



FY22 ANNUAL REPORT



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Founded in 1988, for more than 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.



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PRESIDENT & CEO'S MESSAGE: ANILA LEE YUEN

The pandemic has been extremely difficult for everyone. I am so proud of our excellent team of staff who have stayed dedicated to working hard on the front line helping vulnerable people through the last two years. Our staff's resiliency is evident by how our programs have not only continued despite the challenges we faced but they have grown over the past two years.

I want to thank our volunteers, especially our board of directors, for their tireless work. The local community's support for Centre for Newcomers is key to our success as an organization and I am constantly amazed by how generous our volunteers continue to be.

As well, I am grateful to our partners through the Calgary East Zone Newcomers Collaborative (CENC), especially the invaluable support of Sally at TIES, Hyder at ISC, and Frank at CBFY. The work of CENC made a huge impact for our clients by demonstrating that a collaborative approach to clients' needs provides the best outcomes. This was exemplified in CENC's vaccination efforts in Northeast Calgary making the quadrant shift from some of the most concentrated COVID-19 cases in the country to the first area to have a 99% vaccination rate in Canada.

Due to pandemic-related issues, our new building's opening was delayed an entire year. I am very grateful that it is now open and ready for both clients, staff, and the community at large. The new Centre for Newcomers building is a place for newcomers to receive services and participate in programs, but it is also a gathering place for all Calgarians. It is a hub for new individuals joining the community and for the receiving community to come together in one location. We are so happy to finally have a space for everyone.

I welcome you to join us anytime. We'd love to see you here!

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BOARD CHAIR'S MESSAGE: HANS LUU

As we rounded the corner on 2021 with a cautious optimism that our country and the world would start to emerge from the global pandemic after two devastating years of hardship and seemingly endless setbacks, we could take some measure of pride and comfort in having met the worst of the pandemic's challenges together as a community. We forged new bonds of unity and support with each other and with newcomers to our city. We persevered and survived through heartbreaking trials and upheavals wrought by fear, uncertainty, ignorance, and intolerance. And yet, our hope and optimism for a brighter 2022 were quickly frustrated by new and ongoing global geopolitical tragedies, intensifying social inequalities and injustices, and a growing sense of frustration and helplessness in the face of these continuous problems.

However, despite these difficulties, there are lights that provide hope for a brighter path forward. I continue to be extremely proud and in awe of the dedicated leadership team, staff, and volunteers of the Centre for Newcomers, who everyday, each in their own way, contributes to the Centre's 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. Some of the achievements that I am extremely proud of, and that I hope you will celebrate, include the opening of our new office that will enable the Centre to deliver its programs in an expansive, inclusive, and innovative space; the development and rollout of our Indigenous Education for Newcomers program that will educate newcomers to our community on the importance of our Indigenous history, and foster stronger relationships with our Indigenous elders, brothers, and sisters; and, most recently, our support of Ukrainian refugees who have fled the devastating tragedy of war in their homeland.

While the past two years have been extremely challenging for the not-for-profit sector, the Centre for Newcomers successfully adapted its service and program delivery model, forged new partnerships in the community, and has thrived and grown as an organization. This monumental achievement is due in equal parts to focused and disciplined leadership, exceptionally dedicated staff and volunteers, and of course, the continued support we receive from our funders and community partners, to whom I am extremely grateful.

As I reflect on my final year as Board Chair and the achievements of the Centre's team, I am humbled and grateful to have been a part of the journey. On behalf of the Board of Directors, I wish to celebrate and thank all of the leaders, staff, partners, funders, and 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.

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FY22 OVERVIEW

CENC COVID Response

Calgary East Zone Newcomers Collaborative's efforts to create low-barrier access to vaccines was organized to support the community in East Calgary with all needs through our group's collective free services. The zonal approach, created by Immigration, Refugees and Citizenship Canada (IRCC) was tremendously successful and is a community model for inclusion for all newcomers to Calgary. Northeast Calgary has the highest vaccination rate in Alberta with a 99% vaccination rate in the 12+ category. CENC continues to advocate for vaccinations for those who have not yet had their booster, as well as children.

