



Centre for
Newcomers

FY22-23

ANNUAL REPORT

20
23

35TH ANNIVERSARY EDITION





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 20,000 newcomers each year.

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OUR MISSION

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



PRESIDENT & CEO'S MESSAGE: ANILA UMAR LEE YUEN

This year has been exciting in many ways. Our community hub became up and running at its full capacity and continues to grow to bring clients and the community the services they need.

While the ultimate goal of CFN as a community hub is to celebrate the strength and resiliency of our community at large, we always work to meet the needs of the most vulnerable first in order to maintain our grassroots goal of equity in settlement services.

This is why CFN's AGM is held annually on World Refugee Day. It is a United Nations-designated day to honour refugees internationally. While serving refugees are just one of the many programs at CFN, we know that the impact of the refugee experience, when people are forced to flee their home country to escape conflict or persecution, is felt deeply across families and communities. So, it is CFN's goal to ensure that anyone that walks through our door looking for safety is given that right. Safety is a non-negotiable human right that we uphold greatly here at CFN.

We have had some great accomplishments this year. Since the beginning of their respective wars, we have served over 4000 Ukrainian clients and 1856 Afghan clients. We learned many things from COVID-19 but one that truly stuck out in the settlement sector is the need for collaboration when serving our most vulnerable clients. In that vein, we expanded our partnerships through the creation of the Calgary Newcomers Collaborative, abbreviated to CNC, that has helped hundreds of Ukrainian clients find safety in their own homes once arriving in Calgary.

Together with the CNC, we started the information service booth for newcomers at the YYC Calgary International Airport. This is an excellent opportunity that was missing in the city, as we have already serviced over 2400 clients since its beginning. Our booth gives any newcomer, whether an immigrant, refugee, or asylum-seeker, the opportunity to access services across Calgary at the first point of contact: landing here.

Our ability to create a community-based response is truly one of the reasons I am the most proud to run Centre for Newcomers. We are so grateful at CFN to be able to serve the community with the community every single day.

So, I would like to thank our board, our staff, volunteers, and all of our funders and donors for giving so selflessly and working together to improve the lives of everyone in our community. None of our work would be possible without your tireless support and we are so grateful! We look forward to continuing our deep collaboration in years to come.

BOARD CHAIR'S MESSAGE: MARK HOPKINS

When you walk into the Centre for Newcomers at Northgate Village, it's easy to forget – with the buzz of language classes and career services, teens testing their skills on the climbing wall, workshops filling the theatre, people enjoying delicious meals from EthniCity Catering – that we've only been in our new home for one year. And what a year it's been.

Our work with vulnerable populations has increased to keep pace with the many needs of asylum-seekers from Afghanistan, Ukraine and elsewhere, and to ensure that LGBTQ+ newcomers have a safe and supportive place to land. The lingering impacts of the pandemic on mental health and the job market, along with Calgary's escalating housing crisis, have complicated the path to settlement. I'm incredibly proud of the Centre's staff, who have worked tirelessly to meet an ever-changing set of challenges.

We're also proud to be part of the Calgary Newcomers Collaborative, whose collective approach made such a difference at the height of the pandemic. It celebrated another milestone this year with the opening of the Immigrant Arrival Centre, an information hub for newcomers at the Calgary International Airport.

Calgary is the third most racially diverse city in Canada. A third of Calgarians are racialized and, within a few years, more than half of our city will belong to the global majority. This is cause for celebration: diversity enriches our communities in countless ways. But forces of exclusion, racism and xenophobia are also on the rise, and we still have a long way to go on the path toward truth and reconciliation between the Indigenous people of Turtle Island and its settlers. The Centre for Newcomers' commitment to fostering inclusive and equitable communities in Calgary will remain vital in the years to come.

I've been honoured to act as Board Chair for this past year and to witness the hard work of our growing, dedicated, talented team of staff, partners and volunteers. Thank you for everything you do. And to everyone walking through the Centre's doors, working hard to establish your life in Calgary: Welcome. We're glad you're here.

