

## Executive Director's Report

Every year, we provide thousands of newcomers with programs and services to help them settle and integrate into our community.

During the course of this past fiscal year, our permanent staff complement increased from 113 to 120. Our budget increased from \$8,678,808 to \$9,854,454 and we ended the year with a net operating surplus of \$126,972.

The following is a summary of some of our activities during the 2019-2020 fiscal year:

- We housed 541 people at Maison Sophia House (MSH) and found housing for 448 of them.
- Integration and Support Services provided settlement services to 7,107 clients while its housing team supported 248 families with their housing needs.
- The Children's Program at MSH provided programs and services to 134 children.
- Our Client Support Services Program served 1,022 Government-Assisted Refugees.
- In Community Connections, our drop-in programs to help newcomers learn English were well attended. More than 925 adults and young people were provided a full slate of activities, field trips and other services.
- The Matching Program organized 54 matches, reaching 161 newcomers.
- Our Pastoral Program helped 86 families connect with the faith community of their choice.
- Our Sponsorship Program landed 30 refugees. In partnership with the Roman Catholic Archdiocese of Ottawa, we also helped 11 parishes sponsor 39 refugees.
- The Youth Programs at CCI delivered services to more than 350 young people.
- Career Transitions for International Health Professionals worked with 102 clients. Eighty-three clients obtained employment in the health care sector while four of our foreign-trained physicians received residency placements across Canada.

Additional highlights include:

- Participated in the Ottawa Local Immigration Partnership Council with several other partners, including the City of Ottawa and the Local Agencies Serving Immigrants.
- Continued to sit on the National Settlement Council and the IRCC Deputy Ministry Advisory Committee.
- Partnerships continued with Carty House, a home for vulnerable refugee women.
- Continued our successful partnership with the Vanier Community Services Centre.
- We continued to sit on the Board and Executive of World Skills, LASI (Local Agencies Serving Immigrants) and the Executive of Refugee 613.
- Our sister organization, The Catholic Centre for Immigrants Foundation, also had a successful year. During the year, the Foundation contributed \$251,997 to CCI's work while our sister charity, the Canada Centre, generously donated \$140,000.

First, our staff, thank you for doing such an exemplary job, for making a difference in the lives of so many people. All of you are helping to build a more welcoming community.

Thank you to the many volunteers and donors who give us their time, energy, commitment, encouragement, money and inspiration.

I want to thank our Board. Our Board members take their task seriously by meeting regularly, working very hard, and providing us with excellent guidance and direction.

A heartfelt thank you to our three church partners — les Filles de la Sagesse d'Ontario, les Soeurs de la Charité d'Ottawa and the Roman Catholic Archdiocese of Ottawa — who continue to provide us with generous support.

A special thanks to our funding partners such as the IRCC, the Ontario Ministry of Citizenship and Immigration, the City of Ottawa and the Pathy Foundation.

A thank you to the numerous agencies, organizations and companies who partner with us throughout the year.

On behalf of everyone at CCI, thank you for the opportunity to work together, to strengthen our community by helping newcomers settle, integrate and thrive. Following are brief presentations of highlights from the individual departments and programs.

Carl Nicholson  
Executive Director