Food Security

Having recognized the need for culturally appropriate food for new Calgarians, CFN led the CENC charge to bring those in need culturally appropriate food hampers when the pandemic hit to 50,000 Calgarians. With the expertise of our EthniCity Catering staff, a collective response to the needs for food security have continued with non-pandemic related needs. Specifically, giving those in need, grocery store gift cards has been an efficient way of combatting food insecurity while giving clients the dignity they deserve in choosing what food they would like.

Ukrainian Response

Using the knowledge CENC has garnered from the COVID-19 response, we have built upon our recent experience to respond to the Ukrainian humanitarian crisis. CFN has already served more than 500 new arrivals in finding adequate housing, covering the cost of medical bills, and offering many settlement services. Using the CENC network, the centralized response to the needs of new arrivals has proven very effective. For services, creating local community hubs has been an efficient way to get multiple services to clients at a one-stop service point.

Afghan Response

Since the Afghan crisis started in August, and by the end of March 2022, CFN served 592 people. We have helped people to get housed, food, clothing, furniture, language lessons, and many other things to start their settlement journey. Many of the families are large and have complex needs involving accommodating needs for children and seniors, plus ensuring people with traumatizing experiences are given the resources they need to overcome a wide variety of barriers. CFN's support could not have occurred without incredible community support and partnerships.

Empowering Communities

Our Empowering Communities through Self-Defence workshops target particular newcomer groups (by gender, ethnicity, age, religion, etc.). These sessions provide hope and motivation to clients during difficult times, address issues of racism, xenophobia, and discrimination, and teach clients how to respond to bullying and racism. The goal is to teach empowerment and self-defence skills to people who have been or potentially could be impacted by racist, xenophobic, or other discriminatory scenarios.

IEFN

This year, our Indigenous Education for Newcomers (IEFN) program launched its toolkit. The first of its kind, the goal is to bring newcomers and Indigenous participants together in a form of mutual learning. These activities promote discussions, in order to honour different historical and cultural perspectives; to create bridges of understanding and appreciation on both sides. A living document, the toolkit will continue to be improved to add Metis and Inuit voices and continue to ensure newcomer learning is at the centre.

VACCINE CLINIC

At the end of 2020, Calgary's Northeast (NE) faced high rates of COVID-19 and one of the lowest vaccination rates in the country.

There are many accessibility issues for racialized communities and newcomers to access healthcare in Canada. Many individuals in NE Calgary are from racialized and/or newcomer communities and faced immense barriers to becoming vaccinated against COVID-19. Specific issues include limited access to internet, language barriers, previously poor experiences with healthcare systems, time constraints, travel constraints and more.

It was clear to the Calgary East Zone Newcomers Collaborative (CENC) that individuals in NE Calgary were not being vaccinated due to reluctance. Rather, residents were facing barriers that those in other parts of the city just did not have. In June of 2021, an immense effort was put together to open a mass vaccination clinic at Village Square Leisure Centre which had volunteers and workers speaking 72 different languages. Dubbed the vaccine rodeo, there were accessible transportation options, extended hours for those who did shift work and an approach that sought to reduce as many barriers as possible so that everyone – even those without healthcare cards – could participate in the clinic. Outreach clinics continued throughout the summer of 2021 and into the fall.

Anila Lee Yuen, the CEO of the Centre for Newcomers and a key organizer of community vaccine efforts said it took a village to achieve the remarkable results.

“I’m ecstatic that all the hard work that we’ve put in, all of the advocacy and all of the resources that went into the community actually had this kind of a profound effect. We’re literally as a community able to save lives by putting all those resources there. We thought we would be able to do well, but we didn’t realize the intervention and the outreach would do this well. This is one of those really proud moments.”

These successful outreach and educational efforts were only possible because of the collaborative efforts from a wide range of involvement. The Government of Alberta and Alberta Health financially logistically aided in the outreach clinics. The 254 partner organizations that comprise CENC were an imperative part of giving the community the services it needed.

“It was really a wraparound approach. There was a multilingual line. In order to reduce the amount of COVID cases in any community and increase vaccine uptake, you need to be able to respond to the needs of the community. Really, the secret sauce, the silver bullet in terms of why this works is we met the need for the community, and we did that through respect and collaboration for the community and each other.”