FY23 OVERVIEW

HOUSING CRISIS

In the past 12 months, CFN has assisted well over one thousand families divert away from homelessness. As a leader in this space, we received \$1.4 million in March 2023 from the Alberta Government to continue helping Calgarians. Using the “first/last rent obligations” to assist in the diversion of homelessness, CFN has been using this approach for several years and we find it to be more cost effective than shelters, humane, dignifying to people served, and very efficient at keeping people away from potential homelessness.

CALGARY NEWCOMERS COLLABORATIVE (CNC)

CFN is honoured to be leading the Calgary Newcomers Collaborative since 2022. Together, 7 out of the 8 major newcomer service providers have come together to tackle our greatest challenges. This includes working collaboratively to provide Ukrainian intake services at the St. Vladimir Church, creating the first of its kind, permanent, info service booth at the YYC Calgary International Airport, and multiple other initiatives such as job fairs and service information sessions at hotels where newcomers are staying.

CRISIS RESPONSE

From the beginning of the Russia-Ukraine war to March 2023, we've served over 4000 Ukrainian clients at the Centre for Newcomers and helped 100s find housing. Since 2021, CFN has been helping those fleeing from Afghanistan due to Taliban control. Last year, we served almost 1900 clients from Afghanistan. Due to these crises, and other conflicts, innovative approaches have been created to help those arriving in Calgary. This includes the info service booth at the YYC Calgary International Airport. Together with CNC, we serviced over 2400 clients.

SURVIVAL ENGLISH

Since 2022, CFN with numerous partners and funders, have provided Survival English classes to newcomers. This initiative was sparked by the influx of Ukrainian newcomers and the unfortunate wait times to access LINC classes. In these classes, newcomers are taught basic English to get around the city and to accomplish pertinent tasks associated to resettlement. To date, we have had over 650 students attend our classes.

EMPOWERING COMMUNITIES

The Empowering Communities through Self-Defence program was designed and targeted at newcomers and racialized communities on the knowledge of Self-defense and topics relating to domestic violence, basic adult self-defense such as confidence building, self-protection, and grappling techniques. The program also covered dealing with and expressing emotions; and how to address mental health issues. During this period, we organized 45 sessions (empowerment talks & physical literacy) connected with 6 organizations, 8 communities and 692 participants were served.

INDIGENOUS EDUCATION FOR NEWCOMERS (IEFN)

IEFN creates opportunities through activities to bring together Indigenous peoples and newcomers under one learning space. Dialogue circles and storytelling foster discussions to create bridges of appreciation and understanding, honour historical and cultural perspectives, and share cultural knowledge. It also supports efforts by service provider organizations to end cycles of systemic discrimination and racism faced by Indigenous people. Efforts include culturally appropriate educational training and workshops related to Indigenous communities, meaningful partnerships which seek to create alliances for public education, and building awareness among partners and within the broader community.

CNC AIRPORT BOOTH

In FY 2022-2023 an Immigration Arrival Centre was established at the Calgary International Airport. This was a partnership between the Calgary Airport Authority & Calgary Newcomers Collaborative (CNC). The CNC, powered by Gateway, is a collaboration of newcomer-serving agencies working to respond to the needs of immigrants and refugees in Calgary and the surrounding areas. This undertaking is first-of-its-kind and in which eight newcomer agencies are participating.

This location at the airport allows CNC to respond to the needs of newcomers upon their arrival. Information is shared with the newcomers about the services and resources made available to them at the airport as they begin their settlement journey.

This Centre is located near Door 12 on the Arrivals level between International and Domestic terminals.

CNC representatives staff the booth every day from 2:00 p.m. to 10:00 p.m. and are there to welcome newcomers as they arrive in Canada. The centre is currently supported by Air Canada. Negotiations are underway to have more advertising around the airport so that more people are aware of the CNC booth. Since its opening in October 2022, the Airport Booth offered information to more than 2,400 arrivals. The purpose of this booth is to provide information to newcomers and not render any service at the point of contact.



IMMIGRANT ARRIVAL CENTRE CENTRE D'ARRIVÉE DES IMMIGRANTS

New to Canada?
Let's connect!



Nouveau au Canada?
Prenons contact!





