

Catholic Centre for Immigrants Ottawa

Annual Report 2019-2020

Annual General Meeting December 2, 2020

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President's Report

When the fiscal year of 2019-2020 began for the Catholic Centre for Immigrants, the phrase physical distancing was unheard of. The concept of social bubbles didn't exist and our doors were literally open to every person in the world who found themselves with the good fortune of landing in Ottawa.

If the beginning of the fiscal year was business as usual, the end proved anything but as the COVID-19 pandemic took hold and became a part of our everyday lives.

Thanks to the dedicated work of the CCI staff and the exceptional leadership of our Executive Director, Carl Nicholson, we quickly transitioned to an online environment when the pandemic lockdown was implemented. Through online platforms, CCI Ottawa continued to support newcomers in our community.

Although we closed our main office at 219 Argyle, staff at our two transitional homes went to work every day to help government-assisted refugees, refugee claimants and homeless immigrants. Some had arrived just days before the lockdown was implemented.

The front-line staff at Reception House helped refugees find homes in Ottawa and prepared their children for online schooling. It was the same story at Welcome House where a number of homeless immigrants and refugee claimants learned to live under the lockdown while we helped them search for their first Ottawa home. And we did it under strict health and safety protocols to ensure everyone stayed healthy.

With our emergency food pantry closed, we delivered food baskets and grocery gift cards to the most vulnerable families. Those who lost their jobs were given help in applying for emergency benefits. We helped others find jobs, working with many to improve their resumes and sharpen their interview skills.

We started an online kids corner to help young children cope with isolation and we ran more self-care workshops to ensure the parents had the tools to cope with the uncertainty brought on by COVID-19.

Language classes went online. Volunteers were matched with newcomers who needed to practise their English. We ramped up our mentorship program so that newcomers with higher education and career goals received the support they needed.

Looking ahead, I am confident CCI Ottawa is well positioned to expand its digital reach to ensure newcomers receive the supports they need to settle and integrate into their new community.

As Board President, I want to thank my Board colleagues for their insight and dedication during the past year. I want to applaud the CCI staff who continue to work from home with passion and commitment. The pandemic has changed the way we deliver services but it has not changed our mission; to help newcomers realize their full potential and to build a more welcoming community together.

Luise Czernenko Reid
December 2020

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

Integration and Support Services (Settlement Department)

Integration and Support Services (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. Some of our 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 7,107 clients from 149 countries.
- 455 group sessions attended by 4,261 clients.
- Provided services to 1,186 refugee claimants.
- Top 5 countries of origin of clients: Syria, Nigeria, Iran, Congo, and Haiti.
- In partnership with COSTI, delivered 44 Orientation to Ontario workshops to 771 clients.
- 15 interns and volunteers contributed 975 hours.

Challenges:

- Lack of resources for mental health issues.

- Newcomers struggle to find a family doctor.
- High number of clients needing the food pantry.
- Lengthy processing times for work permits and renewals.
- Near the end of the fiscal year, COVID-19 presented some additional challenges:
 - Clients unable to visit counsellors.
 - Immigration application processing times increasingly longer.
 - Financial difficulties for clients, impacting their housing and basic needs.
 - Clients who arrived during COVID had difficulty accessing appropriate services due to closures and delays across the city.
 - Immigration and Refugee Board hearings postponed.

Housing Support Program

The Housing support program 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. We also operate a food pantry with the Ottawa Food Bank.

Highlights:

- Served 248 households.
- 924 clients received support from our food pantry.

Challenges:

- Lack of affordable housing.
- Many families unable to pay rent or move in or out of units because of the impact of COVID on their finances.

Opportunities:

- The pandemic created new ways to provide services. We are helping clients virtually through video conferencing. This method of communication will continue post-virus.

Youth Settlement Program

Highlights:

- Delivered 35 group activities to youth between the ages of 15 and 29. Regular activities included: Life skills workshops, Healthy Cooking on a Budget Program, Arts and Craft Program, Photography Program, integration activities through sports, individual counselling, settlement services, mentoring, employment support and peer support.
- Partnered with Parkdale Food Centre to provide Healthy Cooking on a Budget Program.
- Worked with the Sexual Assault Support Centre to provide programming for women.
- Supported youth in the Youth in Policing Initiative and Youth Future Employment programs.

