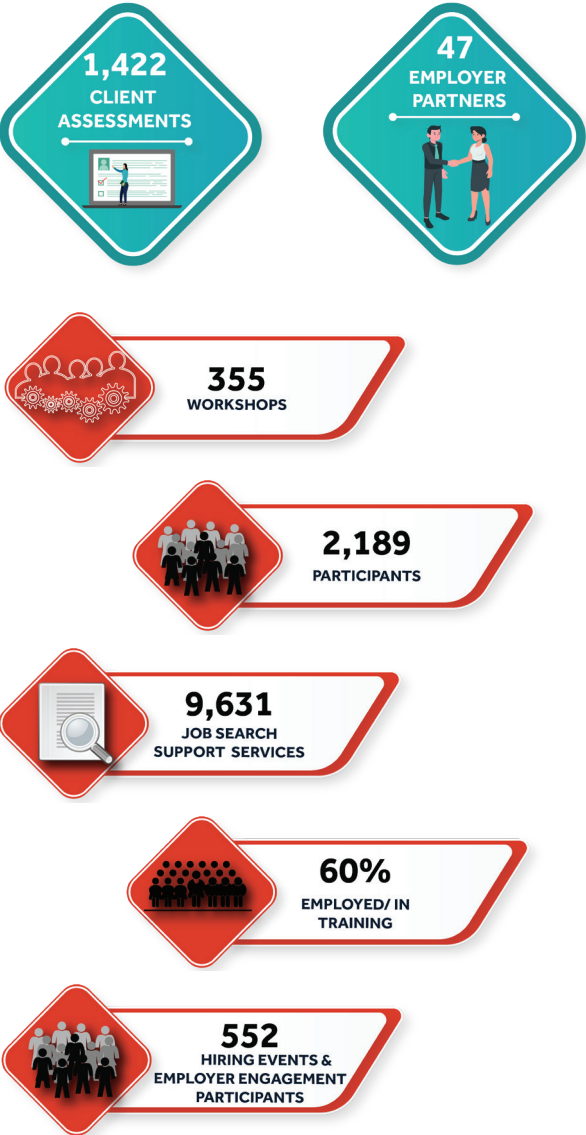
Our settlement and integration programming has grown by leaps and bounds. CFN secured funding to expand settlement programming even further that catapulted settlement services into a wraparound package of settlement support for newcomers. It now comprises the Newcomer Settlement Program (NSP), Vulnerable Newcomer Program (VNP), Kitchen Helper Training and Outreach. NSP provides services to a wide age range – from children up to seniors, the latter being looked after by designated settlement practitioners for their settlement needs, offer information and resources available for them, benefits, employment and volunteering opportunities and social connections. Newcomer Welcome Events and Women’s Health and Wellness Expo formed part of NSP’s major annual events which effectively facilitated connections, not just to resources and services, but socially to their community and the mainstream society. Empowering men to address cases of domestic violence and the notion of toxic masculinity where they are often identified as perpetrators has been addressed by running men’s empowerment sessions.

ENGLISH LANGUAGE LEARNING

In Language Instruction for Newcomers to Canada (LINC) classes, students develop the necessary language and life skills to participate actively in Canadian society. With **810** clients served through online and blended classes, this past year was a challenge but 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.



CAREER SERVICES



Our dedicated staff are available for clients in their first language, as well as in English. Currently, with a team of 14 certified Career Practitioners, we are able to offer not only one-on-one support to clients, but a variety of workshops, training programs and career fairs. Although primarily focused on newcomers, through our funding from the province of Alberta, we are able to offer employment support to anyone legally entitled to work in Canada; newcomer or not. With the addition of full-time job placement experts and 47 partners, 60% of our clients are employed after receiving services.