CFN'S SOCIAL MEDIA PLATFORMS

Engage with 30,000 Followers Every Day

FOLLOW US

  @CentreForNewcomers

  @YYCNewcomers

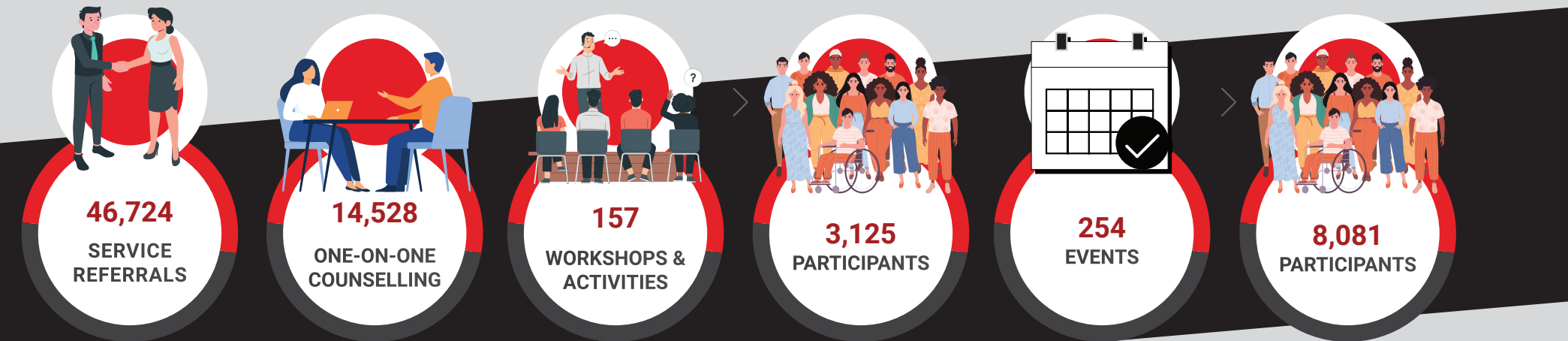


“The Centre for Newcomers made more than 110 appearances in local, regional and national media outlets throughout the 2022-23 fiscal year. These numbers, combined with several radio spots, make CFN one of the most quoted non-profits not only here in Alberta, but all of Canada.”

