



CCIS Afghani child. Photo courtesy Azin Ghaffari.

2021 - 2022 Annual Report





Vision

A society where immigrants and refugees can reach their potential.

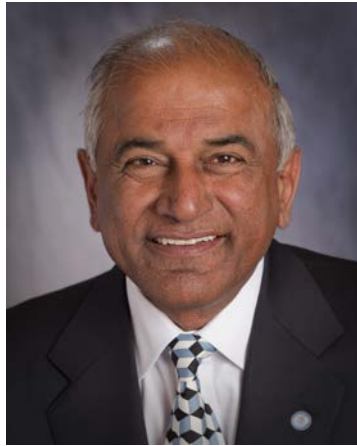
Mission

In partnership, we empower immigrants and refugees to successfully resettle and integrate.

At CCIS, we believe that through understanding and appreciation of the Indigenous experience, we will be better positioned to serve our clients and our community.

We acknowledge Calgary and area as Treaty 7 territory, we acknowledge the Treaty 7 nations; the Piikani, Siksika, Kainai, Iyârhe Nakoda and Tsuut'ina First Nations. We acknowledge the ancestral territory of Siksikaitstapi, the Blackfoot Confederacy, and the home of the Métis nation, region 3 of Southern Alberta.

We are all treaty people.



Mike Shaikh
Chair, Board of Directors

On behalf of the CCIS Board of Directors, I would like to congratulate CCIS for another successful and impactful year. Over the past year, CCIS continued to operate within the COVID-19 context. This created complex challenges for CCIS team members who were delivering in-person services, as well as for those who were working remotely from their homes. I would like to thank every CCIS team member who navigated these unprecedented challenges and went above and beyond to ensure that all CCIS clients, including the most vulnerable, felt welcomed and connected to their new community, and were given the supports they needed to achieve economic and social success.

This year, the Board completed CCIS' new strategic plan. We engaged CCIS team members from every level of the organization in the development of this plan, and we look forward to achieving the goals we have set over the next 5 years. The Board appreciates the CCIS team's commitment to continuously building their organization's capacity and enhancing their service delivery.

In recent years, CCIS has been planning the development of a new building on the land next to the Margaret Chisholm Resettlement Centre. I would like to share that this year, the building committee has recommended that we postpone the construction of this addition for the time being.

On a global scale, it was a year of international conflict and unrest and, as a result, CCIS has been welcoming significant numbers of individuals and families arriving from Afghanistan and Ukraine. It has been inspiring to see the entire CCIS team responding to these crises and working tirelessly to ensure that these newcomers receive the supports they need and are positioned for success here in Canada.

I would like to thank my fellow Board Directors for volunteering their time and talent, and for providing strong governance to help ensure CCIS' ongoing success. I would also like to thank the entire CCIS team for their hard work, their flexibility during these challenging times, and their unwavering dedication to welcoming and supporting newcomers.

BOARD OF DIRECTORS

Bill Campbell | Darren Henry | Imran Gulam | Josephine Naicker | Lauren Andre | Mike Shaikh | Njide Harris-Eze | Pat Firminger | Patrick Etokudo | Ross Piché | Rudy Ticzon

Fariborz Birjandian | CEO

This year, we celebrated four decades of serving newcomers in Southern Alberta. Our organization began as a small group of volunteers in a donated space in the basement of St. Mary's School. Through the hard work of hundreds of CCIS staff and thousands of volunteers, we have grown to become one of the five largest settlement agencies in Canada. We own over 80,000 square feet of real estate and operate out of 16 offices in Calgary and Southern Alberta. CCIS is now comprised of approximately 400 staff and 1,800 volunteers, and we are known locally, nationally, and internationally for our contributions to the field of settlement and integration.

We continued to face one of the most significant challenges in our long history, as we navigated the ongoing COVID-19 pandemic. Thanks to the dedication and agility of our staff, we were able to keep our offices open and continue addressing the needs of newcomers, especially those who are most vulnerable, while protecting the health and safety of our clients and staff.





We have also been actively involved in Canada's Afghan Resettlement Operation. I have been working as the National Co-Chair of this initiative, and CCIS was tasked with preparing Calgary as a Port of Entry for over 5,000 Afghan refugees. This has been a monumental project, and it has been heartening to see IRCC, CCIS staff, the local settlement sector, corporate donors, and community volunteers coming together to ensure that Afghan refugees are welcomed and supported.