Challenges:

- Limited services for refugee claimants.
- Lack of services for youth between the ages of 25 and 29.

Opportunities:

- We can partner with organizations that provide support to refugee claimants.
- We are developing the skills to build more online programming.

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 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 and children's programs, referrals to community and health-related services.

RAP Highlights:

- Served 541 Government-Assisted Refugees (206 families).
- GARs came from 26 countries speaking 16 different languages.
- Provided 660-person orientations on various mandatory RAP topics (income support, services in the community, health, housing, living in Canada, etc.)
- In March, 35 GARs arrived. Seven GARs arrived on March 17, the day after the province announced a lockdown. The GARs were housed in a hotel for the 14-day quarantine.

Life Skills Program**Highlights:**

- 317 home visits to 483 GARs (183 families) to ensure housing was in good order.
- Provided skills training on shopping, health and safety, transportation, banking and more.

Housing Placement**Highlights:**

- Found permanent housing for 448 GARs (159 families).
- Average stay was 35 days.
- Seven families with four or fewer member were referred to the Ottawa Mennonite Refugee Assistance Shelter Corp for housing subsidy. All were approved.
- Provided temporary accommodation to 109 asylum seekers (23 families).
- Found housing for 86 residents (18 families) referred to us by the City of Ottawa.

Challenges:

- Housing affordability, especially for smaller families.

Children's Program**Highlights:**

- 134 refugee children participated in the program.
- Community and Employment Connections team organized field trips and activities.
- Arts Animation visited and developed arts and crafts activities for the children.
- Three students from Carleton completed their practicum hours in the children's program.

Welcome House

Welcome House is a transitional home for homeless immigrants and refugees who are in need of a temporary and welcoming home. It is staffed 24 hours a day, seven days a week.

Highlights:

- Moving in: 62 families (299 people).
- Moving out: 63 families (297 people).
- Average length of stay: 3 months.
- Found housing for 55 families (258 people) and transferred eight families (39 people) to another shelter.

Challenges:

- The longer families stay, the more they prefer to stay in the area because it has become familiar to them. This restricts our housing search to one area.

Orientation & Program Support**Highlights:**

- Helped with school board registration, immigration documents, referrals to legal aid.
- Supported housing searches while contacting landlords to set up tours.
- Helped clients register with Mathew House and Helping With Furniture for furniture needs.
- Helped clients submit applications for work/study permits and Social Insurance numbers.

Life Skills & Home Visit**Highlights:**

- All clients received home visits and follow-up services. After several visits, we connected them with a Settlement counsellor to address long-term needs.

Challenges:

- Most families struggle to adjust to the rules of living in family shelter.
- Some clients are not willing to look for housing because they want subsidized housing.
- Many families cannot afford market rent and basic needs.

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, the CCI SAH was allocated 25 sponsorship spots.
- 30 refugees and their families have arrived and settled in their new home.
- Conducted information and training session for co-sponsors.

Challenges:

- Longer wait time due to COVID-19 flight limitations.
- Managing refugee and co-sponsors expectations.

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:

- Provided service to 1,022 GARs. Top 5 countries: Syria, Iraq, D.R. Congo, Somalia, Burundi.
- Number of case management services: 16,620.
- 90% of GARs had minimal or no English or French.
- 61% of GARs were under 25 years of age.
- Stronger partnerships formed with LGBTQ+ organizations.
- Many GAR youths accepted into educational programs, employment opportunities and leadership projects, such as Youth Lead and Youth Futures.
- CSS delivered a Best Practices for Refugees with Disabilities presentation during the Canadian Council for Refugees consultations.

Challenges:

- Numerous housing challenges, such as homelessness and interpersonal conflicts.

- Limited mental health services in languages needed and that are culturally competent.
- COVID required staff to do more outreach to help clients deal with isolation.

Opportunities

- COVID-19 has shown we can increase program delivery through digital platforms.
- The numerous diversity training sessions have stimulated the opportunity to continue working towards being fully inclusive, acknowledging that breaking down stigma, systemic discrimination, and the work of self-reflection is an ongoing work in progress.

Community and Employment Connections

The Community and Employment Connections (CEC) Program facilitates social, cultural and professional interactions between newcomers and the community to foster community engagement and employment opportunities through a variety of events and activities. The program prepares newcomers to find jobs, learn English, access volunteering, mentoring and leadership opportunities.