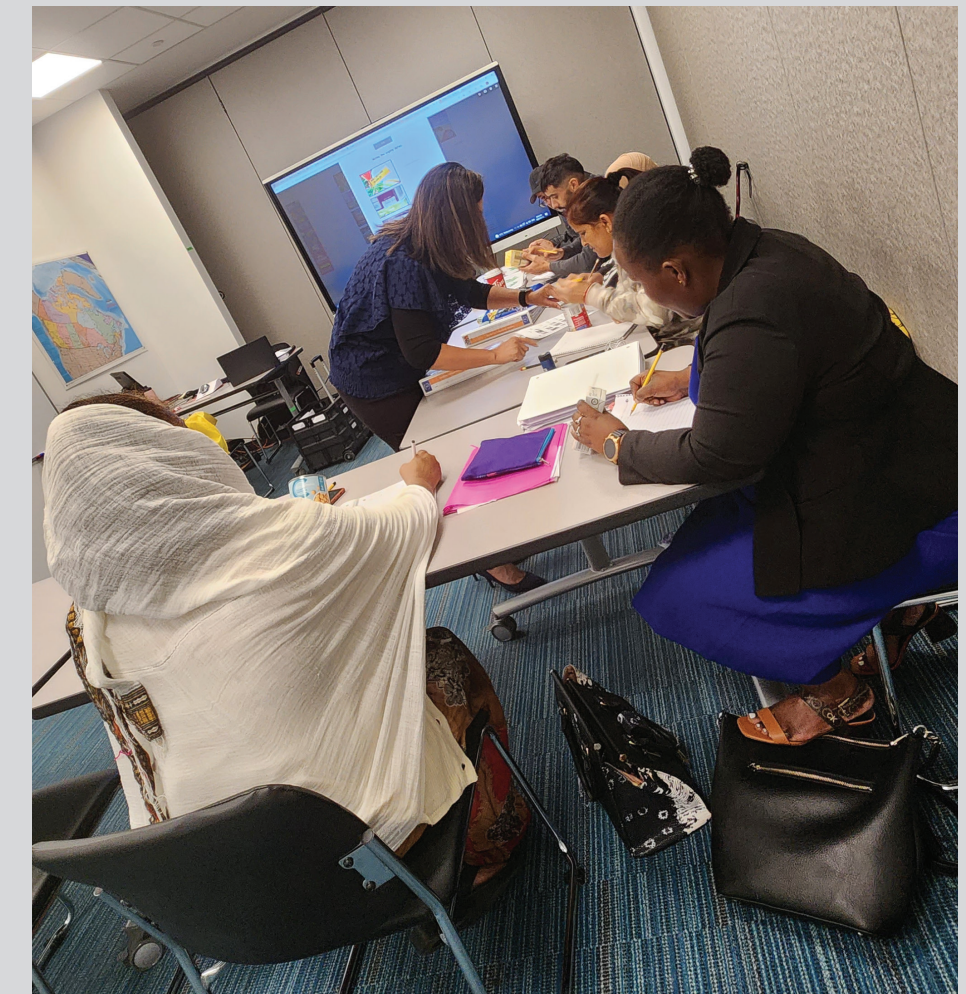
SETTLEMENT & INTEGRATION

Buoyed by sustained funding and dedicated staff members, settlement services within the Centre for Newcomers (CFN) continue to touch newcomers' lives. The Newcomer Settlement Program (NSP) is focused on providing basic settlement services and necessary supports to newcomer clients. As Canada opened its doors to evacuees and refugees from all over the world outside of permanent residents, CFN saw clients last year in record numbers. Cognizant of the need to beef up staff capacity, Immigration, Refugees and Citizenship Canada (IRCC) granted additional funding to hire more frontline workers.

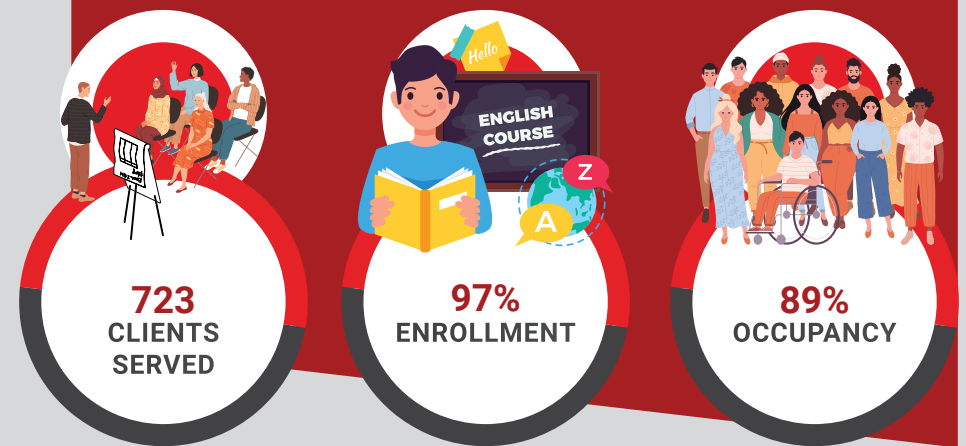
Support for immigrant seniors has also become an integral part of NSP's core services. A significant portion of this immigrant population is vulnerable; they suffer social isolation, lack family support, financial challenges, and inability to stand on their own feet. Added to the repertoire of services is the Financial Empowerment Program. The Program has built capacity to run financial literacy sessions to empower clients in areas of asset-building, banking, budgeting, consumerism, credit, and education savings, including RESP/CLB. Confidential one-on-one sessions in financial coaching allow those struggling financially to get help with reducing debt and increasing savings. Signature events like the summer and winter events and the Women & Family Health & Wellness Expo facilitate and build community connections and help newcomers learn about resources and services available for them. The past fiscal year also highlighted the importance of collaboration and on how deeply CFN values such relationships. Among the many collaborations we work with, La Cité des Rocheuses and Children's Link took the extra step; they now operate through the CFN facility as part of their outreach work to provide seamless services onsite to Francophones and families with neurodivergent members, respectively.



LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA



In Language Instruction for Newcomers to Canada (LINC) classes, students develop the necessary language and life skills to participate actively in Canadian society. With 723 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 the classroom, as well providing a broad sense of cultural awareness about Canada.



CAREER SERVICES

All our programs are funded by Senior Community Social Services

Career Development and Job Search (CDJS)

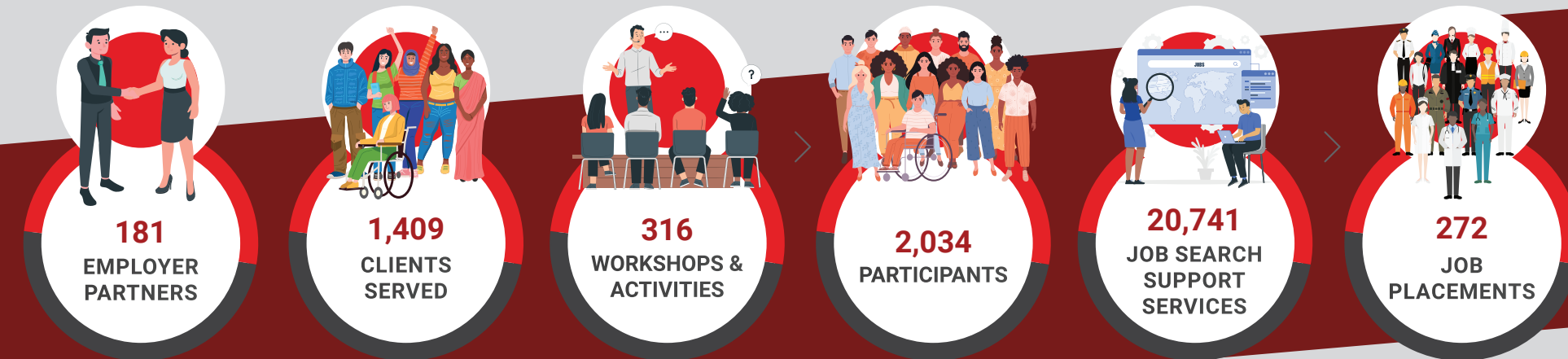
Our team of 19 certified, culturally competent Career Practitioners offers one-on-one support and various workshops, information sessions and career fairs. We offer services in clients' first languages and in English. We provided one-on-one support to 1,112 clients, offered 294 workshops with 1,884 participants, were able to place 99 clients through direct job placement interventions and provided information service to 19,580 clients. We increased our new employer partnerships to an exciting 188, and organized 12 job search-related events with 546 job seekers participating.

Introduction to Canadian Logistics (ICL)

The program offers 3-weeks of training towards gaining MicroCredential in Canadian logistics and a week of employment and job search-themed workshop series for our clients seeking to pursue a career in logistics. We offered 6 cohorts with 52 participants with over 60% of the participants employed.

Employment Services to Ukrainian Newcomers (ESUN)

ESUN provides one-on-one career services, job search workshops and information sessions and job placement support to Ukrainian Newcomers impacted by the war in Ukraine in Ukrainian and Russian languages. We provided one-on-one to 245 clients, offered 16 workshops with 150 participants, placed 142 clients and provided information services to 1,161 clients.



VULNERABLE POPULATION SERVICES (VPS)

Vulnerable Population Services (VPS) offers specialized service attention to newcomers in difficult scenarios using a Case Management & the Wrap Around approach. VPS served nearly 11,000 clients in more than 30 languages this past year and every person is assessed in a comprehensive way, with services provided in the 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, and we arrange translation if required beyond the more than 20 languages of our VPS team.



LGBTQ+ SERVICES

Recognizing the vulnerability of LGBTQ+ newcomers, CFN offers exceptional support to LGBTQ+ clients of all streams of immigration. Whether they have just arrived in Canada to seek asylum or are Canadian citizens who want to sponsor their partners outside our country's borders, the CFN Rainbow service is available to all. CFN LGBTQ+ services are based on extensive knowledge of conditions for LGBTQ+ people worldwide and a deep understanding of clients' trauma and vulnerability.