CFN'S NEW HOME

Over the past six years, Centre for Newcomers has grown alongside our partnerships. We needed a space to accommodate our growth. Our new location is a community hub not only for our employees and our clients, but for the community at large.

The new site will almost double the space of our previous location and bring us even closer to transit. The new centre will include a large auditorium, a spiritual room, a youth centre, and a storefront cafe operated by our social enterprise Ethnicity Catering.

Ethnicity Catering is run out of the centre and provides work experience and training to newcomers in their transition to the Canadian workforce. The industrial kitchen in the centre provides an excellent space for training these clients.

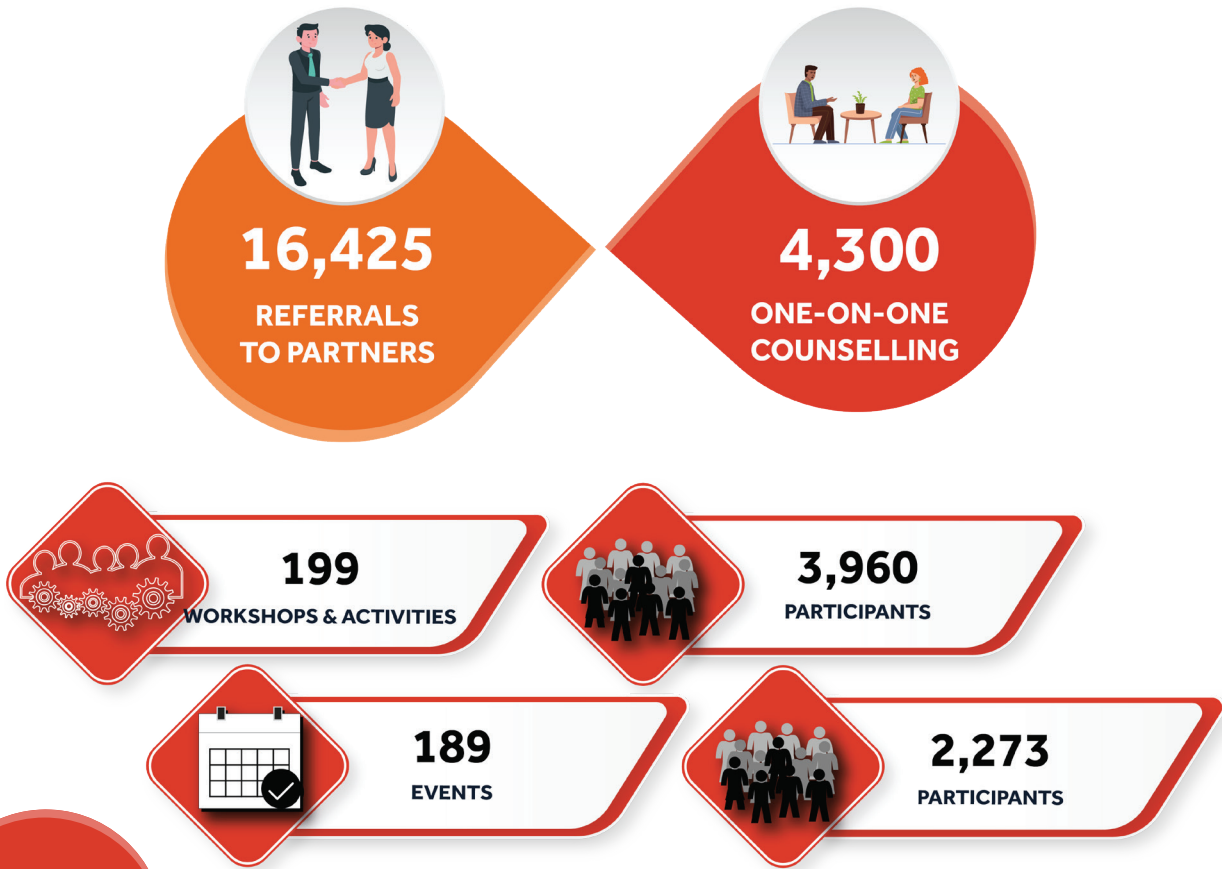
The reason for CFN's new location is to be close to partners such as the Mosaic Primary Care Network and Mosaic Refugee Clinic, the Alex Community Health Centre, Momentum, and more. As our network of service-providing partners grow, we wanted to create a hub for the community to garner information about a wide variety of social service agencies from across the city under one roof. Our goal is to be a one-stop-shop for all of our clients' needs.