As we emerge from the COVID-19 pandemic, we are looking forward to welcoming our staff and clients back in person and enjoying the vibrant sense of community that we create in our offices, hallways, and classrooms. The transition out of the COVID context will also mark a busy time for staff and volunteers. Immigration numbers will increase, and the number of refugees will be at a historical high. Canada's response to the crisis in Ukraine will result in thousands of Ukrainians settling in Calgary and throughout Southern Alberta.

This past year, our Board of Directors finalized our new 5-year strategic plan. This plan has laid a foundation for further building of organizational capacity, optimizing our service delivery, increasing accessibility for our clients, and enhancing our work environments. We look forward to carrying out this strategic plan and sharing our progress and achievements.

As always, I would like to thank CCIS' Board of Directors for their guidance and support over this past year. I would also like to thank CCIS' staff and volunteers, who have continued to work tirelessly to ensure that our newcomer clients, including the most vulnerable, remain safe, welcomed, and supported as they transition into their new lives in Southern Alberta.





CCIS 40TH ANNIVERSARY LOGO DESIGN CONTEST

In January of 2021, Marketing put out a call to graphic designers everywhere to submit a 40th Anniversary logo design. The contest was featured on our website and promoted heavily through our social media channels. A cash prize was offered along with the opportunity to showcase the designer's creativity. The logo was incorporated into our organizational initiatives from April 1, 2021- March 31, 2022.

The logo contest resulted in 38 designs from around the world, including entries from as far away as Egypt and Iran! Several staff also participated in the fun.

After a few discussions with the designer, and revisions

to the original design, a winner was selected. After all the deliberations, we selected the logo crafted and developed by Amir Hassani.

Amir has 12+ years in the advertising industry. His designs have a story behind them, a story about the company they belong to. Although we didn't know this at the time, Amir has won multiple design contests since 2012. He loves math and art, and believes that despite common knowledge, math is beautiful, and every perfect design is rooted in geometry.

Amir was living in Iran with plans to emigrate to Nova Scotia once the pandemic allows.



WE'RE HAVING A PARTY!

August 31 | 11am - 2pm | Land of Dreams Urban Farm



Situated on a 30-acre plot of land, the Land of Dreams urban farm brings community, social connection, and food together in one exciting initiative.

In this amazing space we create belonging, grow healthy food/increase food security, heal the land and connect with local First Nations communities. We have bees, greenhouses and so much more!

On August 31 our Land of Dreams site became the location for a fabulous gathering of staff, clients, volunteers and partners, when we turned it into a festive carnival atmosphere in celebration of our anniversary!

Ten (10) food trucks delivered a wide variety of tempting food items, and we even had ice cream and cotton candy. A petting zoo featuring goats, pigs, rabbits and chickens was a hit with young and old alike. In the large white tent, the music was pounding as our seniors danced for hours, taking hundreds of selfies and group shots of various compositions.

Elder Camille 'Pablo' Russell was one of our guest speakers and told wonderful stories of the land and its importance to the indigenous people of Canada. After Mayor Nenshi and our CEO Fariborz Birjandian addressed the crowd, it was back to dancing, eating and friendship.

We were blessed with sunshine on this special day, which allowed those present to relish the history of CCIS and reconnect with colleagues and community members we had not seen for some time.

Cheers to another 40 years.



