

2015/16

Annual Report



MESSAGE FROM THE BOARD CHAIR

Who would have known at the beginning of April 2015 that this fiscal year would land Manitoba Interfaith Immigration Council into the middle of one of the largest refugee resettlement initiatives in Canada's history? (Canada resettled more than 60,000 refugees from Cambodia, Laos, and Vietnam between 1979 and 1980).

Last year's annual report focused on our need to identify a fundraising strategy to sustain important services. While we started some conversations, our efforts quickly turned towards supporting the Syrian refugee crisis and response.

Between Christmas and early January, we were involved in the opening of two temporary facilities, hiring and training additional temporary staff, and keeping up with the daily decisions made by the federal and provincial governments. Thankfully, many Board members and volunteers lent their expertise to setting up temporary housing, ensuring that we were ready to welcome the overflow of Syrian families immediately. Staff worked fervently to meet the facility, reception, and settlement needs of the families arriving. It was a busy time but it proved that we can accomplish a lot, quickly.

Some aspects of the Syrian response had significant impact on MIIC, and we will need to be attentive to these moving forward.

1. **We have had an increase in donations.** We value all of our donors, and hope that they will continue to support the work we do every day, month, and year. There are 65 million refugees in the world. Our work cannot stop when one crisis subsides. It must continue!
2. **We have had increased media support.** Thank you to all the journalists who have contacted MIIC this year, raising awareness of our work and reporting on the stories of refugees who have endured harrowing escapes, uncomfortable camps, and unknown futures before arriving here. While coverage may subside, we want the public to know that families continue to arrive daily who have been waiting for years; who have suffered through war, malnutrition, and rape; who have witnessed the abuse or death of loved ones. We need our community to remain aware that the crisis for refugees is not over!
3. **Our resettlement efforts have not stopped.** Not only have we welcomed Syrians, we've received newcomers from Eritrea, Democratic Republic of Congo, and Somalia. Government Assisted Refugees are our responsibility for one year. We have provided the initial reception and accommodation, but now we work with families as they learn to navigate Canada's health care



and education systems, learn about housing, and start to focus on employment. We are a lifeline for our newcomers.

4. **Some funding for last year's unfunded programs has been re-established.** We are grateful for continued funding; however, it is still critical for MIIC to cultivate non-government funding sources. As a Board, we will need to engage with the community to keep up awareness about the plight of refugees and the services we provide, initiate conversations with those who have donated this year to see how we can create

There are 65 million refugees in the world. Our work cannot stop when one crisis subsides.

mutual interest and relationship, and continue to grow in our leadership of refugee service delivery excellence. All of these require conversation, listening, asking questions, and being willing to accept change and to go one step further.

It's been a busy, but good, year. To so many families – welcome to Winnipeg, Manitoba, Canada. Thank you to the staff for working so hard. Thank you to the volunteers who stepped in on short notice. Thank you to the governments of Canada and Manitoba who worked collaboratively, decisively, and quickly to re-settle so many.

We look forward to another year of providing hope and a future for the world's most vulnerable people!

Sincerely,

Ruth Magnuson
Board Chair

REPORT FROM THE EXECUTIVE DIRECTOR

The global refugee crisis resulted in an unprecedented response around the world. World leaders and ordinary citizens opened their hearts and their doors to millions of people displaced by the Syrian civil war. Canada took a lead role by committing to accept 25,000 Syrian refugees by the end of 2016, and Manitoba responded by taking in 2,000 refugees within that short period. The Syrian Refugee Project was an initiative that truly belonged to the people of Canada.

MIIC was a proud partner and leader for the Manitoba response. We're still doing what we've done best for the past 70 years – welcoming refugees and reuniting families from all over the world. From April 1, 2015 to March 31, 2016, we welcomed 990 Government Assisted Refugees (GARs), the greatest number of arrivals in recent years. 632 were Syrians arriving from three UN refugee centres – Beirut, Damascus, and Ankara. We also welcomed refugees from Africa, Southeast Asia, South America, and the Middle East.