From the onset of COVID, CEC staff began to work remotely, engaging with clients via online. The team was proactive in developing online activities and workshops to deliver services.

Overall Highlights

- More than 928 families/single adults accessed programs, including employment preparation, English conversation circles, youth leadership, workshops and information sessions, among others.
- Volunteers and student placements gave more than 3,000 hours to CEC programs.
- More than 2,700 referrals made to community organizations.
- 213 clients received employment support, such as resumes, job searches and more.

Challenges:

- Loss of access to free spaces and high costs of renting space.
- High number of single parent families requesting services but lacking access to childcare.
- More volunteers needed to help the increased number of clients accessing CEC services.
- Need more volunteers to help youth and to be employment mentors.
- Many clients dealing with trauma, discrimination or have physical or mental health issues.

Opportunities:

- Continue to deliver online services to reach clients who have barriers to transportation.
- Develop a blended approach of in-person and online services to support clients.

Youth Connection and Leadership

Tailored to youth, ages 15 to 29. The program promotes positive engagement, skills development, self-care, sports/recreation, leadership and mentoring.

Highlights:

- More than 350 youth clients received services.
- More than 250 participated in the third annual CCI Youth Soccer League.
- An internal strategic review on youth and employment services was initiated, an assigned committee reviewed the inter-department processes and various recommendations were presented to senior management.
- Basic computer workshop, Tech Talk, was delivered to youth and adults to increase their computer literacy skills and allow them to access more services online.
- Delivered and promoted gender-neutral activities such as, She Unit and Lads Club. This year, the program included workshops from: The Ottawa Coalition to End Violence Against Women (OCTEVAW) with their Young Men Leading Change Project, and, The Sexual Assault Support Centre of Ottawa (SASC).

Challenges:

- Increasing number of clients who need help with mental wellness and self-care.
- Lack of adequate resources and space for newcomer vulnerable youth groups, including LGBTQ2+, young mothers, and youth with disabilities.
- Lack of access to suitable space to run programs where newcomers live.
- Intergenerational conflict between the youth and parents.
- Lack of access to transportation during the summer.

Opportunities:

- Partnerships can help us enhance our sports, recreation and arts programs and activities.
- Youth leaders, including previous youth clients, can be mentors and support staff.
- Opportunity to develop more events that involve the whole family.
- Opportunity to find new partnerships to provide educational and supportive services for vulnerable young newcomers.

Employment/Career

We help newcomer clients with limited language skills find jobs, understand the labour market, and access post-secondary education.

Highlights:

- 213 clients received more than 600 direct employment services.
- More than 100 clients secured part-time and full-time jobs.
- Partnerships with employers and agencies allowed us to deliver more training to clients.
- We created a series of workshop to support clients with workplace safety, application process and understanding of CERB benefits during COVID-19.

Challenges:

- Many clients had none to minimal computer skills and struggled in the digital world.

- Clients lacked internet access or had unreliable internet.
- Young newcomers struggled to understand the hiring process. They didn't understand the importance of volunteering. They struggled with online job applications.

Opportunities:

- Partnerships with employers will increase employment opportunities for newcomers.
- There is an opportunity to provide services to internationally-trained professionals.

Matching Program

Highlights:

- 54 matches made reaching 161 newcomers.
- Many interesting group events were organized, including a trip to the Museum of Food and Agriculture; movie nights; New Year's potluck supper with more than 50 participants; a trip to the NAC.
- In collaboration with other CCI programs, we hosted a Ramadan iftar in May and a picnic in June, serving food to more than 120 people.
- Hosted a traditional Thanksgiving supper and a visit to Gatineau Park. Newcomers and volunteers enjoyed the Skating Buddy Program at the Rink of Dreams.
- For our volunteers, we hosted a Volunteer Appreciation Brunch and a well-attended workshop on Trauma-Informed Care.

Success stories:

- Twelve newcomers volunteered at the Grassroots Festival.
- A single mother became confident in navigating her neighborhood thanks to support from her match.
- A young woman who loves to sing is getting help reaching her musical goals thank to her match who is a retired music teacher.
- A mother with special needs children is becoming better organized with the support of her volunteer, managing her many appointments and finding time for her personal goals.
- A young newcomer found his first Canadian job with support from his volunteer.

Challenges:

- A need for volunteers who can help newcomers with complex needs.
- Long list of newcomers waiting to be matched.
- Hosting large events takes away time for creating matches.

