

Catholic Centre for Immigrants Ottawa

Annual Report 2018-2019

Annual General Meeting December 11, 2019

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President's Report

During the past year, the Catholic Centre for Immigrants (CCI) celebrated 65 years of working with the Ottawa community (members, volunteers and donors) to integrate newcomers from every part of the world.

Thanks to CCI's exceptional staff and the dedicated leadership of our Executive Director, Carl Nicholson, CCI continues to deliver outstanding service to our clients and garner confidence from the community, peer organizations and local, provincial and federal funders.

CCI knows from decades of experience that a key component of settling in a new community is finding a place to call home. Given the current rental challenges in the Ottawa area, throughout 2018-19 CCI worked tirelessly to increase its capacity to offer temporary accommodation to newcomers. This was made possible through the collaboration between the City of Ottawa, Ottawa's Portuguese community and CCI, and resulted in the opening of Welcome House.

Along with CCI's existing Reception House, this additional space provides newcomers temporary accommodations while they look for a place to call home in our community.

CCI's financial situation continues to be secure and stable due to sound financial and operational management. I would also like to highlight that the Board and its committees have worked closely with CCI's senior leadership team to:

- attract talented board members. The Board welcomes back Luise Czernenko Reid as Treasurer and board member, and also welcomes new board members Sister Bernadette Paquette, Anna Du Vent and Charles Ghadban.
- advance CCI's strategic plan to ensure CCI continues to support newcomers within the broader Ottawa community.

I encourage you to read the Executive Director's report for a more detailed account of CCI's accomplishments this year.

Looking ahead, I am confident CCI is well positioned to continue to deliver on its mandate, share and learn from others in our sector, and execute its strategic plan.

Finally, during the past 12 years, it has been my privilege to volunteer at CCI in various board roles and committees (board member, treasurer, risk/audit chair and president). This is my last report as CCI Board President and I would like to take the opportunity to thank CCI's leadership team and my fellow Board colleagues for their support over the years.

I would also like to again recognize and applaud CCI's passionate and committed staff for the amazing work they carry out to welcome and support newcomers.

Armin Nourozi
December 2019

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 98 to 117. Our budget increased from \$8,002,567 to \$8,678,808 and we ended the year with a net operating surplus of \$134,770.

The following is a summary of some of our activities during the 2018-2019 fiscal year:

- We housed 569 people at Maison Sophia House (MSH) and found housing for 467 of them.
- Integration and Support Services provided settlement services to 5,428 clients while its housing team supported 249 families with their housing needs.
- The Children's Program at MSH provided programs and services to 106 children.
- Our Client Support Services Program served 1,033 Government-Assisted Refugees.
- In Community Connections, our drop-in programs to help newcomers learn English were well attended. More than 650 adults and young people were provided a full slate of activities, field trips and other services.
- The Matching Program organized 39 matches, reaching 139 newcomers.
- Our Pastoral Program helped 89 families connect with the faith community of their choice.
- Our Sponsorship Program landed 43 refugees. In partnership with the Roman Catholic Archdiocese of Ottawa, we also helped 14 parishes sponsor 41 refugees.
- The Youth Programs at CCI delivered services to more than 500 young people. More than 120 newcomer youth participated in our second youth soccer league.
- Career Transitions for International Health Professionals worked with 100 clients. Eighty clients began meaningful volunteer and mentorship placements in the health sector while 12 of our foreign-trained physicians received residency placements across Canada.
- We did this work with the help of approximately 1,000 volunteers.

Special highlights:

- We are grateful for the assistance provided by Deloitte Touche to update our strategic plan.
- In December, we opened a new facility. Welcome House is a transitional residence that houses and provides services to homeless newcomers.

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, Ottawa Police Service Board 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 \$302,195 to CCI's work and ended the year with a surplus of \$43,319. Thanks as well to the Canada Centre for its generous donation of \$140,000.

We owe many thanks to our partners, funders, supporters and community members who are committed to our mission to help newcomers realize their full potential in our community.

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

Integration and Support Services (Settlement Department)

Integration and Support Services, also known as the Settlement Department, helps newcomers settle and integrate into their new communities. We assess their needs, provide information on services, conduct workshops on housing, finances, transportation, education and more, and provide referrals to community resources. We help newcomers feel at home.