In FY 2022-23 the CFN LGBTQ+ program served 276 LGBTQ+ clients from 30 countries. We organized 12 monthly events with nearly 450 participants. Our clients also joined more than 25 organized local LGBTQ+ and other community organizations.

We are proud that our LGBTQ+ refugee clients were the Pride Marshals of Calgary Pride 2023, a first for any Pride event in Canada. More than 60 LGBTQ+ refugees participated, sharing a powerful message "Peace=Freedom."



REAL ME YOUTH PROGRAM

The Real ME concluded its 9th year with its highest number of program participants and program graduates. This year, a total of 24 youth completed the program and are pursuing their own versions of success as professionals or completing academic studies in their field of interest.

Through the past year, the Real ME program emerged from the pandemic learning valuable lessons on the importance of access to culturally appropriate and trauma-informed mental health supports. In addition, the program has taken a leadership role in both the education and justice systems as advocates for high-risk newcomer youth and families, and the disproportionate impact the settlement process has on youth outcomes.

The Real ME program continues to deliver the novel identity-based wraparound intervention initiative model, focused on the high-fidelity wraparound services centered on our core services: tutoring, counselling, mentoring, employment and life skills, prosocial activities, and family support.



WRAPCAP PROGRAM

WRAPCAP completed the third year of their capacity building project by engaging with over 87 partners and 59 youth over the Prairie North Region of Immigration, Refugees and Citizenship Canada (IRCC).

It was truly a year of putting “youth settlement in action” as we invited community members, faith leaders and families into the immigration conversation. The project either hosted or participated in several trainings, conference appearances, community initiatives, committees, workshops and organizational coachings, reaching a three-year total of 3,989 partner contacts and 306 youth volunteer hours. This engagement strategy has had a direct impact on either the amendment and /or re-examination of best practises in the fields of justice, mental health, in school settlement, education and housing; an impact that exceeds the boundaries of the PNT region.

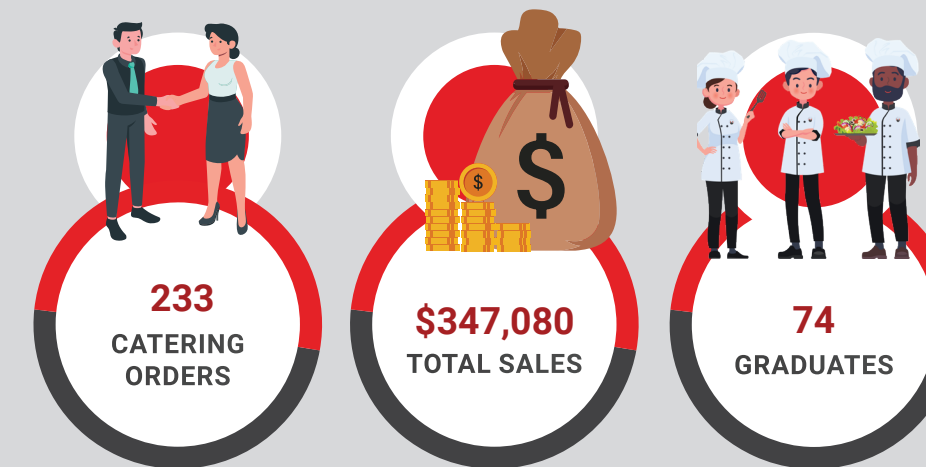
The opportunity to implement real system change is here. The newcomer youth probation training series has been developed to assist the justice system in their engagement with newcomer youth and their families by utilizing resources that supports both a preventative and interventionist lens. We couple this with the development of the online learning platform, which will immortalize trainings and other resources that will support cross-sector capacity building beyond the life of the project.

System engagement and innovation will be the theme as we move into year four. We welcome the opportunity to showcase our learnings at our inaugural conference in January 2024.





ETHNICITY CATERING



This past year Ethnicity Catering and Café was marked by a lot of hard work and plenty of success. Operating from our kitchen and café at Village Square, our café and catering services generated \$347,080, almost doubling our sales target.