2015/16 was a year of tremendous growth for us:

- Investing in client services, enhanced programs, and staffing increases
- Managing three temporary accommodation sites
- Increasing funding opportunities and donor engagement
- Community engagement and public awareness
- Collaborating with media through radio, television, digital, print, and social media
- Re-establishing our leadership role as a Resettlement Assistance Program service provider
- Investing in new technologies (CARMIS) and internal work efficiencies
- Working on our strategic plan, including our branding
- Re-engaging with the faith community of Winnipeg

Details of our client services and programs are well documented throughout our annual report, and reflect the tremendous commitment and dedication of our staff. We are grateful to our provincial government and others for investing in our Private Sponsorship and In-Canada Protection programs, as we continue to resettle families from all over the world.

In 2016/17, we will continue to:

- Collaborate with our sister organizations to eliminate duplication of services
- Invest in ongoing professional development for our staff
- Identify best practices to create efficiencies in our work
- Seek new funding opportunities to augment our core program and client services



- Embrace and implement emerging technologies
- Reunite more refugee families with loved ones in Manitoba
- Commit to service excellence for all refugees arriving at Welcome Place
- Prioritize clean, subsidized housing for our clients
- Plan for emerging client needs

After three years as Executive Director of this incredible agency, I feel much more settled and at home. On a personal note, I feel privileged to have been part of a remarkable national initiative. The opportunity to meet with and present to peers, professional colleagues, and Canadians has been the most humbling. I've learned firsthand about the generosity of our nation and the strength of the human spirit. The will to survive and ability to start all over again is evident in the clients we serve everyday.

Thank you to everyone who engaged with us this past year. In particular, I want to thank our staff who went above and beyond to meet our clients' needs. A very special thanks to our Executive Team – Marta, Magaly, Marchris, and Karen – for being available 24/7 during our busiest period.

None of what we do would be possible without the vision and leadership of a committed Board. My personal thanks to our Board Chair, Ruth Magnuson, for her guidance and ongoing support. Thank you to all of our funders, especially our core funders – Immigration, Refugees and Citizenship Canada, The United Way, the Government of Manitoba, and The Winnipeg Foundation – and to our private donors for your financial support which allows us to provide the best service possible for our clients.

Finally, I remind all of us that there are 65 million displaced people around the world who have no country, or home to call their own. We cannot forget their plight.

Rita Chahal
Executive Director

REPORT FROM SETTLEMENT SERVICES

Settlement Services is the largest department at MIIC, providing both Resettlement Assistance Program (RAP) and settlement services to our clients.

Staff

Prior to the Syrian Refugee Project, the Settlement Department consisted of 19 full-time settlement staff, including managers, counsellors, and assistants. In early fall, our team expanded to include three full-time and 25 part-time Life Skills Training (LST) staff, and three Housing Counsellors. This made us the largest MIIC department, with a full-time staff of 25.

Our staff increased even more in December and January to accommodate the influx of Syrian refugees. In just a few months, we hired 18 term positions and shifted staff between departments to better fit our immediate needs. During this period, we had a total of 43 employees operating from three temporary locations. Most term positions finished their employment in April 2016.

Clients

It was a challenging, yet rewarding, year for the Settlement Department, as we undertook many exciting endeavours. During this fiscal year, the Settlement Department served 2,655 unique new and existing clients. Of the 1,710 new clients, the largest group of 990 were Government Assisted Refugees (GARs), and 552 were Privately Sponsored Refugees (PSRs), primarily from Eritrea and Ethiopia. The majority of GARs were Syrian (632 clients), Eritrean (85 clients), and Congolese (59 clients). All services provided for these clients were funded by IRCC, but we also offered settlement support for refugee claimants who were not IRCC funded.

Key Achievements

- The Syrian Refugee Project was our greatest achievement this year. During the months of December, January, and February, we received a large influx of clients – 36 on our busiest day – with very little notice. We adjusted our methods to meet the high demand, and were able to transfer clients to permanent accommodations within weeks. We also worked closely with Manitoba Health, NEEDS, Manitoba Start, and local banks to accommodate our clients' needs.