Some of our many partners are: Ottawa-Carleton District School Board, Ottawa Catholic School Board, Conseil des écoles catholiques du Centre-Est, Language Assessment Centre at YMCA, YMCA Employment Services, Connecting Ottawa, Community Legal Clinics, Legal Aid Ontario, World Skills Employment Centre, Immigrant Women Services of Ottawa, The City of Ottawa, Employment Ontario, Ottawa Police Service, Refugee 613, Interval House, Matthew House, Carty House, Ottawa Food Bank, Ottawa Public Library, Saint Paul University, University of Ottawa, Algonquin College, Community Health Centres,

Ottawa Newcomer Health Centre, Ottawa Community Loan Fund, Helping With Furniture, La Cité Collegiale, CESOC and the Vanier Community Service Centre.

Highlights:

- Served 5,428 individual clients from 129 countries.
- 438 group sessions attended by 4,320 clients.
- Provided services to 658 refugee claimants.
- Top 5 languages spoken by clients: English: 27%, Arabic: 13%, French: 10%, Spanish: 5%, and Farsi: 4%. Settlement assisted clients in 22 languages.
- Top 5 countries of origin of clients: Syria, Nigeria, Congo, Haiti, and Iran.
- Immigration category of clients: Permanent Residents: 46%, Naturalized Canadians: 19%, Refugee Claimants: 16%, Other: 21%.
- Provided information to Canadians about the private sponsorship of refugees through the Sponsorship Agreement Holder Program.
- In partnership with COSTI, delivered 32 Orientation to Ontario workshops to 571 clients in English, French, Spanish and Arabic.
- 15 interns and volunteers contributed 2,750 hours to help respond to the high demand for settlement services.
- 9 immigration lawyers and consultants offered pro bono services to 1,810 clients (702 hours).

Challenges:

- Lack of resources to help clients with mental health issues such as emotional trauma or distress.
- Helping newcomers with family reunification as the sponsorship process is long.
- Lack of affordable housing.
- Lack of space for counsellors, lawyers, volunteers and clients.

Housing Support Program

Housing support is provided in partnership with the City of Ottawa. Services include: advocacy, information, referrals, workshops, maintenance supports, instruction on rights and responsibilities, crisis intervention and eviction prevention services. We help clients look for housing or access shelter services. We also operate a food pantry in partnership with the Ottawa Food Bank.

Highlights:

- Served 249 households.
- 1,122 clients received support from our food pantry.

Challenges:

- A large number of refugees do not have family, housing or financial supports when they arrive. These families need intense advocacy.

Youth Settlement Program

Highlights:

- Delivered 50 group activities to youth between the ages of 15 and 29. Regular activities include: conflict resolution skills workshops, life skills workshops, Healthy Cooking on a Budget Program,

art program, integration activities through sports, individual counselling, settlement services, mentoring, employment support and peer support program.

- Worked with Parkdale Food Centre to provide Healthy Cooking on a Budget Program for young newcomers with a focus on how to cook healthy meals, shop on a budget, where to shop for ethnic food and how to find sale items.
- Worked closely with the Boys and Girls Club to provide weekly activities to Girls Group for smoother integration.
- Partnered with several service providers, including: Employment Ontario, Refugee Hub, Parkdale Food Centre, Boys and Girls Club, Somali Canadian Youth Centre, YMCA, Pinecrest-Queensway Community Health Centre, Vanier Community Service Centre and the University of Ottawa.
- Placed several clients in Youth Futures, a program that supports marginalized, at-risk youth. This program provides youth with leadership and employment skills.

Challenges:

- Increased number of refugee claimants.
- Lack of housing.
- Lack of space for workshops.
- Lack of services for youth between the ages of 25 and 29.

Opportunities:

- Will work more closely with other organizations to provide services.
- We can collaborate with the Ottawa Police Service and Crime Prevention Ottawa to deliver workshops on policing to foster a positive relationship and image of law enforcement in Canada.

Settlement Online Pre-Arrival (SOPA)

CCI and World Skills are co-providers of the Ontario Settlement Online Pre-Arrival Program. The program's mandate is to deliver a variety of online courses to prepare newcomers for the Canadian labour market before they arrive.

Highlights:

- 1,002 clients registered for services.
- 288 clients enrolled in job search strategies online courses.
- 120 clients enrolled in soft skills courses focused on Canadian workplace culture.
- 478 clients enrolled in self-guided courses related to working effectively in a Canadian environment to achieve career success.
- 226 clients successfully obtained employment and 192 found jobs in their fields.
- New position, employment specialist, created to address needs of clients.
- Multiple webinars organized and delivered.
- Hosted a successful alumni networking event.