Opportunities:

- We can continue to train newcomer volunteers who are able to act as translators and cultural ambassadors to be a support for the more established volunteers.

- Opportunity to increase number of volunteers through social media campaign.
- Partnerships with other service providers and community partners such as Kids Up Front and the NCC create enriching diversity in the programs and activities we can offer.

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:

- 1,207 clients registered for services.
- 1,009 clients completed initial intake session.
- 365 clients enrolled in job search strategies online courses.
- 224 clients enrolled in soft skills courses focused on Canadian workplace culture.
- 615 clients referred to self-guided courses related to working effectively in a Canadian environment to achieve career success.
- 546 Clients seen by employment counselors.
- Statistical trends show 40% of SOPA clients employed.
- Majority of clients go to the GTA, but we have seen an increase of those coming to Ottawa. More than 80% of these clients are connected to CCI and World Skills.
- Increased capacity for clients to access services in their own communities. Many clients benefited from appropriate referrals in their city upon arrival.
- Hosted an alumni networking event and multiple webinars were organized and delivered.

Challenges:

- Some clients enroll too close to their arrival date and can't complete the program.
- When meeting with clients online, we experience audio and internet issues.

Opportunities:

- There is a market for French-speaking clients.

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. We also work with community stakeholders and employers to fill the needs of their organizations.

In March 2020, staff began to work remotely as a result of COVID-19. Staff and clients continued to engage online through various virtual meeting platforms and enhanced social media efforts. Since going online, 17 clients completed the workshop training and 80 have accessed Pop-Up Workshops to date.

Highlights:

- 102 clients accessed the program, 74 completed the workshop training.
- 32 clients found volunteer opportunities and 43 clients engaged in activities through our Program Peer Mentorship and external mentorship placements in healthcare.
- 83 clients found jobs in the healthcare sector.
- We supported 23 clients at various stages of the licensing process
- Beginning in January 2020, social media and digital outreach were enhanced with the addition of a monthly newsletter, IHP Updates featuring the latest developments emerging in the health care sector, and Jobs on Demand featuring on demand job postings targeted to our candidate pool for employers
- This year we supported 10 physicians who applied for residency, 4 were successful (40%) on March 3, 2020, well above the 11% national average

Challenges:

- Lack of credential recognition, high cost of medical exams and the long process for licensing.
- Bridge programs for licensing are suspending/deferring enrollment or admitting more Canadian foreign-trained professionals for coveted placements in their programs.
- Lack of capacity in hospitals and health centres to provide observership roles and meaningful volunteer opportunities.
- Since March 2020, strict public health measures have impacted employment activities despite the huge demand for health care workers in pandemic-related occupations.

Opportunities:

- In March 2020 opportunities for health professionals shifted dramatically. While opportunities in long-term care support roles were in demand in 2019, there has since been a marked increase in demand. More importantly, there has been a growing awareness of the importance of these roles and employers have responded to provide new recruits with better wages and hours.
- Provisional licensing remains as an area of opportunity for physicians and nurses, however, regulatory authorities seem to be focusing recruitment on retirees and recent graduates. Many of the requirements - including requiring a licenses supervisor and a letter from the employer - remain barriers for newcomers without a professional network or Canadian work experience.
- In January 2020, we announced a series of Pop-Up workshops meant to address some of the ongoing changes in the provincial health system and respond to client's demand for information and resources.

Seniors Circles Program

The goal of the Seniors Circles Program was to help reduce social isolation among seniors by offering weekly English conversation practice and monthly social events. The program ended in December, 2019.

Highlights:

- More than 200 seniors participated in the English conversation circles and activities.

- Ran 250 English Conversation Circles and informal sharing sessions at 13 locations with 1,791 participations in total.
- Over 20 seniors acted as peer-leaders in weekly activities and special events.
- 202 seniors participated in the monthly social events.