CFN's new location is a home for both our staff and our clients, as well as all Calgarians.



With more than 100 appearances in national, regional, and local media, along with many radio appearances, this past fiscal year, the Centre for Newcomers was once again quoted the most in Calgary. Further still, this makes CFN one the most quoted settlement agencies in the entire country.

SETTLEMENT & INTEGRATION

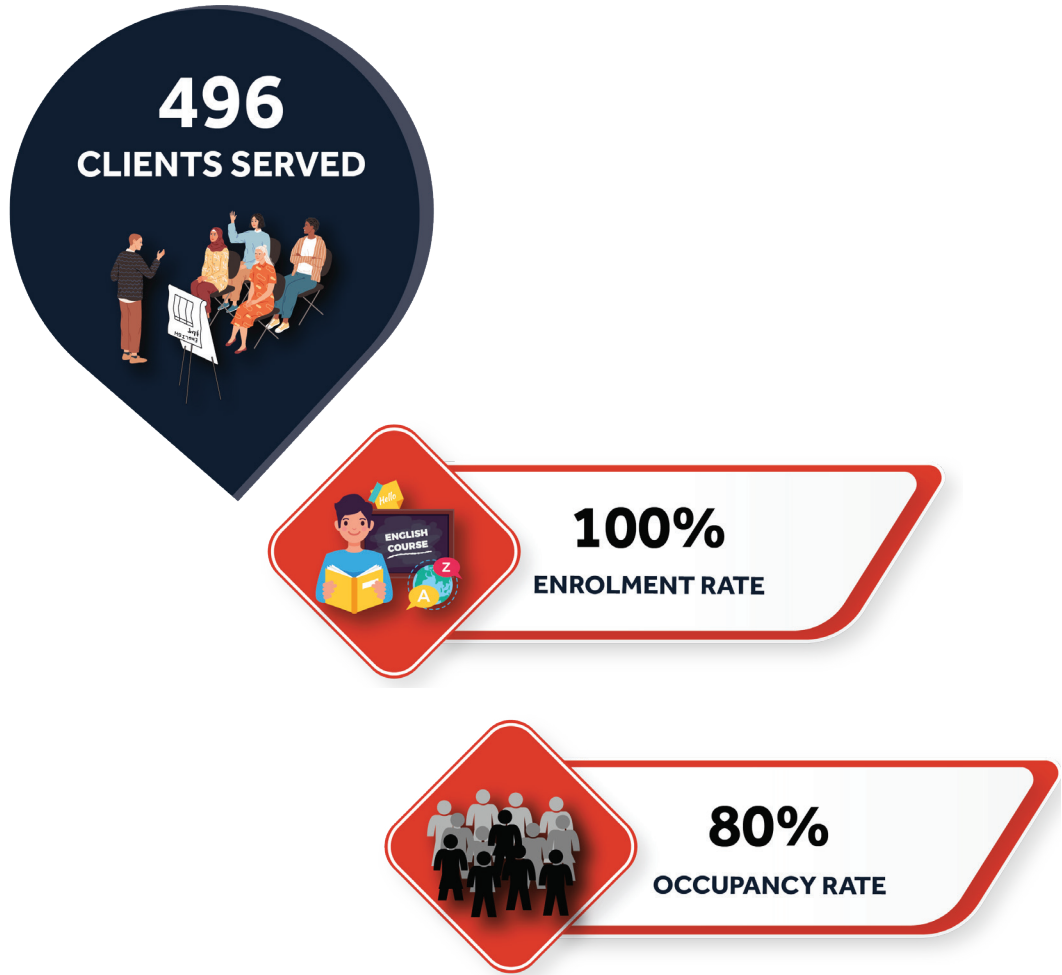


Our settlement and integration programming has grown by leaps and bounds and has secured funding to expand settlement programming even further. This has catapulted settlement services into a wraparound package of settlement support for newcomers.