Challenges:

- Some of our clients join too close to their arrival date and are unable to complete all of the course materials.
- When meeting with clients on our online platform, we sometimes experience audio issues and poor Internet connections.

- High number of intakes caused a backlog of clients who were unable to receive immediate services.

Opportunities:

- Looking at partnerships with other organizations to offer mentoring services.
- There is a market for French-speaking clients.

Maison Sophia Reception House

Reception House provides temporary accommodations to Government-Assisted Refugees (GARs), homeless immigrants and refugee claimants. Newcomers are provided with information, counselling, a warm and friendly environment, food, shelter and clothing. Staff help newcomers adjust to life in Canada and find affordable housing. Newcomers are also provided with life skills programs, children’s programming, referrals to community services and health-related services.

By the numbers

- Government-Assisted Refugees: 508
- GARs arriving from another city: 22
- Homeless newcomers referred by the city: 39
- TOTAL: 569

RAP program

Highlights:

- Top 3 nationalities of GARs. Syria: 228 (43%), Congo: 84 (16%), Iraq: 54 (10%).
- A large number of GAR families were high-needs clients who had spent significant time in refugee camps and had never been exposed to urban living.
- Medical issues that required significant assistance and service.
- In August/September 2018, Reception House experienced a surge of GARs. Staff had to rent hotel rooms to accommodate the overflow.
- Hosted delegates from Spain and IRCC.
- Hosted a monthly visit of a dental hygienist from Ottawa Public Health.

Housing Program

Highlights:

- Found housing for 467 clients.
- Since January 2019, we referred seven GAR families for rent subsidy to the Ontario Mennonite Refugee Assistance program (OMRA). All were accepted. These seven small families (2 to 4 members) were able to pay their rent with the support of OMRA.
- The average length of stay: 30.4 days.

Challenges:

- Lack of affordable housing.
- Many landlords don’t want to rent to newcomers who have no credit history or job.
- Apartments with three or more bedrooms are difficult to find.

Children's Program

Many refugee children arrive in Canada with minimal or no school experience. The program introduces them to a Canadian classroom to ease their transition into school. The program provides children with basic language and math skills. They also learn about classroom behaviours.

Highlights:

- Parents get to focus on their settlement needs, attend workshops about life in Canada, and take care of everyday tasks such as opening a bank account and looking for a place to live.
- Parents learn about their role in their children's education and the resources available to them.
- Number of children enrolled: 106.
- Countries of origin: Congo, Iraq, Syria, Nigeria, Somalia, Cote d'Ivoire.
- Average grade level: primary level.

Welcome House

Welcome House opened in December, 2018. It offers family transitional housing and is funded by the City of Ottawa. The facility is equipped with a commercial kitchen, two lounges with TV and Wi-Fi, a dining room, a children's room and a laundry room. WH can accommodate 100 people.

Program objectives:

- Provide transitional accommodation, help newcomers navigate the immigration system, provide information on Ontario Works, provide orientation workshops on life in Canada, refer clients to community services and offer life skills coaching.

Programs support and services:

- Meet and greet, intake and assessment, daily meals, lunch bag service for children attending school, referral to the Ottawa Newcomer Health Centre, provide workshops on housing, health and safety, budgeting, services in the community and a multicultural children's program.

Housing search and placement:

- Provide information on the housing market, accompany families to viewings, negotiate and advocate with landlords, help secure the units and sign leases, provide pre-moving information on things such as telephone, cable, Internet and more. Refer clients to Families First Allowance Program to ensure a smooth transition from Welcome House to their long-term housing.

After move services:

- Home visits, life skills support, settlement services (for up to 6 months in permanent accommodation), crisis intervention, advocacy, referrals to services in the community.

Highlights: (Dec. 19, 2018 to March 31, 2019)

- 133 people stayed at Welcome House.
- 13 families placed in permanent housing.
- Families stayed an average of two months.
- Referred clients to World Skills to help them find employment.

Challenges:

- Many clients rely on income from Ontario Works. As a result, private landlords often do not want to rent to these clients.
- Small families struggle to generate a large enough income to pay the rent.
- Explaining to residents their contributions to food and shelter costs.
- Clients unaware they cannot afford the type of homes they want.