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:

- ONHC was quick to implement and offer virtual services during the pandemic, our providers continued to offer services via phone and video. We continue to offer in-person services for essential appointments
- We partnered with many organizations to offer virtual info sessions on COVID-19
- We partnered with Ottawa Public Health to develop multi-lingual resources and PSAs.
- We worked with the OLIP to research the use of interpretation in the health sector and to raise awareness about the importance of language barriers.
- We participated in a national research project with the Canadian Association of Community Health Centres and Access Alliance to identify how refugee and immigrant groups were impacted by COVID and how our systems can ensure equitable services
- We have taken a lead in providing services to refugees who reside at the YMCA family shelter along with Centretown Community Health Centre

Community Integration Network (CIN)

CIN enhances 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:

- The use of technology to improve access and quality of services for newcomers was a significant theme. We presented the concept at the Managers' sharing session in September, followed up with workshops for front-line workers and concluded by creating a living document, released in March, to be used as a resource by front-line workers and managers. Feedback was positive from colleagues dealing with Covid-19 restrictions.
- More than 200 front-line workers from 50 agencies in Ontario participated in Professional Development sessions structured to maximize learning exchanges and networking. The gatherings took place in Toronto, where CIN team organized six two-day sessions, including one in French. The main themes were: Use of Technology to enhance services for clients; Well-

being... Building resilience, Innovative programs and strategies to serve youth, Developing Accessible and Effective Learning Activities in a Settlement Setting

- A new, fully accessible, CIN website was completed in March 2020. www.cin-ric.ca

Challenges:

- Connecting with new IRCC-funded service providers who are eligible to participate in CIN's activities. There is no process for IRCC to connect the new programs to CIN. CIN regularly does outreach throughout the year but there are still some blind spots.

Opportunities:

- The challenges and opportunities encountered during the development of the new CIN website provided us with new perspective on how to assist our sector colleagues regarding accessibility. Not only for websites, but in all their interactions with clients, volunteers and colleagues.

Pastoral Program

The Pastoral Program connects newcomers to their faith community.

Highlights

- 86 families from 19 countries were interested in joining a faith community.
- One highlight was the connection we made between a Burundi newcomer and her 4 children with Good Shepherd Parish in Gloucester. The refugee committee, with the cooperation of the Catholic Women's League, arranged housing for the family. They provided all the household items as well as winter clothing and costs for school supplies. The committee helped the family with schooling issues and attended school interviews.
- We helped a newcomer from Iran who is connected to the LGBTQ2+ community in Ottawa. We connected him to a network of volunteers who helped him with life skills. Four volunteers from St. Joseph Roman Catholic Church, working with our CSS team, helped with health, schooling, and day-to-day living.

Sponsorship Program in Partnership with the Archdiocese

The Sponsorship Program works with 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 refugees are connected to CCI services.

Highlights:

- Helped 11 parishes sponsor 39 refugees from Burundi, Syria, Eritrea and Iraq.
- We helped the refugee committee at Good Shepherd Parish that made a connection with a religious community that provided funding for a Syrian refugee sponsorship.
- We connected the St. Francis Xavier Parish in Renfrew with the Holy Redeemer Parish in Kanata. We provided sponsorship assistance and training modules to St. Francis Xavier, which didn't

have a Sponsorship Agreement Holder in their area. Holy Redeemer has a great sponsorship history as well as trained, informative leadership. Our sponsorship program continues to grow and foster sponsorship initiatives between our local and other varied partners.

- Our partner churches were Holy Redeemer, St. Patrick, St. Georges, St. Hyacinth, Our Lady Fatima, Holy Canadian Martyrs, Good Shepherd, Divine Infant, St. Basil, St. Mary.

Volunteering

The Volunteer Program provides meaningful opportunities for members of the community to support the settlement and integration process for newcomers.

Highlights

- Better Impact Volunteer Management Software was integrated into the Volunteer Program to improve the management of volunteer data, records and information, as well as serve as a tool for improved volunteer communication and engagement.
- Standardized resources and procedures were introduced, ensuring consistency and establishing the program as an inter-departmental, cooperative program.
- Volunteer screening practices were made standard to ensure consistent onboarding of quality volunteers, improving risk-management strategies and making the safety and security of volunteers, staff and clients a top priority.
- Identified a gap in providing accessible online opportunities for volunteers and responded with the development of Virtual Volunteers to provide remote volunteer opportunities that support newcomers especially during COVID-19.
- Introduced a monthly volunteer e-newsletter to improve volunteer engagement.
- Established new volunteer positions based on a needs assessment and advertised positions openly to increase awareness and improve volunteer recruitment strategies.

