

FY20

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 10,000 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

The past 4 years have seen tremendous growth at the Centre for Newcomers. Our staff team are amongst the most dedicated community members in our city. Our volunteers, including our board give their time willingly and selflessly. And without the generous support of our donors and funders we wouldn't be able to provide innovative, timely and relevant programming to thousands of newcomers every year. As always, we are most proud of the truly collaborative partnerships we have created with many organizations. These collaborations have allowed us to expand our programming with the most vulnerable newcomers in the city. By working together with you to be client-centred, we know we are stronger as a community. We look forward to continuing to work together towards an equitable Calgary for everyone.

BOARD CHAIR'S MESSAGE: VIVEK WARRIER

"Unprecedented" is a word we often deploy casually, but there is no more accurate word to describe what we as a city, nation and global community have experienced in the last few months. Our own Calgary neighbourhoods have been doubly devastated by the dramatic value destruction resulting from the Saudi-Russian oil price war and of course by the shattering effects of the COVID 19 pandemic. It should come as no surprise that our newcomer communities have proven especially vulnerable in these previously unimaginable circumstances. The economic, social and personal impacts of COVID-19 are amplified in those segments of our community that are already attempting to surmount language barriers, a lack of Canadian work experience and precarious housing situations. In this context, the efforts of our extraordinary management team, staff and volunteers at the Centre for Newcomers have been nothing less than herculean: retraining staff, essentially overnight, to be able to seamlessly deliver critical services in an appropriately socially distanced way; and migrating programs online while at the same time working to ensure newcomers were provided access to the technology necessary to participate in such programs. All in all, it has been an extraordinary period in CFN's history and we are deeply appreciative of the relentless passion of our team and its collective dedication to serving the newcomer community. As it has for over 30 years, in the past six months the Centre for Newcomers has played a critical role in shaping an inviting and supportive environment for newcomers, assisting our clients in navigating these arduous times and ultimately striving to support them in the pursuit of their Canadian dreams. That CFN has been able to play such a crucial role during this, the most challenging of times, is a testament to the exceptional support we receive from our funders and community partners. Thank you to all of our stakeholders who give so much of themselves to make our home a better place for all. We look forward to continuing to serve our community and to working together to welcome future Calgarians.



Increased partnerships and collaborations

At CFN collaboration and partnership plays a central role in how we serve the greater Calgary Community. In fiscal year 2019-20 CFN continued to cultivate its partnerships with 101 formal and 150+ informal partnerships at year end.

Emergency Funding for Homelessness Diversion

CFN's Homeless Diversion Project is dedicated to finding a new way to keep vulnerable newcomers away from homelessness. Using micro-loans to help newcomers get through difficult periods, coupled with private sponsorship and case management models, newcomers are directed toward self-sustainability and away from the need for shelter facilities.

Canadian Business Essentials for Accountants

Canadian Business Essentials for Accountants, delivered in partnership with SAIT and Charter Professional Accountant (CPA) 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. We average 120 applicants for just 16 seats per session and over its 14-year existence the program has a 94% employment rate among clients.



Real ME

Real ME experienced an unprecedented year in 2019. Four youth passed away a few days apart in December, from natural causes and through violence. The death of our amazing young people strengthened our resolve to create a safe space for youth, as well as review self-care practices, making it a mandatory part of work for all staff. The Program was nominated for the Calgary Police Commissions Community Policing Award and received a Pathways to Prosperity Award. CFN CEO was appointed to City of Calgary's Public Safety Task Force.

World Refugee Day

On June 20th, 2019 CFN commemorated World Refugee Day, with a community event honouring the strength, courage, and resilience of the millions of refugees around the world. A day-long series of workshops presented by CFN partners and staff was held to challenge negative and inaccurate myths about refugees. Community stakeholders took a deeper look into the social hierarchies of our society, and at the roles diversity, inclusion, trauma, mental health, and empowerment play in not only its construction, but in its deconstruction as well.

CFN's 4th Annual Fundraiser Celebrating Diversity

CFN's 4th annual fundraiser "Celebrating Diversity" took place on April 6th, 2019 at historic Fort Calgary to a sold-out crowd. Community members were entertained at what has fast become a signature event in Calgary by a wide array of performances. The event has become a local celebration of our city's kaleidoscope of culture and diversity, and the undeniable potential each and every Calgarian holds.

SETTLEMENT & INTEGRATION



4,088
PARTICIPANTS



4
EVENTS



497
PARTICIPANTS



12
WORKSHOPS



236
PARTICIPANTS

Our settlement and integration programs encompass a wide variety of services for every age range and every walk of life. Beyond our core Newcomer Settlement Programming, our settlement services include more robust LGBTQ+ newcomer supports, under the umbrella of programming we call "Welcoming the Rainbow". This includes helping LGBTQ+ refugee claimants, providing core settlement supports to this population and providing training to partner organizations on SOGIE needs assessments. We remain strong advocates for women's empowerment and have programming like our domestic violence supports, Women's Health Expo and our Empowering Women through Self-Defense training. Our vulnerable population supports include a partnership with Inn From the Cold and Calgary Homeless Foundation where we have staff at the Safe Communities Opportunity and Resource Centre, or SCORCe (pronounced "SORCe"). We also provide clients with Indigenous Education for Newcomers in response to the Truth and Reconciliation Commission (TRC) Calls to Action.