It now comprises the Newcomer Settlement Program (NSP), Vulnerable Newcomer Program (VNP), Kitchen Helper Training and Community 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. NSP offers information and resources available for clients, benefits, employment and volunteering opportunities and social connections.

Newcomer Welcome Events and Women’s Health and Wellness Expo form part of NSP’s major annual events which not only facilitates resources and services, but connections to clients’ communities.

ENGLISH LANGUAGE LEARNING

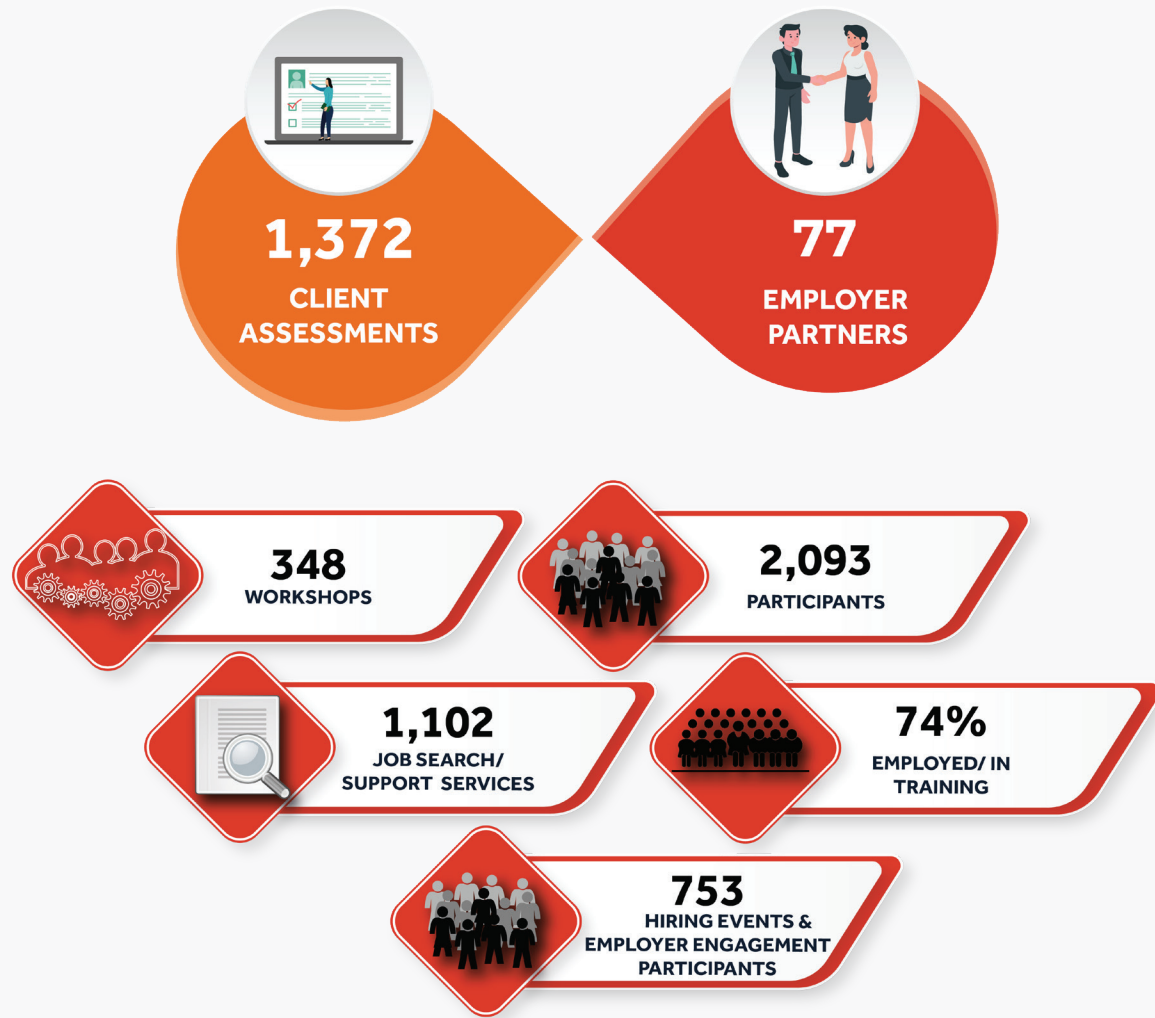


In Language Instruction for Newcomers to Canada (LINC) classes, students develop the necessary language and life skills to participate actively in Canadian society. With **496** clients served through online and blended classes, this past year was challenging but successful for the CFN LINC Program.

With a mix of language, communication and cultural exposure, the program goes far beyond simply learning the English language. Qualified instructors provide practical training to improve skills in reading, writing, listening, and speaking. Instructors teach students’ skills for outside of the classroom as well as 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 offer one-on-one support to clients as well as a variety of workshops, training