A 40 YEAR SUMMER PARTY







Languages Spoken
Top 3
Arabic, English & Tigrinya



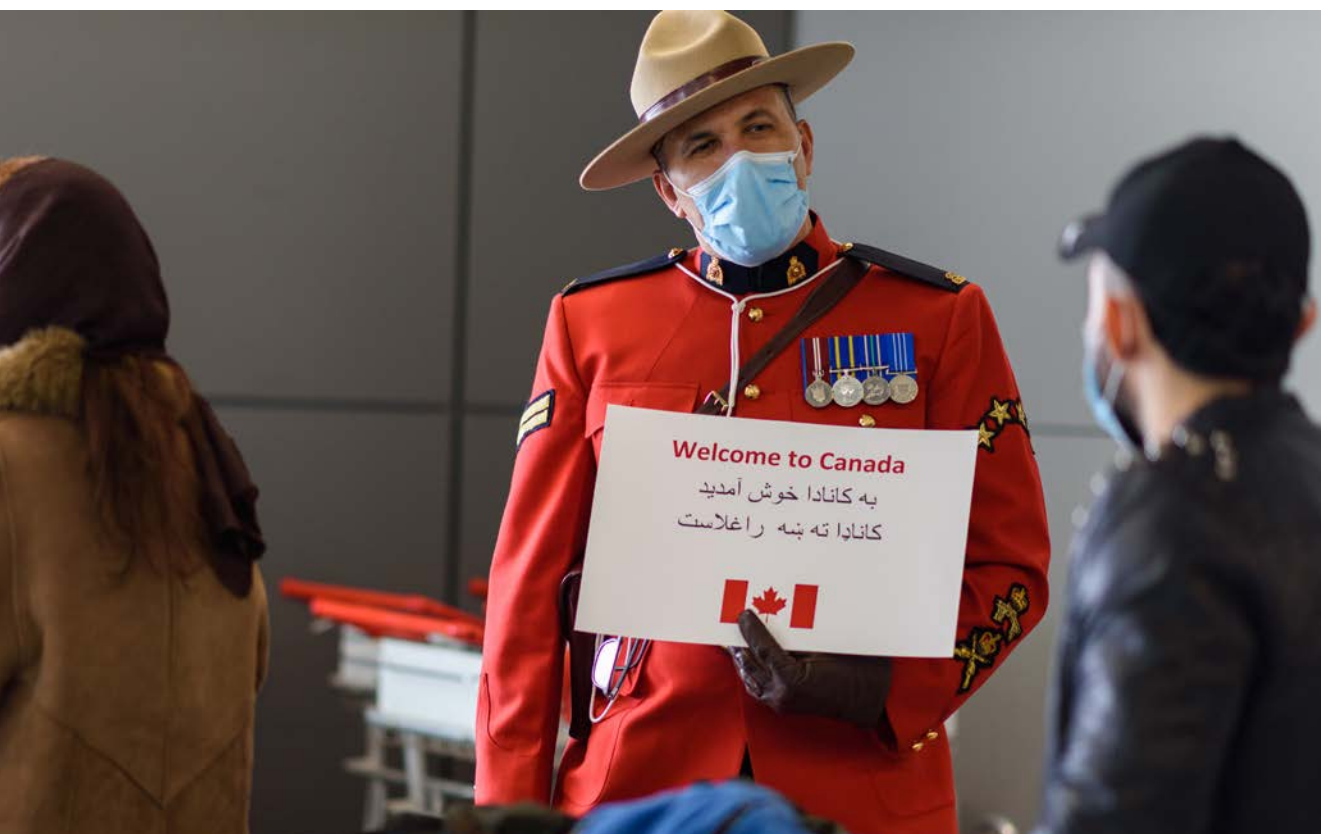
Countries of Origin
Top 3
Afghanistan, Eritrea & Nigeria



Largest Age Group
26 - 40 | 54.1%

CLIENTS SERVED

RESETTLEMENT & INTEGRATION SERVICES



7,714 NEWCOMERS SERVED

While we continued serving refugees in our community, our main highlight was receiving Afghan refugees arriving in Calgary. We were chosen to be the second port of entry/hub in the country to offset pressures from Toronto.

Our Director of Resettlement Services, Bindu Narula, was chosen to represent the Prairie and Northwest Territory (PNT) region to highlight the benefits of settling Afghan Refugees outside of the Greater Toronto Area and into Prairie regions.

In Toronto, we were requested to assist with the initial resettlement of Afghan government assisted refugees (GARs), manage PNT hotels designated for GARs, and provide initial settlement services.