ENGLISH LANGUAGE LEARNING

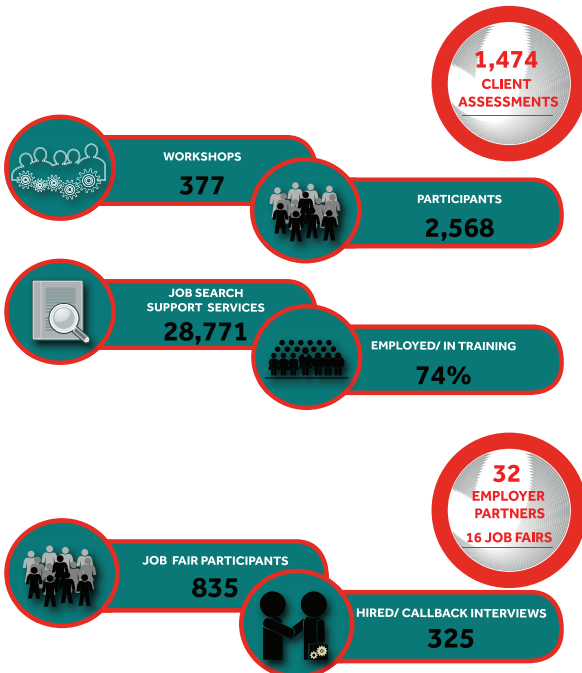
In Language Instruction for Newcomers to Canada (LINC) classes, students develop the necessary language and life skills to participate actively in Canadian society. With **980** clients served, this past year was yet another rich and successful cycle for the CFN LINC Program. With a mix of language, 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.



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 **32** partners, **74%** of our clients are employed after receiving services.

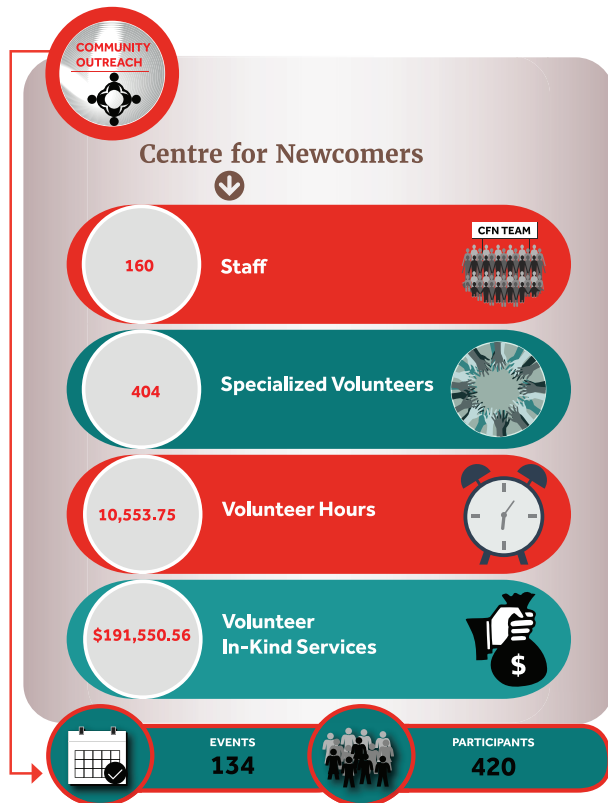


REAL ME YOUTH PROGRAM

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.



COMMUNITY RELATIONS



CFN's Community Relations team develops relationships with local communities that are predominantly made up of newcomers and their constituents, while also connecting with stakeholders in the broader community to assist in connecting them to newcomers. The continuous expansion of external stakeholders and the development of relationships within the community, including local and national media outlets, in turn serves both our clients and the City of Calgary. Our continuous outreach and development of community partnerships seeks to align the needs of our clients with CFN services and the greater Calgary community as a whole.





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.





FY20 LEADERSHIP TEAM

Anila Lee Yuen, MBA

President & CEO

Admasu Tachble, PhD

Vice President, Client Services

Charlie Wang

Vice President, Language Programs

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

FY20 BOARD OF DIRECTORS

OFFICERS

Vivek Warrier, Chair

Farrah Sunderani, 1st Vice-Chair

Hans Luu, 2nd Vice-Chair

Muhammad Ashraf, Treasurer

Mark Hopkins, Secretary

DIRECTORS

Aleem Dhanani

Don MacDiarmid

Laura Linnell

Shawnette Fraser

Tyler Cleveland

Veronica Tang

FY20

FINANCIAL INFORMATION

Statement of Revenue & Expenses



REVENUE		EXPENSES	
Federal grants	\$ 6,549,496	Personnel costs	\$ 7,875,446
Provincial grants	\$ 3,279,882	Direct program costs	\$ 841,953
Community grants	\$ 497,074	Building rent & maintenance	\$ 1,427,648
Donations	\$ 178,059	Designated expenses	\$ 82,563
Catering	\$ 139,491	Amortization	\$ 280,819
Other Revenue	\$ 302,707	Other operating expenses	\$ 414,625
Total Income	\$ 10,946,709	Total Expenses	\$ 10,923,054

Centre for Newcomers greatly acknowledges the following donors:

Funders

- Alberta Advanced Education
- Alberta Community and Social Services
- Alberta Justice and Solicitor General
- Alberta Labour
- Anti-Racism Community Grant Program
- Calgary Foundation
- Calgary Homeless Foundation
- Calgary Learns
- Community Initiatives Program
- Crime Prevention Investment Plan (CPIP), City of Calgary
- Family and Community Support Services (FCSS), City of Calgary
- Foundation of Hope
- Human Rights Education and Multiculturalism Fund
- Immigration, Refugees and Citizenship Canada
- Momentum
- Multiculturalism Program of Canadian Heritage
- National Crime Prevention Centre
- Service Canada
- United Way of Calgary and Area

Donors of more than \$10,000

- Jeffrey Jongmans
- Prairie Crocus Foundation



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