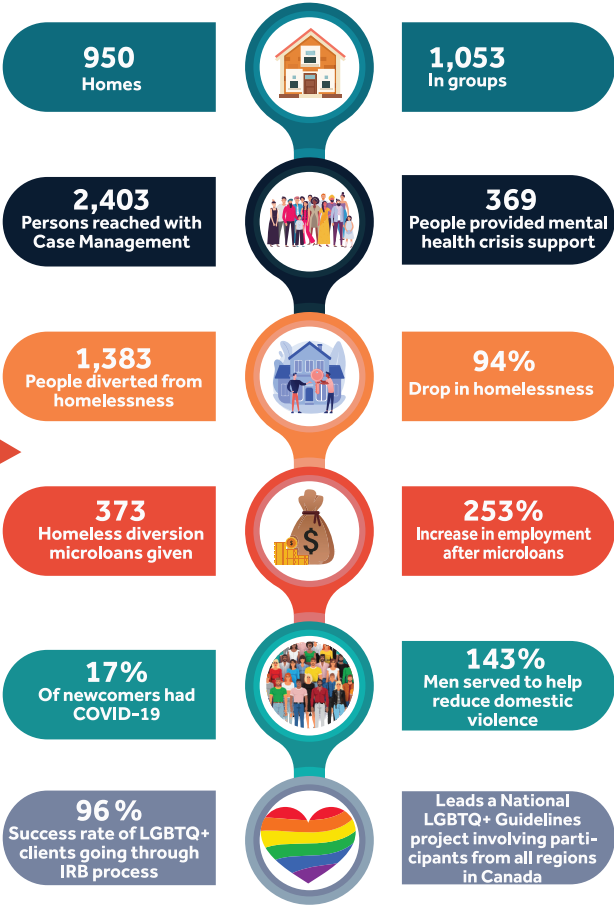


VULNERABLE POPULATION SERVICES (VPS)

VPS offers specialized service attention to newcomers in difficult scenarios using a Case Management & Wrap Around approach. Each person is assessed in a comprehensive way & services are provided in all areas of one's life where attention is required & requested.

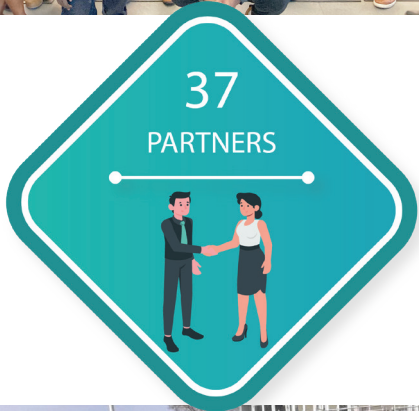
We will work with the client to attend to their basic needs, income, housing, work & career preparation, settlement, integration, health, mental health, risk mitigation, safety planning, sexuality, family issues, legal issues, domestic violence & more.

The program works with any age, culture, & sexual diversity & we will arrange language translation if it is required beyond the more than 20 languages of the VPS team.



REAL ME YOUTH PROGRAM

Real Me effectively became an independent program on July 1, 2019. After five years of leadership from the University of Calgary, Real Me has come into its own as a program that does more than support at risk youth and their families. Real Me is about impact; changing lives and changing systems. Over the course of the last year, we have become leaders in area of immigration and integration from a youth perspective. We are the coordinators of a community response to at risk -youth, leading over twenty five community partners from justice, health, education and research, to provide a different and more integrated response to newcomer youth and their challenges. Under our new funder, Alberta Justice and Solicitor General, we will continue to provide hi-fidelity wraparound services and maintain our core services: tutoring , counselling, mentoring, employment and life skills; prosocial activities and family support. As we develop as a program and respond to the needs of our families and the communities, Real Me will continue to provide this vital service.

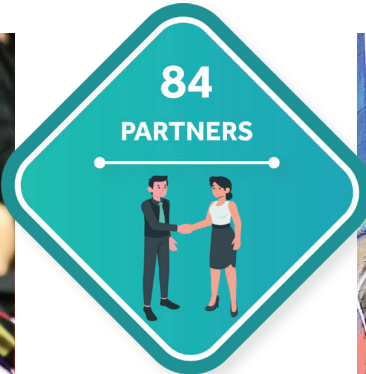


WRAPCAP PROGRAM

WRAPCAP began in the spring of 2020 as an indirect service program funded by IRCC. It is a five -year initiative that aims to build organizational capacity through the use and implementation of wraparound service delivery, to support newcomer youth settlement across the Prairie North Region which includes Alberta, Saskatchewan, Manitoba, and the Northwest Territories.

