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Ottawa Community Immigrant Services Organization

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Funded by



Served: **250** Clients

COMMUNITY ECONOMIC DEVELOPMENT (CED)

This year, the CED program supported 189 new & 65 continuing clients for a total of 250 clients served. 65% of clients who exited the program did so to engage in employment within their field or to return to school.

OCISO, in partnership with RBC, launched a pilot project to provide career mentoring support to internationally educated professionals seeking employment within the financial services sector. The pilot reports significant outcomes with 60% of participants exiting to employment within the finance sector, within four months.

There are currently over 230 active mentors, representing over 80 organizations in the region. Mentors contributed over 3000 hours of volunteer service to the program during the period. This program would not exist without the ongoing support of the many volunteer mentors who have contributed their time and expertise over the past year. We wholeheartedly thank you for your ongoing efforts to support internationally educated professionals.



Multicultural Youth Group at Gleshan School

Summarized Statement of Operations and Changes in Fund Balances

	2014	2013
Revenue:		
Grants	4,665,361	5,421,693
Fundraising and Donations	30,527	43,752
Other Revenue	72,505	63,244
	4,768,393	5,528,689
Expenses:		
Program expenses	3,591,735	4,366,545
Occupancy	900,982	978,366
Administrative and Related costs	271,314	261,030
	4,764,031	5,605,941
Excess (Deficit) revenue over expenses	4,362	(77,252)
Assets:		
Cash and prepayments	231,152	47,575
Investments	107,656	360,305
Grants and Trade Receivable	291,059	555,293
Long-Term Assets	343,963	394,217
	973,830	1,357,390
Liabilities:		
Bank debt and other Payables	999,360	1,363,840
Long-Term debt and other obligations	238,933	262,375
	1,238,293	1,626,215
Changes in Fund Balance:		
Fund Balance (Deficit) - Beginning	(268,825)	(191,573)
Excess (Deficit) for the year	4,362	(77,252)
Fund Balance (Deficit) - Ending	(264,463)	(268,825)

ANNUAL REPORT 2014



Ottawa Community Immigrant Services Organization



MESSAGE FROM THE EXECUTIVE DIRECTOR AND PRESIDENT

We are extremely proud of the outcomes achieved by OCISO programs over the past year and confident the organization has made the required adjustments to position ourselves favourably for the future.

We began the year tasked with implementing significant cost cutting measures, aligning expenditures with reduced funding realities. This involved closing our east end LINC site, ceasing delivery of two highly regarded community programs, laying off several valued employees and cutting operational expenses for remaining programs. Needless to say, the process was challenging and we are very relieved to have it behind us.

We are pleased to report that we are on-course financially and, as ever, enthusiastic about the ongoing and new work undertaken during the year. While maintaining service delivery and quality levels, teams found time to propose new projects for funding, launch innovative pilots and participate at numerous sector tables; sharing their expertise and advocating for newcomers. The Leadership team engaged in a programs impact and strategic clarity exercise, with funding from Innoweave, supporting us to measure program and organizational impact, identify gaps and set strategic direction.

Our board is very appreciative of the contributions of employees and volunteers & recognizes the need to enhance the financial resiliency of the organization. To that end, a reflection process on transitioning to a resource development culture at OCISO has begun. Through a broad spectrum of activities, including earned income, philanthropy and government funding we are confident we can diversify our income sources & ensure the long-term sustainability of our programs.

François Couillard
President

Leslie Emory
Executive Director

Seniors - Multicultural Human Library Project



Served: **2442** Clients

SETTLEMENT AND INTEGRATION

Dear Madam, This is Ashley and I had an appointment with you yesterday November 27, 2013 at 1.00 pm. First of all I thank you very much for your valuable time that you gave me yesterday. I was so confused and frustrated what to do and from where and how to start my new life to Canada. I am so thankful to your guidance and I will follow it from today.

This testimonial illustrates thoroughly the daily contribution of the Settlement and Integration Program team. In the past year we have served **2442** individual clients and delivered **89** group sessions on different topics to **2528** participants. In addition, two new projects have been designed and implemented: *The Multicultural Seniors Human Library* and *The Canadian Citizenship Test Preparation* classes.

MISSION

OCISO supports immigrants through the journey of making Canada their home by providing creative and responsive programs that are culturally and linguistically appropriate, by building community through mutual respect and partnerships, and by fostering healthy and inclusive spaces for open dialogue and healing.

Served: **5606** Clients

MULTICULTURAL LIAISON OFFICER (MLO) PROGRAM

The Multicultural Liaison Officer Program including YOCISO, the youth program, provides settlement services to newcomer families in Ottawa schools & leadership & life skill development opportunities to newcomer youth.

The MLO Program provided individual service, orientation and information to **5606** Individuals. The MLO and YOCISO program staff jointly delivered two successful summer programs, The Step-Ahead Project (SAP), a program for newcomer high school students offering English language training & recreational skills development and The Newcomer Orientation Week Project (NOW), a peer to peer leadership program targeting newcomer youth. YOCISO reached **1634** youth, held its first youth summit, and created an educational video on refugee youth titled: **In my Own Voice: A Visual Diary of Refugee Youth**.

The Multicultural Inmate Liaison Officer (MILO) Project

MILO delivers services to multicultural inmates detained in the Ottawa-Carleton Detention Centre (OCDC). This year, we began delivering supports targeting reintegration into the community.

OCISO Citizenship Course



Served: **585** Clients

LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)

LINC provides English language training in the context of settlement and community integration. There are 9 full-time classes that served 585 clients, 170 of those progressed through 2 or more levels. We also provided childcare to 100 children.

Twelve settlement themes were covered over the year. Students were involved in community engagement events, including *Spring Cleaning the Capital* and volunteering at the Salvation Army Thrift Store. The Care for Newcomer Children team put on a Mother's Day event that was well attended and featured on CTV. Our student council was active organizing a cooking contest and an extra-curricular trip to Montreal. LINC benefited greatly from the many volunteers who helped with conversation and individual client needs.

Served: **500** Clients

COUNSELLING PROGRAM

With the support of staff members, student and volunteers the Clinical Counselling Program served 500 clients and delivered over 7000 counselling hours. Under the umbrella of the larger program, there are four separate but interrelated services offered to the clientele of the program; core counselling, group counselling for youth, social support groups for women, and internships for students.

The majority of the clients served this year originate from countries in Africa, the Middle East, Asia and South America. Languages of service were English, French, Arabic, Creole, Farsi, Dari, Hindi, Nepali and Spanish. Trained volunteer interpreters also assisted counsellors when necessary.