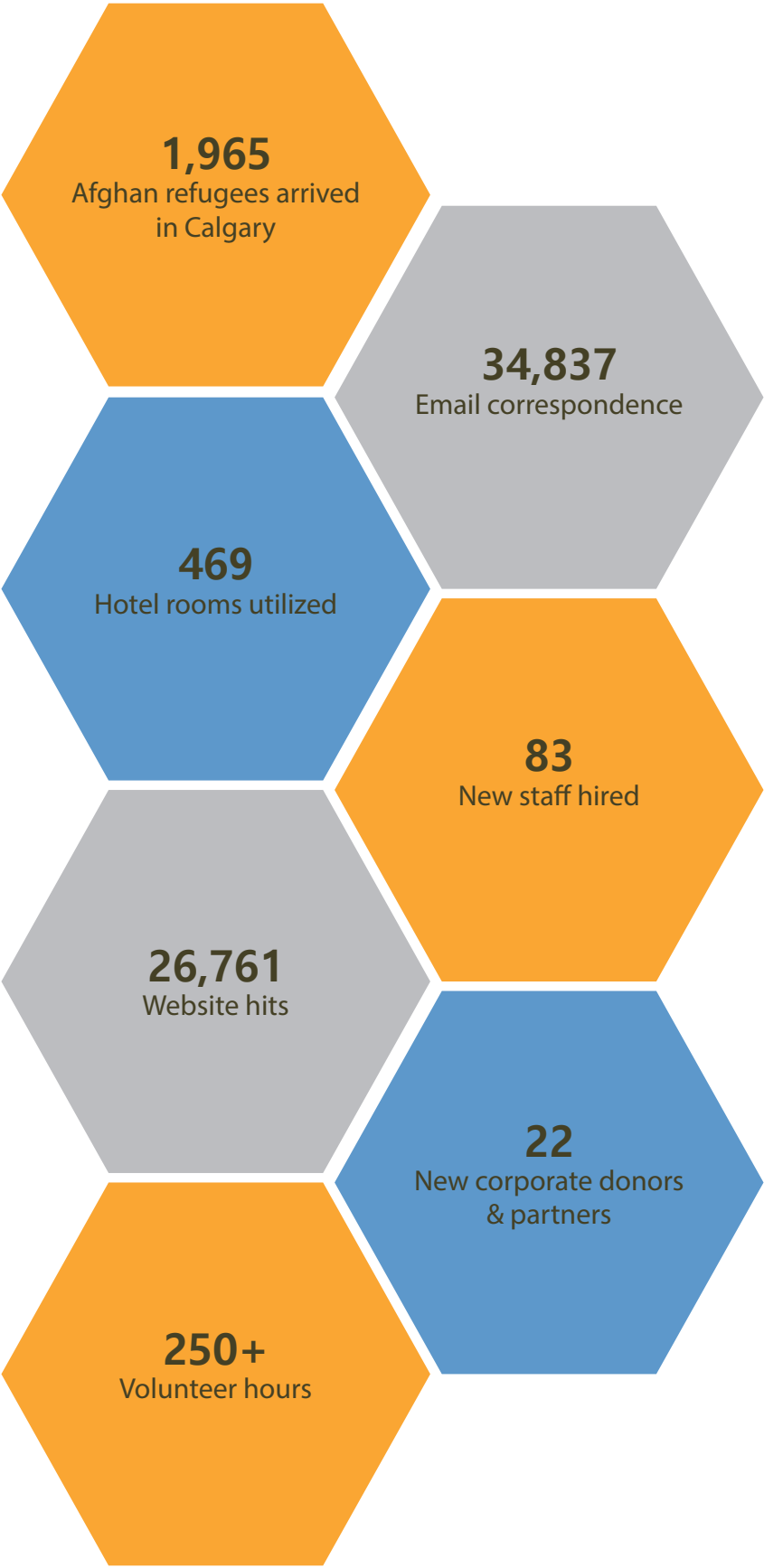
Since October, we have operated from four Calgary hotels, where GARs have been living and receiving settlement services.



To respond to the crisis in Ukraine, we formed a partnership with the Ukrainian Canadian Congress to support Ukrainians arriving to Calgary.

A Ukrainian Response Team was created within CCIS to work directly with Ukrainian clients.





AFGHAN REFUGEE RESETTLEMENT

The objective of the Afghan Resettlement Program is to ensure the safe, efficient, and respectful settlement and integration of arriving Afghan refugees through an effective collaborative approach to service delivery.

To maximize engagement and ensure a coordinated, collaborative, and proactive approach to service delivery across Canada, CCIS developed a national, regional, and local implementation framework for the Afghan Resettlement Programs. We are leveraging learnings and expertise gained from the response to the Syrian refugee crisis, and applying local, regional, and national best practices.

www.afghanresettlement.ca





FAMILY & CHILDREN'S SERVICES

3,496 NEWCOMERS SERVED



We were selected as one of ten organizations across Canada to participate in the novel Practitioner Data Initiative (PDI) launched in 2021.

This national initiative, the product of a partnership between Blueprint Consulting and the Future Skills Centre, supported community-based organizations to explore their strategic learning and data analysis goals. Through this initiative, we are working towards a meaningful data strategy to significantly leverage our existing data, to inform

program direction and research, streamline internal processes, and influence the public sector to better respond to immigrant and newcomer needs.

