



**IMMIGRANT
SERVICES
CALGARY**

ANNUAL REPORT

2022-2023



OUR VISION:

Unleashing the economic, social, and civic potential of clients.



OUR MISSION:

Connecting newcomers to the right service at the right agency every time.

OUR VALUES:

We are forward-thinking, adaptable, and optimistic. We value accountability, collaboration, and impactfulness. We act with integrity and treat people with respect.



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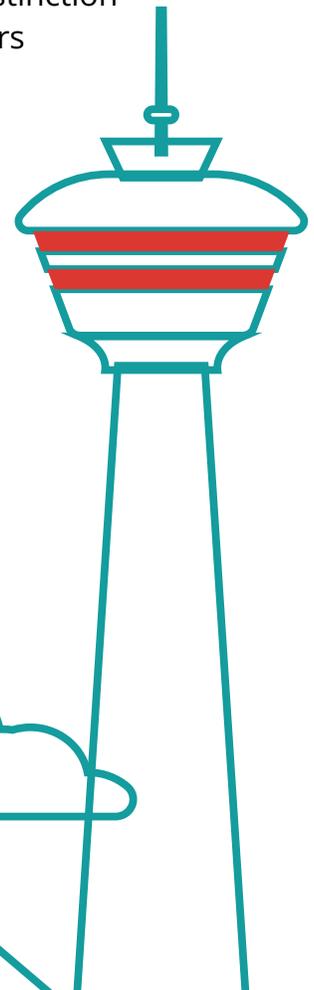
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MESSAGE FROM OUR BOARD CHAIR

As I look back on the past year, there is so much to be proud of at Immigrant Services Calgary. The team continued to welcome and support thousands of newcomers from around the world, including those displaced by the war in Ukraine. Progress continued on the Gateway initiative, with the goal of making it easier for newcomers to access the multitude of services available for them in our region. And we significantly grew the number of partners working with us on Gateway, strengthening the sector's ability to make a difference in the lives of those who are new to our country.

Along the way, we built relationships with new funders—both corporations and individuals—who see value in the work we are doing and want to be a part of it. The diversification of our funding will be an ongoing focus for the Board and leadership team as we continue to

optimize the Gateway system and progress the development of our Newcomer Knowledge Hub to unleash the power of data to improve settlement programs and systems and help inform immigration policy.

None of this would be possible without the passion and hard work of the team members at Immigrant Services Calgary. The Board and I are constantly amazed by their commitment to supporting newcomers and the innovative thinking they apply to all they do. A special thank you goes to Shirley Philips, who temporarily stepped off the Board to serve as interim CEO for the first half of 2023. Shirley's commitment to the success of Immigrant Services Calgary is unmatched, and the Board and I are immensely grateful for her dedication.

On behalf of the Board, I am thrilled to welcome our new CEO, Nawal Al-Busaidi, to our organization. Nawal has nearly two decades of experience in multicultural not-for-profit organizations, including roles where she led the development of strategic partnerships and grew the impact of the organizations. We have a lot to look forward to as Nawal takes on the leadership of Immigrant Services Calgary this fall.

Sincerely,
Rhona DelFrari
Chair, Board of Directors



MESSAGE FROM OUR CEO

As a board member at Immigrant Services Calgary, I've had the opportunity to guide and inform the organizational vision and strategic priorities since 2016. As interim CEO, I've had the privilege of seeing that vision come to life. Whether it's through the unwavering commitment I see in the staff or the endless drive for improvement across our sector partnerships, this community—our community—has continued to relentlessly pursue and advocate for a better, stronger, and more vibrant future for all newcomers.

In the 2022-2023 fiscal year, Immigrant Services Calgary continued transforming lives through innovation and collaboration. Gateway onboarded 42 new partners, growing the number of settlement resources for newcomers and building over 6,600 Gateway Personalized Plans to help immigrants and refugees embark on their settlement journey. In March 2023, we completed our space transformation project and prepared for the opening of the new Gateway Newcomer Welcome Centre, which connects newcomers to over 2,000 vital resources from 76 Gateway partner organizations.

With our partners in the Calgary Newcomers Collaborative powered by Gateway and the Calgary Airport Authority, we launched the Immigrant Arrival Centre at the Calgary International Airport

in December 2022. The in-terminal centre—the first of its kind in Canada—is a voluntary resource designed to support all newcomers by establishing connections to services immediately upon arrival. Together with a few of our Calgary Newcomers Collaborative partners and the local Ukrainian community, we supported more than 5,000 Ukrainian evacuees at locations throughout Calgary to help them rebuild their lives in our city.