- Many newcomers had urgent health care needs requiring immediate medical intervention and attention. We assisted newcomers with making medical appointments, and also provided translation services. Of the 88 clients with urgent medical needs, there were cases of cerebral palsy, paraplegia, mental health delays, at-risk pregnancy, and need for surgery.
- The competitive housing market, coupled with pressure from the federal government to quickly move clients to permanent housing, required much negotiation. Our staff met each of these challenges admirably, and provided uninterrupted, high-quality service.
- We built special relationships with our partners, who were flexible and understanding, and this allowed for many services to be provided in-house. This included initial health screenings by public health nurses, assistance in opening bank accounts, Manitoba Start or Manitoba Health registration, parental classes from MOSAIC, and children's programs from NISW and Family Dynamics. Successful cooperation with Manitoba Housing and their subsidized housing program helped us secure affordable accommodations for the majority of GARs.

Summary

We are proud of the work we've done this year, and we look forward to welcoming more newcomers into our community. Our department hopes to participate in more local and national initiatives, and promote refugee issues through information sharing, presentations, and training programs for the general public.

2,655

New and existing clients
of all categories

1,710

New clients of all categories

990

New Government Assisted
Refugees serviced

552

New Privately Sponsored
Refugees serviced

**Top 5 countries:
Syria, Eritrea, Somalia,
Ethiopia, Democratic
Republic of Congo**

Services
offered in

over 30

languages



REPORT FROM

RECEPTION SERVICES

Reception is a key service provided to clients as soon as they arrive at Welcome Place, our primary temporary accommodation. Depending on the family size, client families are housed in one or two of the 30 self-contained units located at Welcome Place. During the Syrian Refugee Project, we worked with the provincial government housing department to expand our services to include two additional temporary accommodation sites from December 2015 to June 30 2016.

Staff

Our current staff complement includes a manager, maintenance and driver, housekeeper, security, live-in caretaker, and cleaning contractor. In September 2015, Housing Counsellors who were previously part of Reception Services were moved to Settlement Services. The strong relationships our Housing Counsellors had built with sister agencies such as IRCOM, co-op housing, New Journey Housing, private landlords, and other community connections served us well as we worked to meet the surge in housing demands during the Syrian Refugee Project. During the influx, we increased our temporary staff compliment to include interim property and site managers, as well as additional drivers, cooks, in-house caretakers, and janitorial and security staff.

Clients

On average, our clients stay with us in our temporary accommodation for three weeks. It is during this period that Settlement Counsellors, Life Skills Trainers and Housing Counsellors provide the majority of initial orientations and seek permanent housing. Between December 2015 and March 31, 2016, our primary accommodation was filled to capacity, as we received over 600 GARs at our three sites. One of our overflow locations had a hostel-like service model, with some shared facilities such as the kitchen, and a common family area for clients to visit and socialize with one another.

Key Achievements

- Worked closely with both levels of government to expand our Reception Services delivery to three temporary locations.

- Increased our vehicle fleet to nine during the Syrian influx and provided transportation for clients for various activities, including community sponsored social and sporting events.
- With support from The Winnipeg Foundation Welcome Fund, we officially launched our Bed-in-a-Bag program, to provide a welcome package for clients that included basic household and kitchen items, and bed linens.

This program has proven to be a huge success, as it not only creates significant internal efficiencies, but more importantly, it gives clients a truly welcome feeling to have their basic household needs met when they arrive to start a new life in Canada.

Summary

Making clients feel welcome from the moment they arrive at our temporary accommodation is key to the start of successful settlement. This past year was undoubtedly one of the busiest our staff have experienced in receiving clients at our three locations.

We worked closely with the provincial government to support its decision not to use hotels during the Syrian influx. While there were significant challenges at the onset of this decision due to the need to open two more facilities in a very short time, the decision was, in our opinion, a good one. People were moved quickly from temporary accommodation, and Winnipeg was the only major centre in Canada that did not have a pause in arrivals.