As there is an increasing need to implement effective data strategies to ensure data equity for clients served by community-based organizations, we continue to have ongoing conversations with our system stakeholders and funders with the overall goal of sharing learnings and challenges faced by CCIS and other like-minded organizations.

aisokinakio'p VACCINE CLINIC

The clinic grew from a foundational partnership between OKAKI, Siksika Health Services, the Aboriginal Friendship Centre of Calgary (AFCC), and Seven Brothers Circle. Each contributed a unique and fundamental role in actualizing the clinic, which was the first non-pharmacy private clinic in Alberta and the first Indigenous-led clinic in Canada. Over time, additional select partners were invited in to participate so to broaden inclusion to other community members facing systemic barriers to vaccine access. These partner organizations were carefully chosen based on their known capacity, demonstrated commitment to the community, and the unique contribution that could be made to the clinic.

The main role of CCIS was to inform the clinic design for newcomers and to connect clients to appointments. For client outreach, CCIS engaged staff at Margaret Chisolm Resettlement Centre (MCRC). The team focused on arrivals over the three years prior (from Jan 1, 2018) and a cohort of vulnerable newcomers from 2017. In order to reach these clients quickly, CCIS/MCRC partnered with the Alberta International Medical Graduates Association (AIMGA) to make education-focused, first-language calls to the over 5,000 clients that fit the outreach criteria.

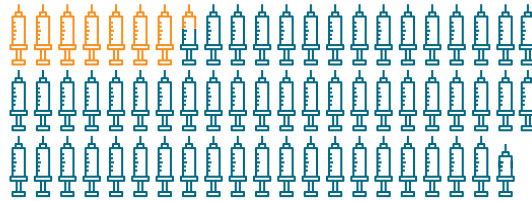
CCIS also worked with their Southern Alberta Temporary Foreign Worker (TFW) Prairie Region Project team, who were already engaged in outreach to employers, to facilitate 203 on-site mobile vaccination appointments for 185 TFW's via the mobile clinic. Another cohort of vaccine bookings were to clients who called CCIS directly for support and guidance.

CCIS' collective efforts directly resulted in 729 doses.



6478

Total Doses Provided
March 15 - July 28, 2021



*Each icon is worth 100 doses 734 CCIS, 5744 other

Including¹:



531² Appointments booked for CCIS clients



5,533 Outreach phone calls made by CCIS



203 Doses given on-site to Temporary Foreign Workers via mobile clinic

¹ May 17-July 8 aisokinakio'p and mobile clinic

² approximate



This evaluation and CCIS involvement in the clinic were made possible by funding from the City of Calgary. Other funders of the clinic included: Calgary Homeless Foundation, United Way of Calgary and Area, and The Calgary Foundation.



Evaluation activities and report completed by Habitus Consulting Collective Inc. for the Calgary Catholic Immigration Society (CCIS).





COMMUNITY DEVELOPMENT & INTEGRATION SERVICES

4,446 NEWCOMERS SERVED

The Diversity Education Program entered a new stage of service delivery by developing a new model in promoting diversity, equity, and inclusion through community based participatory action research, anti-racism education, and implementing advanced virtual reality (VR) technology as an immersive education tool. Through nurturing empathy and positive behaviour transformation, the VR module is helping immigrant and Canadian-born individuals to achieve greater levels of transcultural competence for eliminating microaggression and discriminative behaviour in the workplace and in public.

VR technology aims to assess and evaluate the improvement of cultural skills and knowledge on cognitive, emotional, and interactional levels.

In partnership with the University of Calgary researchers, we are developing curriculum for community anti-racism education. This complex educational approach will benefit participants in our program by building their capacity to understand, support, and implement anti-racism practices in their activities and environments. Newcomers (and other racialized communities) will benefit by being welcomed into workplaces, schools and communities that are aware of, and committed to, combating systemic biases and discrimination through anti-racism practices.

BUSINESS, EMPLOYMENT & TRAINING SERVICES

15,243 NEWCOMERS SERVED

This year, we launched the new Pathways to Employment initiative - Employability Skills Enhancement for Newcomers in the Agri-Food Industry.

This project has been designed to provide high-needs newcomers with sector-specific skills, customized skills enhancement, and information, employer support, and direct job placement services that will help them to secure and retain meaningful employment

in Alberta's thriving Agri-Food industry.