As my time as the interim CEO at Immigrant Services Calgary draws to a close, I'd like to acknowledge and thank our staff, funders, donors, volunteers, and community partners for a year of tremendous collective action as we faced challenges head-on to ensure newcomers can unleash their potential. I look forward to working with the new CEO as we continue our pursuit of organizational growth and advancement to help newcomers to Calgary, Alberta, and Canada.

Sincerely,

Shirley Philips

Interim Chief Executive Officer



OUR IMPACT BY THE NUMBERS

Immigrant Services Calgary supports newcomers in their settlement journey, helping them access vital programs and services to realize their Canadian dream.

In the 2022-2023 fiscal year, we provided:

39,793 services to
14,687 people¹ from
146 countries,

helping them build better lives.

This would have been impossible

without the support of

115 volunteers²

who dedicated over

2,400 hours

to help new Calgarians thrive.



THIS IS WHAT OUR IMPACT LOOKS LIKE:

6,623 personalized plans

developed to assess newcomer needs and connect them to vital resources



11,173 language assessments

to help newcomers access language classes and schooling

7,559 employment services offered, including 1,895 individual employment sessions



425 workshops held to help 9,554 newcomers gain new skills to support their newcomer journey

1,524 newcomers supported to learn about Canadian culture, increase social inclusion, and build a sense of belonging in their community³

Top five nationalities served:

Ukrainian



Afghan



Nigerian



Indian



Chinese



[1] This denotes the unique number of clients in the 2022-2023 fiscal year.

[2] Immigrant Services Calgary's Volunteer Program was temporarily paused at the beginning of the 2022-2023 fiscal year to ensure the organization can provide a comprehensive and rewarding offering to volunteers. The program was relaunched in September 2022, with a current volunteer database that includes more than 1,600 volunteers.

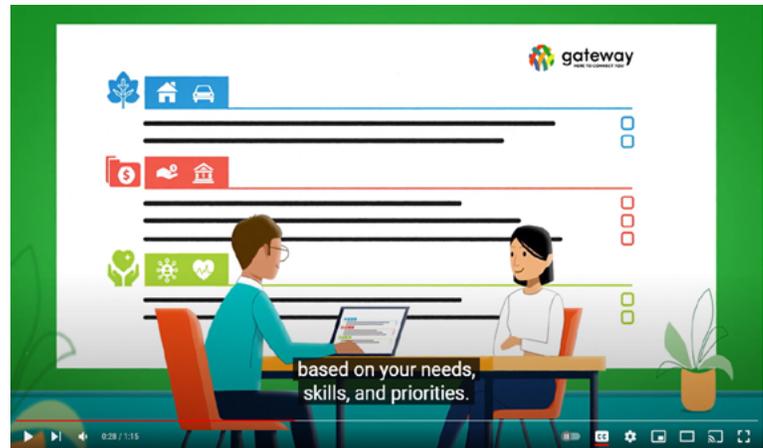
[3] This was accomplished by providing newcomers with access to local community and government services, helping them build social and professional networks in their community, building connections with other newcomers, learning life skills, and improving their language skills and knowledge about life in Canada.

TRANSFORMING LIVES THROUGH INNOVATION

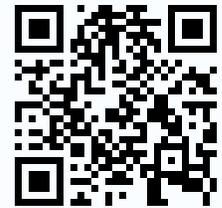
Gateway

Moving to Canada leaves many newcomers feeling overwhelmed and alone as they try to navigate their settlement journey in a new language and country. Finding the right support at the right time is difficult, and with so many different service options available throughout Calgary, newcomers often don't know where to start.

Gateway aims to change this. As a collaboration of organizations across sectors, Gateway partners work together to ensure newcomers are provided with the support they need to quickly achieve their personal and professional goals in their new homes.



Click on the video image above or scan the QR code to watch the video



Partner secondments located at the Gateway Newcomer Welcome Centre:



La Cité des Rocheuses, a Francophone organization, collaborated with Immigrant Services Calgary to develop and launch Portail—the French counterpart to Gateway, which enables Francophone clients to access assessments in French, and be connected with Francophone supports in the community.



The Calgary Bridge Foundation for Youth, which specializes in services for newcomer children and youth, collaborated with Immigrant Services Calgary to provide in-person youth assessments and wrap-around supports to their newcomer families at the Gateway Newcomer Welcome Centre.