CCI Sponsorship Agreement Holder Program

The Sponsorship Program trains, coordinates and provides information sessions to groups involved in the refugee sponsorship process. This program also manages CCI's Sponsorship Agreement with IRCC which allows CCI to sponsor refugees from around the world. The program works closely with the Settlement Department to connect all sponsored refugees to programs and services offered at CCI.

Highlights:

- During the fiscal year of April 2018-March 2019, CCI-SAH was allocated 25 sponsorship spots.
- 43 refugees were brought to Ottawa.
- Conducted information and training sessions for sponsors.

Challenges:

- A large number of families frustrated with the long wait times to reunite with family members.
- Managing sponsors' expectations is stressful, especially if the sponsors are former refugees anxious to sponsor family members.
- There is still some confusion between this program and the Pastoral Sponsorship Program. There are times when clients are directed to the wrong sponsorship specialist.

Client Support Services Program (CSS)

CSS helps Government-Assisted Refugees (GARs) during their first year of resettlement and integration. We deliver a mobile, intensive case management service that recognizes their complex needs. We work with the community to provide GARs access to services such as health, housing, education, language training, employment and various other community services.

Highlights:

- Top 5 countries of origin: Syria, DR Congo, Iraq, Eritrea, Somalia.
- 75% of GARs had minimal or no French or English.
- 61% of GAR clients under 25 years of age.
- Number of active clients: 1,033.
- Number of case management services: 12,840.
- Number of referrals: 7,674.
- CSS delivered a Collaborative Care: Creating a Welcoming Space presentation with the Ottawa Newcomer Health Centre at the Pathways to Prosperity National conference in Montreal.
- Improved access to employment services and sustained a 10% employment rate for newly-arrived GARs (within first year in Canada).

Challenges:

- Numerous housing challenges, such as insect infestations, homelessness prevention, and interpersonal conflicts.
- Limited access to mental health services.
- Family reunification process is slow and frustrating for clients.
- The Canada Post strike created financial hardship for new GAR arrivals as their financial assistance was delayed by up to two months.

Opportunities:

- We could build internal capacity to better meet the needs of clients and of the community by working with the new Volunteer Facilitator.
- We intend to enhance services to youth by working more closely with internal and external youth services.
- We will strive to deliver even more inclusive services by providing staff with LGBTQIA2S+ professional development training.

The Ottawa Newcomer Health Centre (ONHC)

The Ottawa Newcomer Health Centre is a community-based initiative dedicated to providing holistic services that promote the health and social well-being of refugees and immigrants.

Highlights:

- The centre added a new program: Integrated Mental Health Support and Trauma Care.
- ONHC re-launched the Ottawa Language Access (OLA) interpretation program as a social enterprise. OLA offers professional interpretation services to health and wellbeing services in the community. This removes language barriers for clients who want to access services. This also creates employment opportunities for newcomers who have a background in the health sector and who want to become professional medical interpreters.
- Number of new clients: More than 1,000.

Community Connections

Community Connections provides opportunities to newcomers and people in the community-at-large to interact and learn from each other through a variety of events and activities. The program also helps newcomers find jobs and learn English. We have three major streams of focus – family, youth and employment.

Family**Highlights:**

- Started a new program to help clients become more computer literate.
- Provided clients with laptops and desktop computers thanks to a partnership with Renewed Computer Technology.
- Organized trips for newcomers to cultural or historical landmarks in Ottawa.
- Delivered services in multiple locations to better serve newcomers.

- Partnerships include: City of Ottawa, Boys and Girls Club, Community Health Centres, Parkdale Food Centre and Renewed Computer Technology.

Challenges:

- Lack of space in the city to deliver programs on a long-term basis.
- New clients are located throughout the city, making it a challenge to offer mobile services.
- Recruiting long-term volunteers is a challenge.

Opportunities:

- There is a need for more mental health workshops.
- Opportunity to deliver some services online through video chats.
- Workshops for parents to help understand Canadian culture and intergenerational conflict.

Youth Connections Program

This program provides services to youth, ages 14 to 29. Programs and services promote positive engagement and self-care for smooth community integration.

Highlights:

- More than 500 youth participated in workshops and programs.
- Launched second season of the youth soccer program with 12 teams and more than 150 newcomers.
- Served more newcomer youth with diverse needs. (LGBTQ2+, mental health, disabilities, etc.)
- Promoted gender neutral activities.
- Started the Healthy Cooking on a Budget Program to educate young newcomers on how to cook healthy meals.
- She Unit program for young women was a success. This year, the program included workshops from the Sexual Assault Support Centre (SASC) that focused on resources for women and tools for self-care and building confidence.
- Employment staff helped dozens of young newcomers land their first job.