programs and career fairs. While our primary focus is 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. With the addition of full-time job placement experts and 77 partners, 74% 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 work with clients 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, language, & sexual diversity. We arrange translation if it is required beyond the more than 20 languages of our VPS team.



REAL ME YOUTH PROGRAM



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PARTNERS

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 immigration and integration from a youth perspective. We are the coordinators of a community response to at-risk youth leading over 25 community partners from justice, health, education, and research. We aim to provide a targeted and more integrated response to newcomer youth and their challenges.

Under our new funder, Alberta Justice and Solicitor General, we will continue to provide high-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



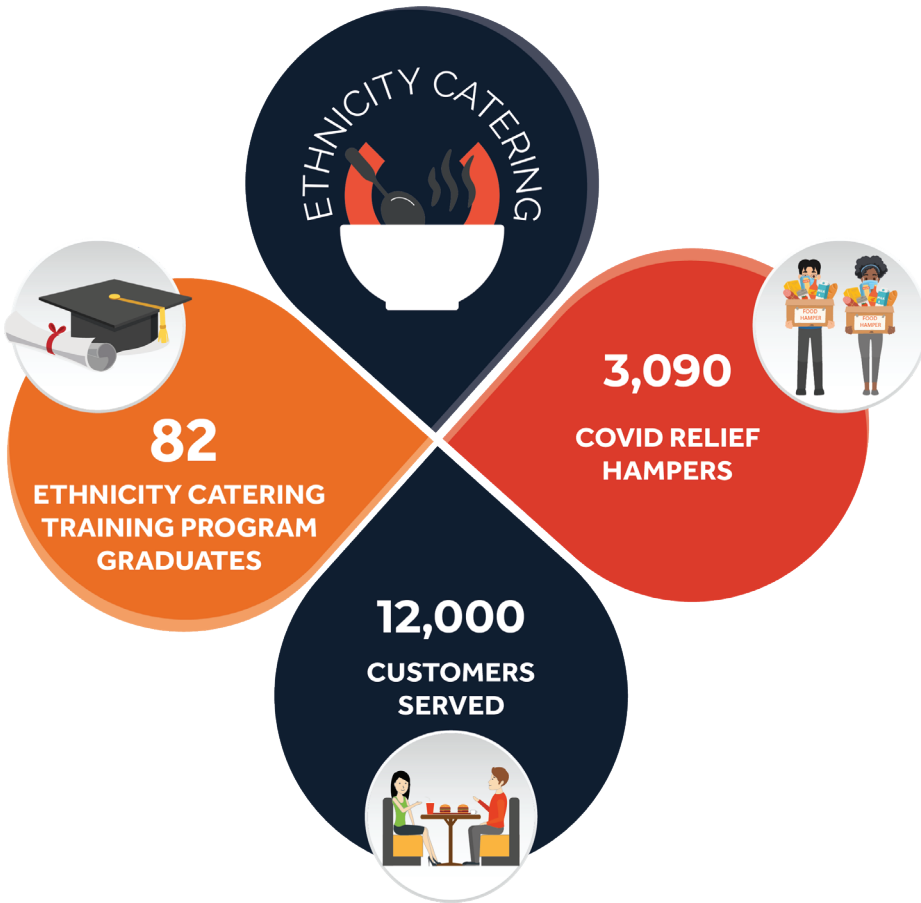
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PARTNERS

WRAPCAP is an initiative that 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 across the Prairie North Region of Alberta, Saskatchewan, Manitoba, the Northwest Territories, and Nunavut.