2022-2023 Gateway Impact

6,623 Gateway Personalized Plans developed for **6,598** clients

1,228 services available to help newcomers meet their needs and reach their goals



38,927 referrals sent to settlement, government, community, and corporate partners to connect newcomers to the best-fit services in the community

42 community partners joined the initiative to co-create change

MEET HANNA: Escaping war to find community in Calgary

On May 9, 2022, Ukrainian couple Hanna and her boyfriend Anton landed at the Calgary airport with only a backpack, a cell phone, a cell phone charger—and hope.

After settling in with a host family, Hanna and Anton were connected to Gateway at Immigrant Services Calgary, where a Gateway Newcomer Planner put together a customized plan for their settlement journey. Through Gateway, Hanna was able to complete a language assessment, sign up for language classes, and was even connected with Dress for Success Calgary, where she received clothing and other necessities for a job interview.

“I felt lost, and my head was spinning,” Hanna recalls. “But our Gateway Planner listened for hours, she put together a plan for me on where to get food and clothes and even asked about my future dreams.”

Today, Hanna has come full circle from being a Gateway client to now being the face of client relations at Immigrant Services Calgary, where she is able to help others, bringing empathy and hope to newcomers like her.

Read Hanna's full story here: www.immigrantservicescalgary.ca/meet-hanna-escaping-the-war-in-ukraine-to-find-community-in-calgary/



Newcomer Knowledge Hub

The Newcomer Knowledge Hub (K-Hub), a collaboration between Immigrant Services Calgary and the University of Calgary's Faculty of Social Work, aims to reduce duplication of services and identify gaps within the newcomer-serving sector, improve agencies' programming and practices, and build sector capacity.

In the 2022-2023 fiscal year, the K-Hub:

- developed projects and secured funding through the Government of Alberta's Settlement, Integration, and Language Project, Immigration, Refugees and Citizenship Canada's Service Delivery Improvement stream, and Mitacs Accelerate;
- established the Research Advisory Group, which is fully functional and includes advisors from key stakeholders within the sector;
- developed the databank infrastructure, which will serve as a centralized repository for aggregated, anonymized, and de-identified data on newcomers;
- initiated the development of client outcomes framework, logic model, and performance measurement framework to measure the impact of Gateway; and
- presented the initiative at three national and international conferences, including the International Metropolis Conference in Berlin, the Metropolis Canada Conference in Ottawa, and the Pathways to Prosperity Conference in virtual format.



CREATING IMPACT THROUGH COLLABORATION

In 2020, Immigrant Services Calgary set a new organizational mission: connecting newcomers to the right service at the right agency every time. We have been living this mission proudly, continuously engaging partners across the sector and community to leverage each other's strengths and positively impact as many lives as possible.

Together, we have focused on providing client-centric services to ensure newcomers across Calgary have support where and when they need it. This is what that impact looks like:

Immigrant Arrival Centre

Ensuring newcomers are informed about settlement services as soon as they land in Calgary is of vital importance to Immigrant Services Calgary and our partners in the Gateway initiative.

In October 2022, the Calgary Newcomers Collaborative (CNC) powered by Gateway and the Calgary Airport Authority entered into a first-of-its-kind partnership, with the launch of the Immigrant Arrival Centre at the Calgary International Airport. Prompted by the influx of Ukrainian nationals to Calgary but designed to support all newcomers, the centre is a booth where immigrants and refugees can ask questions, seek support, and establish connections to services immediately upon arrival. The booth is open seven days a week and welcomes all newcomers to Calgary.

Between October 2022 and March 2023, the Immigrant Arrival Centre served:

2,008 newcomers



Ukraine Response

Support through Gateway

In the 2022-2023 fiscal year, Gateway supported **3,786** unique Ukrainian evacuees with over **1,700** Gateway Personalized Plans and over **2,800** language assessments

Through the Community Action Program for Children, Gateway Newcomer Planners started working with Ukrainian evacuee families to promote the healthy development of young children from birth to age six, while ensuring their parents are connected to vital services through individualized Gateway Personalized Plans.



Immigrant Services Calgary also worked with Gateway partner Nations Health to provide free eye clinics, including check-ups and eyewear, to Ukrainian evacuees staying at the federally-funded hotel.

St. Vladimir Ukrainian Orthodox Church

In May 2022, Calgary Newcomers Collaborative (CNC) powered by Gateway began offering weekly support at St. Vladimir Ukrainian Orthodox Church, providing hundreds of Ukrainian evacuees with access to housing, employment, language resources, food, and subsidized city service supports. This collaborative approach ensured Ukrainian newcomers receive wrap-around support and timely resources in a place that has become a hub for the community.