Challenges:

- Lack of adequate resources for newcomer youth who are members of the LGBTQ2 community.
- Limited staff and resources for the Youth Soccer Program.
- Young people tended to not show up on time. If programs run late, parents complain or don't allow their children to return.
- Lack of space to run programs.
- English skills not always developing as quickly as hoped for.
- A challenge is to help youth address generational conflict between them and their parents.
- Access to transportation during the summer: Low numbers participated in programs if free OC Transpo tickets were not available.
- Young newcomers looking for jobs struggle to understand the Canadian hiring process, applications, training and the value of volunteering.

Opportunities:

- More youth participated in our outdoor activities, so there is an opportunity to provide more outdoor activities that will also help alleviate the space crunch.
- There are talented young people who can act as mentors in future programs.

- The youth wellbeing program was well received, so there is an opportunity provide more counselling/mental wellbeing programs.
- Opportunity to develop more youth events that involve the whole family.
- Developing opportunities for employers to hire our youth through internships.
- Opportunity to grow the partnership with Sexual Assault Support Centre to provide educational and supportive services for young women.
- Opportunity to find new partnerships to provide educational and supportive services for young newcomers who are LGBTQ2+.

Employment

Highlights:

- Provided services to more than 40 adults.
- 18 adults employed or moved from part-time work to full-time work.
- Partnered with IKEA to develop strategies and opportunities to hire more refugees.
- Referrals were made to employment centres and employers that led to interviews and jobs for clients.

Challenges:

- Some clients have limited language skills.
- Some clients are still dealing with trauma, discrimination or have physical or mental health issues. These create barriers to services in the community.

Opportunities:

- We can build more partnerships with the private sector.
- More relevant employment-related workshops and activities for adult clients at CCI and in other areas of the city.
- Opportunities available to expand our partnerships with employment agencies.
- Networking opportunities and job fairs hosted at CCI.

Matching Program

The Matching Program provides one-on-one support to help newcomers adjust and integrate into life in Canada by introducing recent immigrants and refugees to established members of the Ottawa community. Matches between newcomers and volunteers can be one-on-one, family-to-family or one volunteer with a newcomer family.

Highlights:

- There were 39 matches reaching about 139 newcomers.
- Hosted some wonderful group events, including a tour of Centre Block on Parliament Hill. The program also had a potluck picnic lunch at the heritage village.
- During the end of a match debrief, the importance of the volunteer to the young Syrian family was made evident. The volunteer helped the family access numerous services at the local library and community centre. The volunteer also advocated for a spot in daycare for their toddler that allowed the mother to start school.

- Another success was when the volunteer invited the staff to their match's high school graduation. The young woman is the first woman in her family to access post-secondary education.
- A volunteer helped her match's family find the best deals for furnishing their apartment by searching Kijiji and driving them to second-hand stores. The newcomer reciprocated by cooking some wonderful meals for the volunteer. A real friendship was formed.
- Another volunteer encouraged and supported his match in dropping off resumes, eventually resulting in a part-time job, much to both their satisfaction.

Challenges:

- Staff turnover.
- Volunteer sign-ups slowed down.
- There are many newcomers waiting for a match.

Opportunities:

- There are volunteers who were matched when the Syrians first arrived who are ready to have a second match now. There is also an increased number of requests from newcomers for a match.

Seniors Circles Program

CCI Ottawa is 1 of 7 organizations receiving funding from Employment and Social Development Canada's New Horizons for Seniors Program, as part of the Keeping Ottawa Seniors Connected collective. The goal is to help reduce social isolation among seniors by offering weekly English conversation practice and monthly social events. This is the final year of the program.

Highlights:

- 1,362 engaged through our weekly programs and special events.
- 198 English Conversation Circles held in a dozen locations across the city.
- 543 seniors regularly participated in our weekly conversation circles.
- 256 seniors stepped up as peer-leaders and volunteers
- A letter of thanks for the impressive work CCI Ottawa does for seniors was provided by the Honourable Minister of Seniors, Filomena Tassi.
- Extended funding is allowing the program to continue to December 2019.

Challenges:

- CCI Ottawa continued to coordinate activities for seniors while not knowing whether funding would be extended beyond May 2019.
- The Council on Aging's application for CCI Ottawa and others to receive funding until 2025 was denied.