We selected the Agri-Food industry because it is currently emerging as a driving force within Alberta's economy, and because it offers a diverse range of starting positions and many opportunities for upward mobility.

As Pathways to Employment participants improve their language and employability

skills and become more familiar with the Canadian workplace, they will have the potential to progress to higher skilled positions and advance their careers in this thriving industry. Through our delivery of the new Pathways to Employment project, we look forward to supporting high-needs newcomers as they build their skills and become vital contributors to Alberta's economic growth and recovery.

Together with the Calgary Region Immigrant Employment Council (CRIEC), we received Service Delivery Improvement funding from IRCC to establish the Prairie Centre for Mentorship Excellence. CRIEC and CCIS will work to create a community of practice with employment and career mentorship service providers from across the Prairies and Northwest Territories (PNT).

Together, these organizations will

evaluate the outcomes and impacts of their mentorship-based initiatives, identify the key elements of successful mentorship programs, and develop an Employer Engagement Toolkit that can be used by service provider organizations across the PNT region to launch new mentorship-based projects or to improve their current service delivery.

Through our delivery of the Mentorship programs, CRIEC and

CCIS have come to recognize the positive impacts of mentorship-based programming.

This exciting new project will help CRIEC, CCIS, and other organizations leverage the benefits of mentorship and enhance outcomes for immigrant professionals, mentorship providers, businesses, and ultimately communities across the PNT region.





BROOKS & COUNTY IMMIGRANT SERVICES

737 NEWCOMERS SERVED

In order to continue providing programs that will serve all our clients, we implemented services for clients that speak French as their first language.

A French speaking Settlement Counsellor was brought onto the team and has been proving to show good results in the community. Our French speaking clients are now able to easily access programs and services and can settle more comfortably in Brooks.

Our goal is to not only provide services in French, but to also highlight the cultural component as well.

This year, we added outreach settlement services to Hanna, Drumheller and Taber where we are seeing a steady uptake in services.

These communities are very excited about the new programs and services available, and we are working together to help newcomers settle and integrate.

There are many families from Ukraine, Philippines, India and Mexico that now call these communities home.



RURAL ALBERTA SERVICES

1,787 NEWCOMERS SERVED

The Medicine Hat Local Immigration Partnership (LIP) continues to grow, and two new LIP partnership councils were formed under the Zonal LIP in the Rocky View region and in the Foothills region. These LIPs have focused on increasing the community participation in welcoming newcomers, conducting community-based research and planning, and improving community coordination and collaboration. The work is the foundation for creating the environment required to support newcomers in feeling like they are part of the community and belong.

The Medicine Hat LIP has formed three new working groups.

The first cross sectoral work group focuses on supporting newcomers upon arrival to navigate community resources and get connected to both services and potential friends.

The second work group focuses on integrating newcomers into economic development.

The third work group focuses on creating a culture of inclusion in Medicine Hat, and supporting newcomer sense of belonging. The Medicine Hat LIP secured funding for community planning, initiatives to connect communities to newcomers and to start a cross-sectoral newcomer-led professional employment mentorship program.



	CALGARY	RURAL ALBERTA
 new volunteers	910	196
 volunteer hours	18,101.75	2,515
 retention from 2020 - 2021	54.05%	94.21%

VOLUNTEERS



Recruitment numbers in rural areas remain stable, but this year we recorded increased volunteer hours, which indicates better engagement as community activities and volunteer opportunities resumed.

Overall, there is significant increase in volunteer hours and engagement, possibly attributed to more comfort with virtual volunteering, new projects, and recovery efforts from the pandemic.

The retention rate of past volunteers is impressive, showing an eagerness by the community for active engagement and participation.

DONATIONS REPORT

We gratefully acknowledge the individual community members, organizations and foundations which designate our agency as a recipient of their generosity.

100% of all donations go directly to refugee and immigrant families most in need. CCIS retains no administrative fee.

This year, serious medical situations, children in need and housing security posed the greatest issues for our refugee and refugee claimant families.

CCIS donation accounts provided over \$35,000 to 35 families experiencing dire circumstances including flooding in a senior's apartment, several children with special needs, and support for a number of individuals suffering the medical and financial challenges of a cancer diagnosis.

Donations can be made directly on our website via a secure payment link.