Our collective impact:

3,695 Ukrainian evacuees helped

Government-funded hotel for Ukrainians

In December 2022, CNC partners began offering settlement supports to Ukrainian evacuees in federally-funded temporary accommodations in Calgary. This included information and orientation sessions about life in Calgary, as well as support with SIN and health care insurance applications, bank accounts, and applying for government benefits and subsidies. Clients were connected to emergency food hampers, housing support, and employment coaching.

Our collective impact:

1,407 Ukrainian evacuees helped



Sector Job Fairs

The Calgary Newcomers Collaborative (CNC) powered by Gateway hosted three job fairs to connect newcomers to employment opportunities in Calgary. The first fair, organized for Ukrainian evacuees, proved so successful that the collaborative decided to organize two more fairs and open them to all newcomers in the city. To further support the job seekers, the collaborative also hosted two workshops on resume writing, interview tips, and navigating the employment sector in Calgary.



Our Impact:

1,550 newcomer job seekers connected to employers in Calgary

Supporting Youth Well-Being

United Voices

The 2022 United Voices: Immigrant Youth Wellness Summit engaged over 150 youth from diverse backgrounds and communities across Calgary and rural areas to explore ways to break the stigma surrounding mental health, share inspirational stories of young immigrant leaders, and connect with valuable wellness resources available in Calgary and surrounding communities. The annual event is a collaboration of 15 youth-serving agencies in Calgary.

Anti-Bullying Initiative (ABI)

Launched by Immigrant Services Calgary to address the increased rate of bullying in schools across Alberta, the ABI provides free training to community leaders to learn the necessary tools to lead anti-bullying efforts in their communities.

In 2022-2023, the ABI provided free training to frontline staff from 17 youth-serving organizations, helping 201 youth learn valuable skills in standing up to bullying in a safe and non-judgmental way.

SUPPORTING NEWCOMER JOURNEYS

Immigrant Services Calgary's vision to unleash the economic, social, and civic potential of newcomers to Calgary and Alberta includes providing holistic support to clients with a tailored approach that complements their unique story.

This support looks different for everyone:

The newly arrived newcomer professional looking for a meaningful job in their industry of training



How we provided this support in 2022-2023:

43 employability workshops, **1,895** individual sessions, **2** career fairs, and **3** sector job fairs

The newcomer struggling with English language skills and in need of interpretation and translation services to receive medical or legal support



2,221 translation and interpretation services provided to newcomers in need

The parent seeking to learn how to make healthy lifestyle choices for themselves and their infants, or prepare their children for kindergarten by improving their English language and literacy skills



249 parents and caregivers helped with food support and healthy lifestyle choices, and **128** parents and children provided a safe place to make new friends, learn about other cultures, and improve their English and literacy skills

The family or seniors seeking to improve their social inclusion and sense of belonging in the community



470 seniors and **56** families supported with skills to adapt to life in Canada and build a sense of belonging in their communities

MEET TAMARA: A mother's fight



With her three children clutching her hands and her in-laws following closely behind, Tamara escaped war-torn Ukraine, reluctantly leaving her husband—her best friend—behind. She boarded the plane to Calgary, hoping the city will provide a safe haven for her two-year old, nine-year old, and 14-year-old.

Being the only adult in her family proficient in English, Tamara bore the responsibility of managing all aspects of her family's settlement journey. Feeling overwhelmed, unable to find employment or adequate housing for her family, and struggling with school enrolment for her three children, Tamara sought guidance from Gateway.

With the support of a Gateway Newcomer Planner, Tamara learned about childcare services and government subsidies in Alberta, was guided through the school registration process for all three of her children, and received free clothing, diapers, and furniture through Gateway referrals. As her children's needs were met, Tamara

worked with her Gateway Newcomer Planner to focus on her next steps, including a language assessment, language classes, and employment support programs to help her with her job search, career development, and employment training. A trained accountant, Tamara hopes to secure meaningful employment in her field, while continuing to support her family.

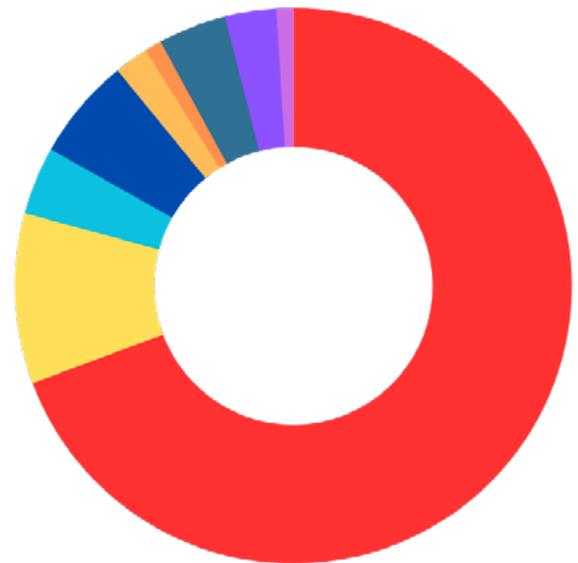
With a Gateway Personalized Plan in hand and the support of Gateway Newcomer Planner, Tamara is taking all the necessary steps to help her family settle into their new lives in Calgary.