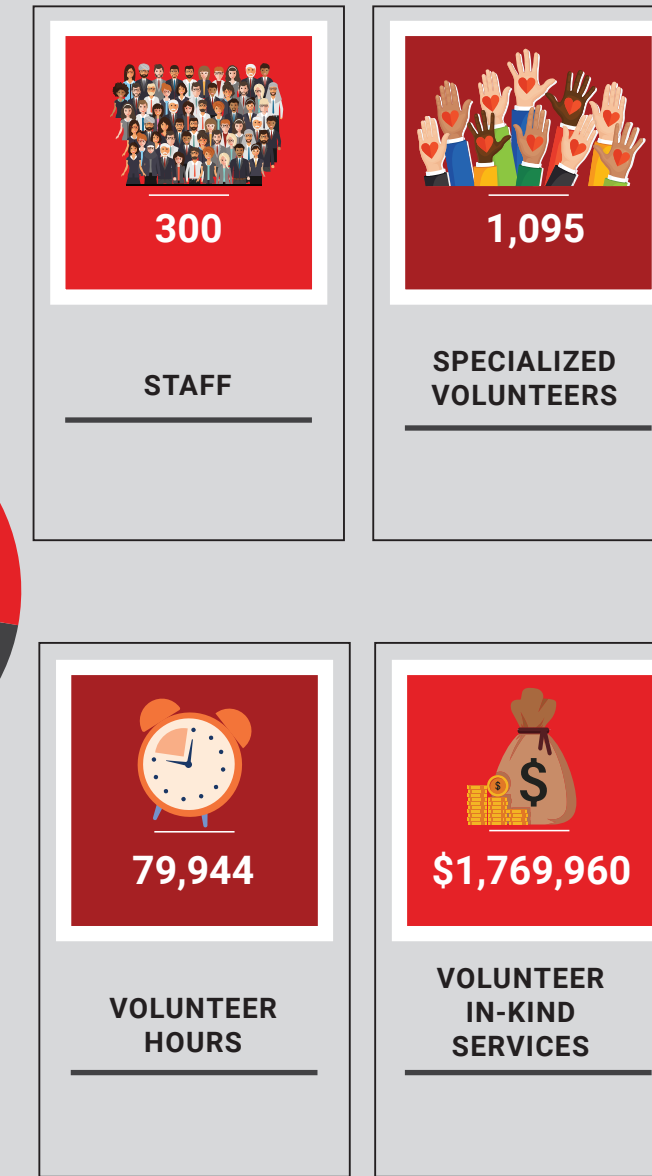
We have become highly popular within the community around Village Square and while serving our customers, we also contributed to the promotion of CFN services. We could have not achieved this without the work of our students. This past year we had 74 graduates who, besides attaining their valuable kitchen skills and Canadian work experience, managed to enhance their job-related skills and build connections. In addition to our regular training, we piloted a shorter version of our program which we offered to recently arrived refugees from Afghanistan and Ukraine who did not qualify for our funded program. Over the course of a few months (November 2022- April 2023) we helped 24 such clients obtain food safety certificates and Canadian work experience.

We are excited to open our new café and kitchen at the main CFN location, while to continuing to serve our customers at the Village Square café.

COMMUNITY RELATIONS

Community Relations (CR) provides overarching support to CFN programs and services, helping to establish and maintain our relationships with stakeholders. CR develops strategies that foster connections with partners and the community. Within CFN, community relations ensures that our strategies of financial independence, external relations, and diversification/innovation services are amplified to achieve organizational goals. CR works collaboratively and shows leadership in the community fostering support for immigrant, indigenous and mainstream communities.

During the review period, Community Outreach facilitated 68 events with 668 participants. Peer Mentorship enlisted 49 mentors and 87 mentees, totaling 136 participants. The participants worked together to foster social ties with the community to achieve economic participation for newcomer professionals in Calgary. The Volunteer-led Refugee project organized 31 conversation clubs for 125 participants. Of these participants, 62 of them participated in 7 field trips for recreational experiences.



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.