Government Assisted Refugees accommodated:

3

Number of sites used for temporary accommodations

30

Average number of days finding permanent accommodations

990

Clients who stayed in MIIC temporary accommodations



REPORT FROM

LIFE SKILLS SERVICES

Life Skills Services supports our clients in acquiring practical life skills and Canadian practices.

Staff

Over the past year, our department has experienced growth in many areas. In addition to the Life Skills Manager, program staff included two Life Skills Counsellors who supervised 36 Life Skills Trainers (LSTs). LSTs work on a casual basis, and are the core of the Life Skills Training Program. They are matched to clients by language, allowing us to provide first-language support to clients from 17 different countries. LSTs taught clients how to get around their neighbourhood, proper use of utilities, banking, personal safety, hygiene, economical shopping, and how to look after their apartment. They also helped clients register for Manitoba Start, and obtain their Manitoba Health Card and Social Insurance Number.

23 people from the Life Skills Training department participated in three sessions of Effective Communication training. 15 new LSTs were recruited and trained.

Clients

The top source countries for 2015/16 were Syria, Eritrea, and the Democratic Republic of Congo. Support provided through the Life Skills Program focused on the following areas: locating services in clients' neighbourhoods, family safety (including fire safety and food handling), maintaining accommodations, handling finances, rights and responsibilities, and personal hygiene and grooming.

Services were provided to clients in their own languages, which included Amharic, Arabic, Burmese, Dari, English, Farsi, French, Karen, Kinyarwanda, Kirundi, Nepali, Oromo, Somali, Spanish, Swahili, and Tigrigna.

Key Achievements

- During the first few months of the Syrian Refugee Project, we hired and trained 14 Arabic-speaking LSTs. Along with our four existing Arabic-speaking LSTs, this group worked tirelessly to make sure that every family was assisted with basic life skills.

- From April to November, 2015, we ran a Nutrition Program for newly arrived families and individuals. Clients were organized into groups, where they prepared a balanced meal, socialized, and learned English words related to food and cooking. There was also discussion related to table manners. In total, 298 people attended the 27 sessions.
- The challenge of integrating Syrian refugees into Canadian society was also our biggest success. When going back to do follow-ups with this group, we found that most are managing to accomplish their daily activities quite well.

Summary

The progress our department has made over the year has been incredible. Seeing how far our clients have come since their arrival is the most rewarding part of what we do, and our success is a direct result of the skill and hard work of our dedicated staff.

REPORT FROM

SPONSORSHIP SERVICES

Sponsorship Services is designed to work directly with community groups and refugee claimants to reunite families through private sponsorship.

Staff

With the arrival of government-sponsored Syrian refugees, our department experienced a significant increase in the number of inquiries on how to sponsor refugees under the Private Sponsorship Program. In the face of the high demand from both Syrian refugees and prospective sponsors, our department supplied the necessary information in a timely and sensitive manner. Providing landed refugees with more information about refugee sponsorship helped to reduce anxiety related to concern for relatives left behind in refugee camps, and allowed clients to concentrate on their settlement-related tasks. The In-Canada Protection section of Sponsorship Services is the primary resource centre for refugee claimants in Winnipeg.

Clients

In 2015, the Syrian Assembly of Manitoba (SAM) became MIIC's newest constituent group. SAM made an important contribution to our cause by teaching immigrant-serving service providers about Syrian history and culture. The presentation was organized by Welcome Place and the Mennonite Central Committee to better prepare service providers for the arrival of Syrian refugees.

To date, SAM has submitted four sponsorship applications for four refugee families, accounting for 10 Syrian people. MIIC also worked with another constituent group, the Canadian Foundation for Islamic Study in Manitoba, to sponsor six Syrian families. In total, there are 25 Syrian refugees who are sponsored by MIIC.

During the fiscal year, 135 families arrived in Winnipeg under the MIIC Private Sponsorship Program. There were 71 refusal cases, and five withdrawn cases (refugees who found refuge elsewhere). There were no cases of sponsor-referred sponsorship breakdown during this period.