Over the past year, the project has learned from the lived experiences of youth as they brought their stories to the attention of settlement, non-settlement, government, and industry partners. Their stories have already impacted over 84 partners that make up 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 three where we take our foundational learning around these programs and evaluate their effectiveness by examining the needs of each sector, as well as their strengths and challenges. By taking this discovery process, programs will learn how going through a strength-based process is how they will effectively incorporate the voices of youth in their service delivery systems. It is this community response to immigration that will help form a new direction for youth settlement in Canada.

ETHNICITY CATERING



Over the course of this past year, Ethnicity Catering has continued to persevere through the challenging times created by the COVID-19 pandemic. Similar to our efforts in 2020, this year, Ethnicity pivoted operations and continued to provide culturally appropriate food hampers to community members in need. In this fiscal year, Ethnicity provided **3,090** food hampers, which serve four people in a family on average. We exceeded our goal by nearly 400 hampers.

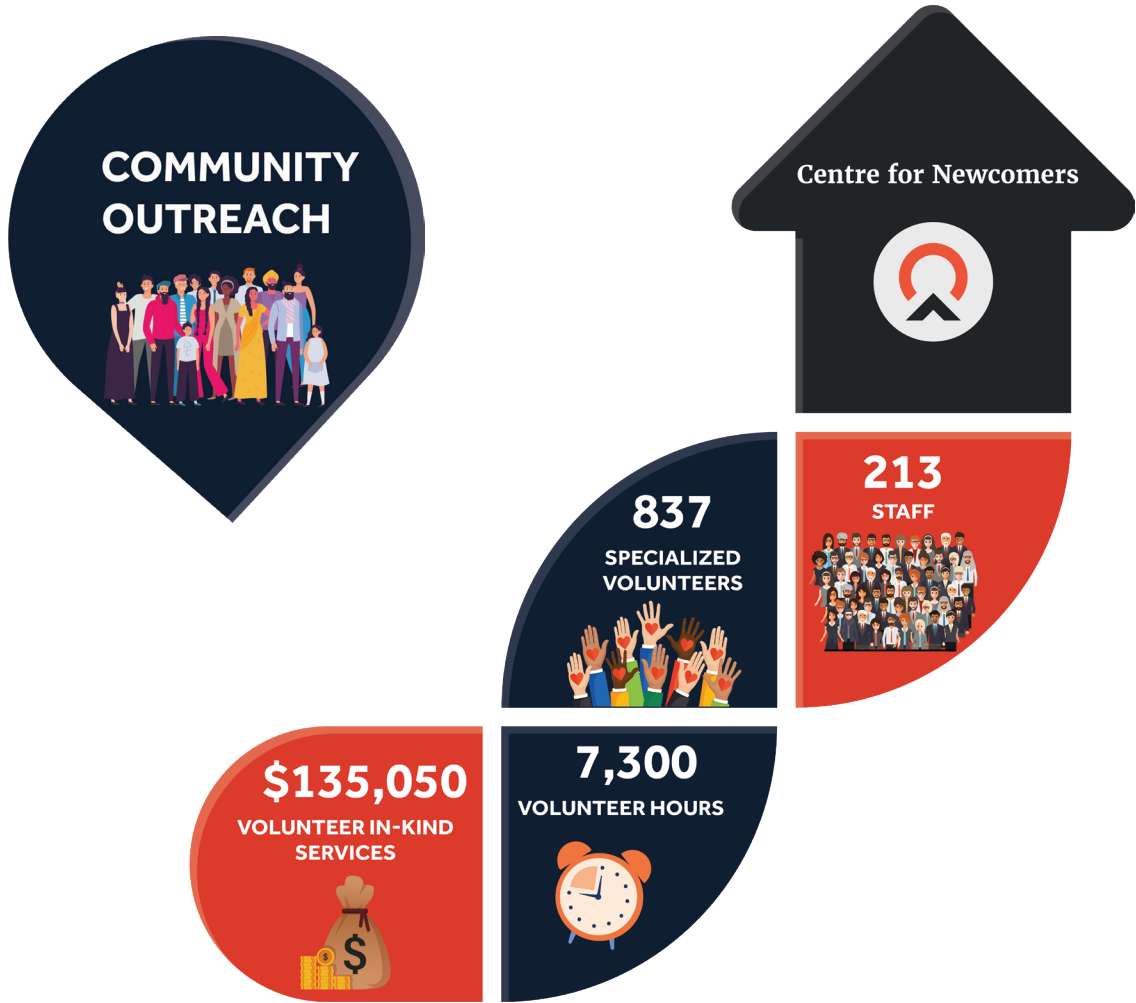
As the catering and food service industry slowly began to recuperate, Ethnicity took on a new challenge in the fall and opened a café location at Village Square Leisure Centre. This café has proven to be a tremendous success. The new café location has provided the opportunity for our students to gain valuable customer service experience, and we look forward to opening a second café location at the new Centre for Newcomers building in the summer.