Opportunities:

- There is an opportunity for the new CCI Ottawa Volunteer Facilitator to oversee the continuation of Seniors circles after ESDC funding ends.
- Audio and visual materials for teaching practical English can be made available by uploading tools and resources to the CCI website.
- Partnerships with organizations such as Ottawa Community Housing and Jewish Family Services can support the continuation of Seniors Circles.

Community Integration Network (CIN)

CIN is funded by IRCC to enhance the services offered to clients by Settlement Workers in Schools, Library Settlement Partnerships and Community Connections programs in the Ontario Region. In consultation with IRCC and in collaboration with settlement agencies across Ontario, CIN contributed to consistent, innovative and timely settlement services through the creation of tools, resources and professional development to support the effective delivery of day-to-day activities.

Highlights:

- According to participants, this year's theme — Practical Solutions for Complex Situations — was helpful in a number of ways. It improved the efficiency and effectiveness of connections between different programs. It offered timely and knowledgeable support for emerging issues. It helped to clarify and articulate that belonging, connecting and community engagement are more than social niceties. In our view, the project met or exceeded most targets within the contractual agreement and has been useful to IRCC and to the sector by providing timely information and a process for service providers to share practical ideas on how to address emerging issues.
- Documented and shared innovative ways to manage complex needs and situations.
- Professional Development. Two days of workshops for front-line workers were designed and delivered to explore emerging challenges and possible solutions as well as new and existing ways to deliver services. The sessions were structured to maximize learning exchanges and networking. Evaluations received from participants confirmed that they improved their knowledge and expanded their professional networks.
- CIN produced a 20-minute video with a network member from Kingston Immigrant Services at Kingston Community Health Centre. The video showcases an especially successful men's group, and shares insight into the key elements that make the group work so well. The video can be found online at <https://www.cin-ric.ca/resources-videos.html>.
- CIN produced a two-part webinar entitled Practical Primer on Conflict Management and Negotiation. These can be found online at <https://www.cin-ric.ca/resources-webinars>.

Challenges:

- Connecting with other IRCC funded service providers who are eligible to participate in CIN's activities. Other than by word-of-mouth or by accident, CIN had no way to know who else was eligible and should have been invited to register. CIN needs IRCC's help to reach out and identify organizations with new programs.

Opportunities:

- Exploring use of technology such as tablets to improve service delivery as it aligns closely with the priorities identified by IRCC for the next five years.
- Podcasts: CIN has developed a series of interviews with people in the network about the interesting and innovative projects and programs their agencies have developed, in particular, those that aim to bring newcomers and established Canadians together. Our intention is to inspire similar projects or programs at other agencies in the network. The first podcast can be found online at <https://www.cin-ric.ca/resources-podcast.html>. People can also subscribe on iTunes, Spotify, and a few other platforms in order to receive new episodes as soon as they are available. CIN plans to continue to produce and release new episodes in the next fiscal year.

Pastoral Program

The Pastoral Program helps connects newcomers to the faith community of their choice.

Highlights:

- 89 families, (273 clients), from nine countries expressed interest in joining a faith community.
- One highlight was the connection we made for a newcomer from Nigeria and her three children. The newcomers were welcomed by St. John Anglican church. The refugee committee chairs made arrangements for the family and helped them through the process of applying for refugee status. The refugee committee helped the newcomers with school, housing as well as mental health issues that were referred to our Settlement Department.
- Another highlight was an introduction made for a newcomer family from Burundi with Annunciation of the Lord Roman Catholic parish in Ottawa South. A needs assessment was done for the family to determine how many services they required. This was done with the help of Client Support Services. CCI Ottawa's connection with Helping With Furniture placed this family on a priority list to ensure they received furniture and other household items.

Sponsorship Program in Partnership with the Archdiocese

The Sponsorship Program works with sponsorship groups who are using the Archdiocese of Ottawa Sponsorship Agreement. We help sponsors prepare and submit applications. We help groups prepare for the arrival of sponsored refugees and ensure sponsored refugees are connected to CCI services.