This project puts the lived experience of youth first. By bringing these experiences to the attention of settlement, non- settlement, government, and industry partners they can reflect and evaluate their own response to newcomer youth settlement by allowing for modification of practises where and when needed. We have been fortunate to elicit stories from over 90 youth both in and outside of the Prairie region, from all ethnicities and immigration status, as they talked about their experiences with systems around education, mental health, employment, and justice. Their stories have already impacted over 84 partners that compose the partnership group and post-secondary and housing working teams. It has allowed for an analysis of process, of intake systems, and how to ensure that youth settlement support is reflected in a holistic and comprehensive manner both within and across sectors.

We look forward to year 2 where we take our foundational learning around these programs and evaluate their effectiveness through joint partner and youth tables. It is this community response to immigration that will help form a new direction for youth settlement in Canada.



COMMUNITY RELATIONS

Community Relations (CR) provides overarching support to CFN programs and services. It helps to establish and maintain connections and mutual beneficiary relationships with stakeholders. CR develops strategies that foster connections with stakeholders and community. Within CFN, community relations ensures that our strategies of Financial Independence, External Relations and Diversification/Innovation services are amplified to achieve organizational goals. It also works collaboratively and shows leadership in the community (immigrant serving sector and larger community). During the review period, Peer Mentorship enlisted 52 mentors and 123 mentees totaling 175 participants working together to build social ties with the community and achieve economic participation of newcomer professionals in Calgary.



OUR VISION

Our vision is a community that values diversity, in which people of all backgrounds find and create opportunities to fulfill dreams and participate fully as citizens.





FY21 LEADERSHIP TEAM

Anila Lee Yuen, MBA
President & CEO

Charlie Wang, MEd
Vice President, Client Services

Francis Boakye, PhD
Vice President, Strategy

Harry Yee, BPE, BED
Chief Operating Officer

Kelly Ernst, PhD
Vice President, Vulnerable Populations

Maryna Bityutsky, CPA, CGA
Chief Financial Officer

FY21 BOARD OF DIRECTORS

OFFICERS

Hans Luu, Chair
Farrah Sunderani, 1st Vice-Chair
Mark Hopkins, 2nd Vice-Chair
Muhammad Ashraf, Treasurer
Laura Linnell, Secretary
Vivek Warriar, Past Chair

DIRECTORS

Aleem Dhanani
Alysha Kanji
Don MacDiarmid
Shawnette Fraser
Tyler Cleveland
Veronica Tang

FY21 FINANCIAL INFORMATION

Statement of Revenue & Expenses

For the year ended March 31	2021	2020
REVENUE		
Federal grants	\$ 9,158,860	\$ 6,549,496
Provincial grants	4,253,991	3,279,882
Community grants	1,129,243	497,074
Donations	100,937	95,496
Designated donations	32,222	82,563
Catering	45,756	139,491
Amortization of tenant improvement allowance	109,566	109,566
Amortization of deferred contributions related to capital assets	138,288	139,349
Other revenue	98,696	53,792
	15,067,559	10,946,709
EXPENSES		
Personnel costs	9,409,018	7,875,446
Direct program costs	2,924,059	797,409
Building rent and maintenance	1,436,335	1,427,648
Designated expenses	32,222	82,563
Amortization	369,495	280,819
Capital assets contributed by Funders	370,841	44,544
Other operating expenses	506,609	414,625
	15,048,579	10,923,054
EXCESS OF REVENUE OVER EXPENSES	\$ 18,980	\$ 23,655

Centre for Newcomers greatly acknowledges the following funders and donors:

- Alberta Advanced Education
- Alberta Community and Social Services
- Alberta Culture and Tourism
- Alberta Health Services
- Alberta Justice and Solicitor General
- Alberta Labour and Immigration
- Calgary Board of Education
- Calgary Foundation
- Canadian Women's Foundation
- Calgary Homeless Foundation
- Calgary Learns
- Cargill
- City of Calgary - Crime Prevention Investment Plan (CPIP)
- City of Calgary - Emergency Resiliency Fund
- City of Calgary - Family and Community Support Services (FCSS)
- City of Calgary - Social Service Support for COVID-19 Fund
- Community Initiatives Program
- Edmonton Community Foundation
- End of the Rainbow Foundation
- ENMAX
- Guns and Gangs Violence Community Prevention
- Human Rights Education and Multiculturalism Fund
- Immigration, Refugees and Citizenship Canada
- Momentum
- Royal Bank of Canada
- Service Canada
- TD Bank
- United Way of Calgary and Area



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