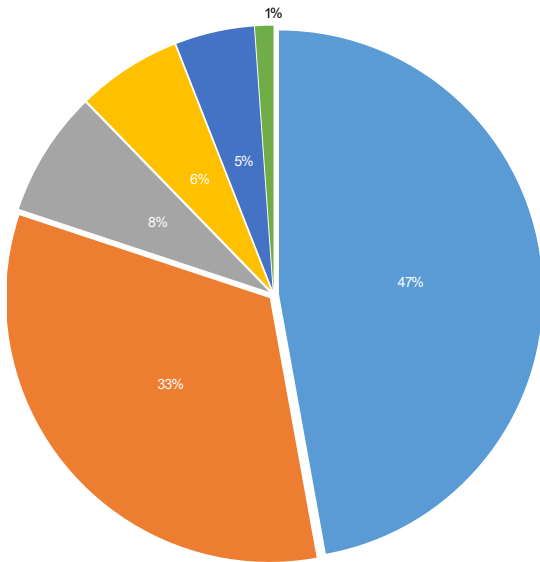
Our sincere thanks for your on-going and consistent support.





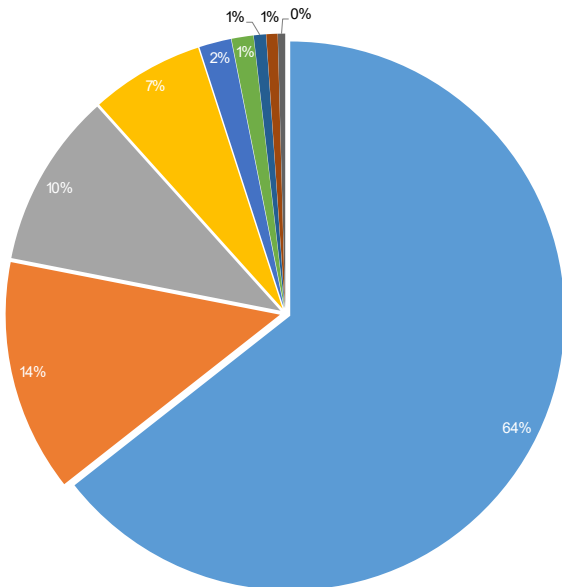
Full financial statements available at: www.ccisab.ca

ALLOCATION OF REVENUES TO PROGRAM AREAS



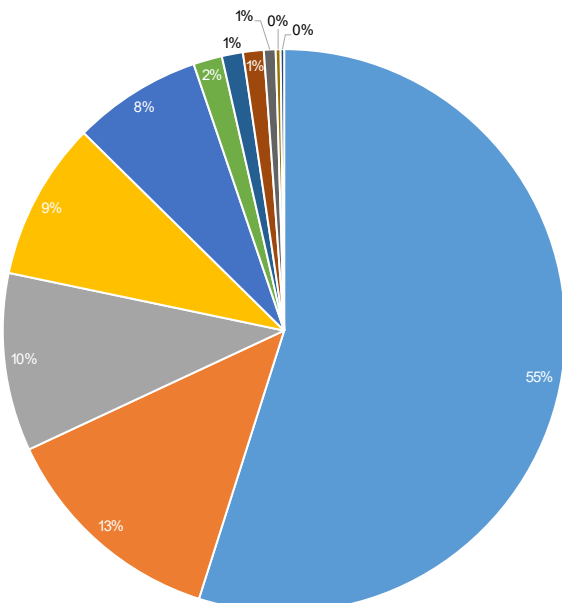
- Resettlement & Integration Services
- Business, Employment & Training Services
- Community Development & Integration Services
- Rural Programs
- Family & Children's Services
- Administration

REVENUE BY SOURCE



- Federal Programs - IRCC
- Federal Programs - Other
- Alberta Programs
- Revenue - Other
- City of Calgary
- Alberta Health
- United Way of Calgary and Area
- User Fees
- Donations

EXPENSES BY TYPE



- Wages & Employee Benefits
- Office & Other
- Temporary Accommodations
- Professional Fees & Program Consultants
- Education Training
- Amortization of Capital Assets
- Rent, Utilities & Other
- Automobile & Transportation
- Non-recoverable GST
- Interest on Long-Term Debt
- Conference & Staff Development

We gratefully acknowledge the support of our funders and partners:





cciswelcomehere.com



Calgary Catholic
Immigration Society



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Photo courtesy Azin Ghaffari.