Highlights:

- 14 parishes sponsored 41 refugees from Syria, Congo, Eritrea and South Sudan.
- The program helped facilitate a relationship between the St. Paul Syriac Catholic Church and a religious community that provided funding for a Syrian refugee sponsorship. The financial support from the religious community allowed the church's refugee committee to continue its commitment to sponsoring a Syrian family member at their parish.
- Another highlight was the arrival of five Burundian refugees sponsored by St. Clements Parish. This was their first sponsorship. We anticipated a 27-month waiting period for the newcomers. But the timeline from date of submission to IRCC and the arrival of our five newcomers was 11 months. The church was able to mobilize quickly and prepare for settlement. We utilized many of our sponsorship resources, and with the assistance our Settlement Department, ensured the newcomers received services.

We want to thank the following churches for their sponsorship efforts: St. Monica, St. Ignatius, St. Paul Syriac, St. Elizabeth, St. Patrick's Basilica, Holy Canadian Martyrs, St. Joseph, St. Patrick's - Fallowfield, Holy Spirit, Holy Redeemer, Notre Dame de Lourdes, St. George's and St. Augustine.

Career Transitions for International Health Professionals

Career Transitions helps internationally trained health professionals integrate into un-regulated healthcare roles. We help doctors, nurses, dentists, pharmacists, laboratory and research professionals transfer their skills and experience and enter the Canadian healthcare sector. Since 2008, the program has supported more than 1,000 clients. The program provides 36 hours of in-class training, opportunities

in mentorship and volunteering, as well as ongoing resources and support. Career Transitions also works with community stakeholders and employers to fill the needs of their organizations.

Highlights:

- 100 clients accessed the program, 71 completed the workshop training.
- 80 clients began meaningful volunteer and mentorship placements in healthcare.
- 56 clients obtained employment in the healthcare sector.
- Clients had access to 200 hours of additional hours of training and mentorship, thanks to our work with Living Healthy Champlain, the Ottawa Hospital Research Institute, Emerging Health Leaders of Ottawa and Algonquin College.
- 12 foreign-trained professionals received residency placements or licensing across Canada.

Challenges:

- Lack of credential recognition, the high cost of medical exams and the long process for licensing.
- Bridge programs for licensing are admitting more Canadian foreign-trained professionals for coveted placements in their programs.
- In residency, many of the limited placements for internationally-trained physicians are filled by Canadian-born applicants.
- Lack of capacity in hospitals and health centres to provide observership roles and meaningful volunteer opportunities in health care occupations.

Opportunities:

- Harm-reduction and supervised injection sites provide opportunities for clients to work front line in the community in a clinical setting.
- Medical cannabis clinics and producers continue to expand and are actively recruiting foreign-trained healthcare professionals for clinical roles, research, and quality control.
- There is an increasing awareness of the importance of language and cultural competency for healthcare providers. This is creating a greater demand for a diverse workforce who can better communicate with patients in the growing seniors and newcomer populations.

Communications

The mandate of communications is to support the strategic goals of CCI, raise awareness about CCI in the community, partner with the fundraising department to generate fundraising documents, and ensure consistent branding across all of our external and internal digital/print platforms. The communications coordinator also ensures timely and engaging internal communications.

Highlights:

- Produced a Skating Buddy program video to advertise the program and recruit volunteers.
- New design to last year's annual report was well received and more cost-effective to mail.
- Increased the number of promotional materials available for community outreach.
- More unique visitors and page views at the CCI website compared to 2017-2018.
- Communications was able to employ two volunteers during the year. The volunteers helped produce additional content for the website, annual print newsletter and the annual report.

Challenges:

- More time needed to create a long-term communications strategy as well as a set of communications protocols for other departments.
- Communications isn't the same thing as fundraising. The two tasks can sometimes be at cross-purposes.

Opportunities:

- With training on the new database, there is an opportunity to tailor our monthly e-newsletter to specific audiences.
- The purchase of some video equipment will allow us to produce more videos.

Ottawa Local Immigration Partnership Council (OLIP)

OLIP is a multi-sectoral partnership involving 60 local organizations working on a shared vision and common priorities designed to build local capacity to attract, settle, and integrate immigrants in five sectors: education, economic integration, health and wellbeing, language and socio-civic integration. OLIP partners include the City of Ottawa, local universities and colleges, the four school boards, employers and employer associations, settlement, social, and health service providers, and regional planning bodies.

Highlights:

- Created a leadership forum of top executives of OLIP partner organizations. The OLIP Leadership Group began meeting in April 2018. Its mandate is to encourage regular discussion between local institutional leaders about the challenges, opportunities and successes in immigration and integration in our community.
- Renewed ties with the Champlain LHIN, leading to new investments in immigrants and refugees' access to health care.
- Facilitated new ties with Local Agencies Serving Immigrants (LASI).
- New relationship with Invest Ottawa's Talent Initiative.
- Created a relationship with Ottawa Public Health.
- Pursued and still working on creating ties with the Alliance to End Homelessness.
- Contributed to the development of a National Local Immigration Partnership Secretariat.