To read more stories like Tamara's, visit: www.immigrantservicescalgary.ca/blog/?category=stories#posts

OUR FUNDERS AND SUPPORTERS

We are grateful to our funders and donors for their commitment to supporting newcomers in our community.

Government of Canada	\$8,924,405	70%
Government of Alberta	\$1,265,810	10%
City of Calgary	\$480,563	4%
Calgary Foundation	\$727,427	6%
United Way of Calgary & Area	\$227,000	2%
Calgary Flames Foundation	\$100,000	1%
Donations & Sponsorship	\$490,736	4%
Earned Revenue	\$389,045	3%
Other Income	\$125,771	1%



**2022-2023
FUNDING TOTAL
\$12,730,757**

Special thank you to Immigration, Refugees and Citizenship Canada and the Government of Alberta for a one-time capital contribution of \$1,750,053 and \$900,000, respectively, for the development of our Gateway Newcomer Welcome Centre.

Corporate and Individual Donors

The following individuals, corporations, and foundations have donated over \$5,000 to ISC:

- Accenture
- A. Hopps and M. Mezei Fund at Calgary Foundation
- Burns Memorial Fund
- Cenovus Energy
- Dr. Stanley and Barbara Cassin Fund at Calgary Foundation
- Rhona DelFrari
- The Maja Foundation at Calgary Foundation
- Tsang Family
- Virginia Middelberg Fund at Calgary Foundation
- 2093845 Alberta Ltd.

2022 SPONSORS

IMMIGRANTS OF DISTINCTION AWARDS

The Immigrants of Distinction Awards is an annual gala dedicated to the remarkable contributions immigrants and refugees have made to create a strong and prosperous Canada.



THE ASSOCIATION OF SCIENCE AND ENGINEERING TECHNOLOGY PROFESSIONALS OF ALBERTA



gateway portail



OUR TEAM

2022-2023 Board of Directors



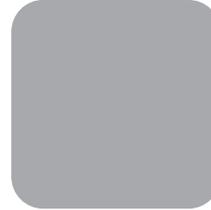
Rhona DelFrari
BOARD CHAIR



Chandy Mung
VICE CHAIR



Barry Sinclair
TREASURER



Lisa Couillard
SECRETARY



Shirley Philips
PAST CHAIR (On Leave)



Ada Adeleke-Kelani
DIRECTOR



Lori DeLuca
DIRECTOR



Neeraj Gupta
DIRECTOR



Anipa Jeyakumar
DIRECTOR



Swapan Kakumanu
DIRECTOR (On Leave)



David Marriott
DIRECTOR



Shahr Savizi
DIRECTOR



Alec Silenzi
DIRECTOR



Alexandra Turecek
DIRECTOR

The following Board members completed their terms in the 2022-2023 fiscal year:
Lisa Clarke
James Lam
László Varsányi

2022-2023 Leadership Team

Hyder Hassan, Chief Executive Officer (Outgoing)
Shirley Philips, Interim Chief Executive Officer (Incoming)
Jillian McDonald, Chief Operating Officer
Casey Kennedy, Chief Client Services Officer
Vibha Kaushik, Director of Research and Policy
Alka Merlin, Director of Communications & External Relations
Nisha Soundararajan, Director of Information Systems
Virginia Trawick, Director of Finance

To see a list of our current leadership team, please visit: www.immigrantservicescalgary.ca/about-us/#our-team

2022-2023 SERVICE LOCATIONS

ALBERTA



Calgary

 **Brooks** Language Assessment & Referral Centre

 **Medicine Hat**
Being Human Services Inc.

 **Lethbridge** Language Assessment & Referral Centre

Immigrant Services Calgary's head office is located on the traditional territories of the Blackfoot Confederacy and the people of the Treaty 7 region in Southern Alberta, which includes the Siksika, the Piikani, the Kainai, the Tsuut'ina and the Stoney Nakoda First Nations. The city of Calgary is also home to the Métis Nation of Alberta, Region 3.



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