Key Achievements

- From April 1, 2015 to March 31, 2016, we opened 131 new refugee claimant files – 74 more than the previous year.
- Counsellors assisted refugee claimants with filing their refugee claims, submission of supporting documents, preparing for hearings, and other essential needs. We also provided paralegal services.
- We helped those who were accepted as Convention Refugees or protected persons apply for their permanent resident status. We continue to help those who were denied with Pre-Removal Risk Assessment and/or Humanitarian and Compassionate Applications.
- We collaborated with Kinbrace in Vancouver to create a booklet titled, *Refugee Hearing Preparation: A Guide for Refugee Claimants*. The booklet gives detailed information on the refugee claim process in Canada, and was published in English, Somali, Spanish, and French. We are in the process of collaborating with IRB-RPD and Kinbrace Society to implement READY tours, which prepare refugee claimants for their hearings.
- Due to media attention around some cases, we were able to raise awareness about the services MIIC provides.

Summary

Sponsorship Services had an unusually busy year due to the surge of new refugee claimants. It was amazing to see so many Manitobans step up to support our cause and inquire about sponsoring refugee families. Our team will keep working to reunite newcomer families with their relatives, and sponsor refugees under the Private Sponsorship Program.

REPORT FROM VOLUNTEER SERVICES

Volunteer Services provides refugee newcomers with meaningful opportunities in our community, and promotes cross-cultural understanding. Staff and volunteers work directly with our residents to provide additional support in the early stages of their arrival at Welcome Place.

Staff

Volunteer Services provides conversational English and computer classes, a library, field trips to local sporting and cultural arts venues, holiday celebrations for clients, and a children's breakfast program. Staff also assist with building tours, plan MIIC events, and participate in educational activities. We organized the Police Services Orientation, Credit Counselling Society workshops for staff and clients, and the MIIC Christmas party. Volunteer staff participated in a United Way workplace campaign, which involved a silent auction, barbeque, raffle, and breakfast.

In November 2015, MIIC announced the secondment of the Manager of Volunteer Services to Sponsorship Services for one year. As Manitoba welcomed more refugees from Syria, Turkey, Jordan, Lebanon, and Iraq, we hired an Arabic-speaking Volunteer Services Counsellor, and found additional Arabic-speaking volunteers to help with the Syrian Refugee Project. During this time, MIIC opened three temporary locations and was operating at capacity.

Volunteers

Thank you to all of our volunteers for their time, dedication, and contributions throughout the year. Volunteers continue to play an integral role in supporting our clients and have a long-lasting impact on their lives. Each volunteer's interests and capabilities are matched with our current needs, and MIIC is fortunate to benefit from the talent and expertise of volunteers who donate so much of their time each year. Our volunteers speak 16 different languages – English, French, Spanish, Arabic, Oromo, Kiswahili, Kiganda, Tigrinya, Urdu, Punjabi, Dari, Persian, Portuguese, Amharic, Tagalog, and Bengali.

Key Achievements

- In December 2015, we implemented a children's art program to teach newcomers how to express themselves through art. The class was taught by artist and former MIIC client, Gibril Bangura.

- An increase in Syrian refugee clients resulted in the expansion of conversational English classes to three locations, and additional volunteers were added. Clients improved their spoken English, as well as their listening, reading, and writing skills.
- The Social Club connected newcomers to the community through engaging group activities, and MIIC received many invitations for clients to participate in fun social, cultural, and recreational activities for families around Winnipeg. A special thank you to CN Rail, the Manitoba Children's Museum, The Manitoba Museum, Manitoba Moose, The University of Winnipeg, Hussain Guisti, and the Refugee Response Coordinators at MANSO.
- The Volunteer Department hosted several Family Movie Nights over the year, where clients enjoyed pizza, popcorn, drinks, and a movie.
- A weekly soccer game brought volunteers and clients together to The University of Winnipeg RecPlex. The soccer program was a partnership between MIIC and the Aurora Family Health Centre. There was no shortage of activities for the kids to take part in. Newcomer children and youth made new friends at our Kids Summer Camp, and created lasting memories during trips to Birds Hill Park and St. Malo Provincial Park.
- The Community Garden, an effort coordinated by the Volunteer Department every year, provided a safe place for clients to connect with fellow newcomers and community members.