OLIP led three new research initiatives. Highlights:

- Analysis of government policies and local data trends affecting Ottawa's immigration levels in the medium term. This work will help produce new medium-term action plans (2020-25).
- Literature review on the needs of newcomer youth and a consultation with frontline youth workers to support the development of a new Ottawa Newcomer Youth Settlement and Integration Strategy.
- A report on the impact of immigration on Ottawa's economy, commissioned by OLIP and conducted by the Conference Board of Canada. This work is intended to support on-going community-wide planning for improvements in newcomers' access to employment.

Other Highlights:

- With funding from the Ontario Trillium Foundation, we worked with OLIP's Equity Ottawa partners to develop an action plan focused on building partner organizations' internal capacity to serve immigrants and racialized populations equitably. The new action plan sets priorities for following five domains in partners' organizations:

- Organizational culture: leadership, attitudes, and relationships.
- Human Resource management: planning for the skills and competencies needed to fulfill the organizations' public mandate; ensuring representation of Ottawa's diversity in the make-up of organizations' staff and senior management.
- Service Planning: knowledge, data, and diverse perspectives to support service planning and delivery in ways that are responsive to evolving needs.
- Community Connections: relationship and openness to the involvement, contribution, and influence of immigrants and racialized communities in organizations' on-going planning and evolution.
- The Action Plan will also include: ideas for partners to affect an enabling environment for organizations' success; community engagement strategy; and measurement and monitoring framework.

Challenges:

- The capacity of OLIP has not grown sufficiently. The challenge is to create a strong staff base and to develop the core competencies of individual staff.

Opportunities:

- Welcome Ottawa Week presents an opportunity for institutionalizing a welcoming civic culture and environment for newcomers throughout the year.
- OLIP is about to release a community-action plan on equity, which provides clear goals, framework, and guidelines to cultivating more receptive, equitable, and inclusive organizations. This work will be leveraged to strengthen efforts by city councillors to establish an anti-black racism unit at the City of Ottawa and to guide policy and planning.

Treasurer's Report

CCI Ottawa enjoyed another successful year. Total revenue was \$8,678,808 and total expenses were \$8,544,038. This resulted in a net operating surplus of \$134,770.

As of March 31, 2019, CCI had total assets of \$3,261,862 and total liabilities of \$1,702,935. The difference between these two amounts was \$1,558,927 that represented our net assets or equity. Net assets included the Building and General Reserves that provide for future building expenses or general contingencies and an amount of equity invested in fixed assets. The balance of \$724,775 was unrestricted.

Analysis of our balance sheet indicates that at year end our short-term position was strong as we had \$2.05 in current assets and \$2.03 in liquid assets for every \$1.00 of current liability. Our long-term position was also strong as our liabilities were only 52.43% of our assets.

We wish to thank the Roman Catholic Archdiocese of Ottawa, les Soeurs de la Charité d'Ottawa and les Filles de la Sagesse d'Ontario, for their continued support of our organization.

I would like to thank the staff of the CCI Finance Department as well as our financial advisor, Dianne Webb. Without their diligence, dedication and hard work, CCI would not be able to continue to deliver on its mission to assist newcomers to settle and integrated into Canada.

I also wish to recognize the work of the CCI, CC8 and CCI Foundation boards, our volunteers and our staff for their dedication in supporting CCI activities.

Yours truly,

Luise Czernenko Reid
Treasurer

Related Organizations (CCIF & CC8)

The Catholic Centre for Immigrants Foundation

The CCIF develops and implements programs to raise funds for the work of CCI Ottawa. Although a separate corporation with its own Board and other structures, the Foundation is an integral and important part of the CCI Ottawa family.

Highlights: Raised \$425,764, contributed \$302,195 to CCI programs and ended the year with net assets of \$856,372.

8069697 Canada Centre

8069697 Canada Centre is a charity that owns and manages three buildings (219 Argyle Street, 204 Boteler Street, 30 Mountain Crescent) and is a part of the CCI Ottawa family.

Highlights: The Canada Centre contributed \$140,000 to CCI programs and ended the year with net assets of \$3,064,652.