Of course, at the heart of the Ethnicity program are the students we serve through our training program. Recruitment during the pandemic proved to be challenging; however, **82** clients still graduated from our training program. These students improved their language skills, built connections, and learned practical kitchen skills in our catering and café operation to assist them in future jobs in food services.

In total, Ethnicity served over **12,000** people this year.



COMMUNITY RELATIONS



Community Relations (CR) provides overarching support to CFN programs and services. It helps to establish and maintain our relationships with stakeholders. CR develops strategies that foster connections with partners 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, Community Outreach hosted **87** events with **556** participants. Peer Mentorship enlisted **49** mentors and **87** mentees, totaling **136** participants. These participants worked together to build social ties with the community to achieve economic participation for 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.

FY22 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



FY22 BOARD OF DIRECTORS

OFFICERS

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

DIRECTORS

Alysha Kanji
Don MacDiarmid
Shawnette Fraser
Veronica Tang

FY22 FINANCIAL INFORMATION

Statement of Revenue & Expenses

REVENUE		
Federal grants	\$ 9,842,316	\$ 8,816,244
Federal grants capital	988,276	342,616
Provincial grants	5,258,145	4,225,766
Provincial grants capital	559,183	28,225
Community grants	1,500,995	1,129,243
Community grants capital	418,562	-
Donations	112,906	100,937
Designated donations	52,351	32,222
Catering	73,266	45,756
Amortization of tenant improvement allowance	27,392	109,566
Amortization of deferred contributions related to capital assets	107,556	138,288
Other revenue	63,264	110,737
	19,004,212	15,079,600
EXPENSES		
Personnel costs	10,966,531	9,409,018
Direct program costs	3,631,487	2,924,059
Building rent and maintenance	1,499,260	1,436,335
Designated expenses	52,351	32,222
Amortization	149,357	369,495
Capital assets contributed by Funders	1,966,021	370,841
Other operating expenses	730,280	518,650
	18,995,287	15,060,620
EXCESS OF REVENUE OVER EXPENSES	\$ 8,925	\$ 18,980

Centre for Newcomers greatly acknowledges the following

funders and donors:

- Alberta Community and Social Services
- Alberta Health Services
- Alberta Labour and Immigration
- Alberta Children's Services
- Boakye, Francis
- Calgary Flames Foundation
- Calgary Foundation
- Canadian Women's Foundation
- Calgary Homeless Foundation
- Calgary Learns
- End of the Rainbow Foundation
- ENMAX
- Guns and Gangs Violence Community Prevention
- Hiebert, Allan and Jenny
- Immigrant Services Calgary
- Immigration, Refugees and Citizenship Canada
- Jongmans, Jeffrey
- MacDiarmid, Donald
- Ol' Beautiful Brewing Co
- Royal Bank of Canada
- Service Canada
- TD Bank
- The City of Calgary
- The Immigrant Education Society
- Tsang, Brian
- United Way of Calgary and Area
- Walmart
- Wuntke, Sarah and Reid



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