Summary

When you volunteer at MIIC, you become part of a team of people working to make life easier for newcomers to Winnipeg. Our volunteers empower our clients by creating connections, sharing knowledge, and developing mutual understanding. Over the year, 675 newcomer participants registered for Social Club activities.

We deeply appreciate the support from our funders. Thank you to United Way of Winnipeg for their contributions, to The Winnipeg Foundation for supporting the Kids Summer Camp, and to the Manitoba Status of Women for funding the women's computer course. With your generous support, Volunteer Services is able to improve the quality of life in the communities we serve in a more meaningful and impactful way.



675,

newcomer participants
registered for Social
Club activities

over 62,

volunteers this year

16 languages spoken

including Kiswahili, Persian, Arabic, and Urdu



REPORT FROM IT SERVICES

IT Services improves employee efficiency and productivity through technology.

Staff

IT Services experienced a significant challenge this year. In January 2016, the federal government's Syrian refugee response initiative required MIIC to hire upwards of 20 additional employees in a very short period of time. These employees, located at three separate sites, required work stations equipped with computers and full network access. Our IT staff, along with our IT Consultant, were able to have all new employees up and running on time.

Key Achievements

Over the past year, two significant changes took place in IT Services which greatly improved employee efficiency and reporting capabilities. First, our network infrastructure was upgraded to a system with cloud support, making it possible for staff at our remote offices to have the same level of access to resources as they would have at the main office.

We also implemented a software called CARMIS* (Clients and Refugees Management Information System). CARMIS is based on artificial intelligence and captures data across all departments. It allows for enhanced data flow, single entry fields, and encrypted data entries. Information is captured using both online and offline devices from multiple locations. CARMIS also greatly simplifies our federal reporting requirements.

We also updated our computer equipment to meet industry standards.

Summary

We've seen the difference that technology can make for an organization, and we are always on the lookout for new ways to improve our processes. Moving forward, we plan to stay current with industry standards and explore additional resources.

* CARMIS is a proprietary product of NSD Tech Inc., developed in Manitoba.

THE SYRIAN REFUGEE PROJECT

The ongoing civil war in Syria has left millions of people unable to provide for their family's basic needs, including food, water and health care. Thousands of Syrians are fleeing their country on a daily basis. Humanitarian assistance has now become a lifeline for millions of refugees. Following the national election in fall of 2015, the federal government announced Canada's commitment to bring in 25,000 Syrian refugees under UNHCR protection. Manitoba's provincial government also announced a strategy to deepen the commitment to welcome as many as 1500 to 2000 Syrian refugees through a combination of Government Assisted and Privately Sponsored Refugees.

In December 2015, Manitoba welcomed the first arrivals from Syria at the Winnipeg James Armstrong Richardson International Airport when our first family of eight arrived. Since escaping Syria, they had been living in a Lebanese refugee camp for two years. They were officially welcomed on December 21, 2015, by the Premier of Manitoba, the Mayor of Winnipeg, and various Members of Parliament, members of the settlement sector, invited guests, and others at a celebration hosted by MIIC at Welcome Place. Members of the Keewatin Otchitchak Drum Group were on hand to provide a special welcome on behalf of the First Nations community of Manitoba.

As Syrian arrivals in Manitoba quickly increased, an unprecedented response was required – including immediate accommodations for everyone upon arrival. As part of a provincial coordination initiative, we worked with both levels of government to open two additional temporary accommodations. Our Reception Services and Settlement Services housing teams worked diligently to ensure moves to permanent accommodations within the allocated 10 to 14 days. This allowed us to ensure that there was no pause in the arrival flow.

Staff at MIIC were busy!