FY23 LEADERSHIP TEAM

Anila Umar Lee Yuen, MBA
President & CEO

Charlie Wang, MEd
Chief Client Services Officer

Harry Yee, BPE, BED
Chief Operating Officer

Jon Yee
Vice President, Strategy

Katie Paton
Vice President, Career Services

Kelly Ernst, PhD
Chief Program Officer

Maryna Bityutsky, CPA, CGA
Chief Financial Officer

FY23 BOARD OF DIRECTORS

OFFICERS

Mark Hopkins, Chair

Laurell Linnell, 1st Vice-Chair

Alysha Kanji, 2nd Vice-Chair

Hans Luu, Past Chair

Shawnette Fraser, Treasurer & Secretary

DIRECTORS

Don Macdiarmid

Vivek Warriar

Veronica Tang

Jason Kraatz

Zai Mamdani

Jessica Lacroix

FY23 FINANCIAL INFORMATION

Statement of Revenue & Expenses

for the year ended March 31

| | 2023 | 2022 |
|------------------------------------------------------------------|-------------------|-----------------|
| REVENUE | | |
| Federal grants | \$ 11,441,108 | \$ 9,842,316 |
| Federal grants capital | 127,556 | 988,276 |
| Provincial grants | 5,346,161 | 5,258,145 |
| Provincial grants capital | 136,930 | 559,183 |
| Community grants | 1,379,440 | 1,500,995 |
| Community grants capital | 491,376 | 418,562 |
| Donations | 465,700 | 112,906 |
| Designated donations | 85,912 | 52,351 |
| Designated donations capital | 2,738 | - |
| Catering | 332,160 | 73,266 |
| Amortization of tenant improvement allowance | - | 27,392 |
| Amortization of deferred contributions related to capital assets | 328,855 | 107,556 |
| Other revenue | 171,536 | 63,264 |
| | 20,309,472 | 19,004,212 |
| EXPENSES | | |
| Personnel costs | 13,669,722 | 10,966,531 |
| Direct program costs | 2,651,456 | 3,631,487 |
| Building rent and maintenance | 2,134,166 | 1,499,260 |
| Designated expenses | 88,650 | 52,351 |
| Amortization | 368,669 | 149,357 |
| Capital assets contributed by Funders | 764,104 | 1,966,021 |
| Other operating expenses | 616,652 | 730,280 |
| | 20,293,419 | 18,995,287 |
| EXCESS OF REVENUE OVER EXPENSES | \$ 16,053 | \$ 8,925 |

Centre for Newcomers greatly acknowledges the following

Funders and Donors:

- Abundance Canada
- Alberta Community and Social Services
- Alberta Health Services
- Alberta Labour and Immigration
- Alberta Children's Services
- Amazon Canada
- Anonymous Donor
- Arc'teryx Alberta
- Associated Signs Group Inc.
- Avanade Canada
- Calgary Flames Foundation
- Calgary Foundation
- Canadian Women's Foundation
- Calgary Learns
- Calgary Stampede
- Carthy Foundation
- Connect First
- Dashmesh Culture Centre
- Devin St. Louis
- End of the Rainbow Foundation
- EndPoint Systems Inc.
- Enmax
- Enterprise Holdings Foundation
- Evans, Michael and Jane
- Fluor
- Genesis Centre
- Gift Funds Canada
- Guns and Gangs Violence Community Prevention
- Hope and Aspire Fund
- Immigration, Refugees and Citizenship Canada
- Karperien, Dick
- MacDiarmid, Donald
- McMillian LLP
- Momentum
- Riaz S. Mohamed Professional
- Rotary Calgary North
- Rotary Calgary West
- Royal Bank of Canada
- Sandbox Mutual Insurance
- Service Canada
- Source Office Furnishings
- Sport for Life
- Steel Reef Infrastructure
- St. Davids United Church Foundation of Calgary
- St. Stephen's Church Protomartyr Ukrainian Catholic Church
- TD Bank
- TELUS
- The City of Calgary
- The Church of Jesus Christ of Latter-day Saints
- The Ed Stelmach Community Foundation
- The Immigrant Education Society
- The Wagemakers Foundation
- Trico Foundation
- Tsang, Brian
- United Way of Calgary and Area
- Vancouver Foundation
- Walmart
- Wuntke, Sarah and Reid



125, 565 - 36 Street NE
Calgary, AB T2A 6K3



www.centrefornewcomers.ca



+1-403-569-3325



@CentreForNewcomers



info@centrefornewcomers.ca



@YYCNewcomers