Challenges:

- Lack of standardized practices across all departments for volunteer program resulted in time and resources being spent to establish some consistent best-practices.
- Without a structured volunteer program functioning across all departments, cooperation and collaboration between programs and departments were a challenge.
- COVID-19 caused delays in program development and forced some key strategies to be re-evaluated to better adapt to new circumstances (shift to volunteering virtually/remotely).

Opportunities:

- CCI can be a leader in the community by providing remote volunteer opportunities.
- We can reduce administrative tasks with more online onboarding.
- Partnerships with other organizations providing programs and services for newcomers can increase capacity of the volunteer program without an increase in spending by CCI.

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 raise funds, and ensure consistent branding across all external and internal digital/print platforms. The communications coordinator also ensures timely and engaging internal communications.

Highlights:

- Produced several videos from our annual summer picnic, summer soccer league as well as a 12-minute video for a national CSS conference.
- Increased Facebook followers to almost 1,700. Took over the Youth Twitter account to make it more agency-centric.
- Produced 15 e-newsletters throughout the fiscal year to help increase awareness of CCI and raise funds.
- Produced a variety of communications products such as the annual summer newsletter, annual report, brochures, fact sheets, calendars and posters.

Challenges:

- Long-term planning is hampered by the amount of day-to-day duties.
- Making time for professional development or training for new skills (such as video editing) can be difficult.

Opportunities:

- Have established a good relationship with Algonquin College and we hope to benefit with the placement of communications interns during the winter of 2021.
- More video opportunities, especially featuring the youth program as that demographic is very aware of digital tools.
- Have discovered there are several youth newcomers interested in journalism or communications. There is an opportunity for CCI to provide some training and internships and benefit from the work the newcomer interns produce.

Ottawa Local Immigration Partnership Council (OLIP)

OLIP is a multi-sectoral partnership involving 60 organizations working on a shared vision and common priorities 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:

- We made progress on partners' action plans with significant results in mental health, employment, data strategy and infrastructure, organizational change, and healthcare.

- We recently adopted the term of progress pathways to reflect that our plans are evergreen and that curating partners' efforts in complementary activities can achieve significant impact over time.
- We improved our environment in two ways. A) enabling a stronger access to national policy making; and B) paving the way for greater access to data.
- We worked with Local Immigration Partnerships (LIPs) across the country to create a National LIPs Secretariat (NLS); and we secured funding for the new Secretariat. The Secretariat will establish channels to communicate with IRCC and other federal departments.
- We entered into a data partnership with IRCC. The results envisioned are to: a) identify OLIP partners' data needs; b) conduct a feasibility of acquiring all the data named by OLIP partners; and c) establish data visualization infrastructure through which OLIP partners can access interactive online dashboards to view data on critical issues. This partnership is a pilot for IRCC to understand what data and analytical capacities LIP communities need. The pilot's success will inform how IRCC will support all LIPs.
- We added new staff and more time in key Secretariat functions such as knowledge management, communication, events planning, and program coordination. We have also started a process to improve information flow between partners.
- Our signature events -- the Biennial Ottawa Immigration Forum and the annual Welcoming Ottawa Week -- were a success. We also mobilized our partners to host events that introduced the delegates of the 2019 International Metropolis Conference to how our city welcomes immigrants. The 2019 Welcoming Ottawa Week was the official platform for over 1,000 international visitors to discover our city. Together, OLIP partners hosted 106 events; and for the first time WOW events were hosted in the fall.
- More nuanced strategies and plans are being created to increase clarity and strengthen our capacity to plan effectively. In the last fiscal year, we launched a process to create Ottawa's first Newcomer Youth Integration Strategy and a New Community Plan of Action on Equity. The youth strategy is still in development, but the new action plan on equity was completed in August 2019.

Treasurer's Report

CCI Ottawa enjoyed another successful year. Total revenue was \$9,854,454 and total expenses were \$9,727,482. This resulted in a net operating surplus of \$126,972.

As of March 31, 2020, CCI had total assets of \$3,521,076 and total liabilities of \$1,835,177. The difference between these two amounts was \$1,685,899 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 \$832,917 was unrestricted.

Analysis of our balance sheet indicates that at year end our short-term position was strong as we had \$2.01 in current assets and \$1.98 in liquid assets for every \$1.00 of current liability. Our long-term position was also strong as our liabilities were only 52.34% 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,

Kamal Jama
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 \$359,608, contributed \$251,997 to CCI programs and ended the year with net assets of \$869,090.

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 \$3,280,558.