With clients arriving on a 24-hour cycle, there were multiple trips to the airport, ongoing orientations, and the need to meet immediate health care issues. Our staff worked around-the-clock, including scheduled days off, weekends, and holidays. We increased our settlement and housing teams and hired additional Life Skills workers and other support staff for the three locations.

On March 16, 2016, The Honourable John McCallum (Minister of Immigration, Refugees and Citizenship), the Honourable MaryAnn Mihychuk (Minister of Employment, Workforce Development and Labour), and



Brian Bowman (Mayor of Winnipeg), joined representatives of Community Foundations of Canada (CFC), The Winnipeg Foundation, and community partners for an announcement of a \$500,000 contribution from The Welcome Fund for Syrian Refugees.

Through The Winnipeg Foundation, The Welcome Fund contributed \$150,000 to MIIC to provide direct support to families and formally launched our Bed-in-a-Bag program for all new Government Assisted Refugee arrivals as part of a welcome household package.

By March 21, 2016, we had provided settlement support to over 630 Syrian refugees. Our core funder, IRCC, provided the additional support to be able to deliver the necessary services.

This kind of program management and service delivery is not done in isolation. While Welcome Place is the first point of contact and was the center of much media attention for services, there were many who worked together throughout the process. We thank all of those who worked with us from the start of the project. Our thanks to the many provincial government departments, including the EMOS's office that facilitated weekly coordination meetings with all the stakeholders.

To our sister organizations, without you we can only do half the work. There are too many to mention, but we must give a collective special thanks to MIRSSA (now MANSO), NEEDS Centre, BridgeCare Clinic, WELARC, ENTRY Program, Manitoba Start, and many generous volunteers.

Thank you to our funders and donors. This includes Canadian Heritage for providing Cultural Welcome Kits and English books, Palliser Furniture and DeFehr Furniture for furniture donations, and Linda and Sean Ferguson, Stanfields Ltd., Dollorama, Scotia Bank, and numerous other local businesses and private donors.

The project is still ongoing as we wait for the next surge, expected this fall. There are daily lessons learned and we will continue to use our best practices of service excellence to welcome all those who arrive at our doorstep!

OUR TEAM



Executive and Administrative Team

- Rita Chahal**, Executive Director
Magaly Guzman de Diaz, Director of Finance and Operations
Marta Kalita, Director of Settlement Services
Marchris Gladys, Executive Assistant
Barb Fletcher, Executive Assistant (retired)
Karen Montgomery-Gibbes, External Relations Coordinator
Richa Attri, Payroll and HR Administrative Assistant
Ali Jalili, Accountant (contract)
Margaret Aikenhead, Bookkeeper (contract)
Sumegha Gupta (NSD Tech), IT Consultant (contract)
Siyuan Zhou, Network Administrator (contract)

Management Team

- Slobodan Mitrovic**, Co-Manager, Settlement Services
Felicien Rubayita, Co-Manager, Settlement Services
Alazar Negasi, Manager, Reception Services
Damarys Ramirez, Manager, Volunteer Services
Janet Steep, A/Manager, Life Skills Services
Hai Tonthat, Manager, Sponsorship Services

Permanent Staff

- Anna Charlic
Aurelio Madut Danto
Azizeh Ferdowsi
Badri Abdilahi
Dhirta Subedi
Ermias Yoseph
Fetheya Abdela
Flora Aruna
Fredy Perez Reynoso
Fuad Abdulahi
Genet Kassaye
Ghezae Hagos Berhe
Hani Ataan Al-Ubeady
Hemanta Dahal
Jean Pierre Venegas
Marceline Ndayumvire (retired)
Nikodimos Gezahegn
Olga Meehalchan
Rob Schuman
Selamawit Weldetensaie
Shakila Atayee
Slone Phan
Sunny Min
Valentina Cerka
Yohannes Yemane

Term Employees

Abdirahman Ahmed
Adnan Said
Ali Zeid
Ameer Msir
Asgedet Mender
Ashraf Abdelshahid
Athanase Mutana
Auday Ab Redah
Brekti Hagos
Cassandra Guzzi
Dorothy Apu
Edgardo (Fabian) Gutierrez
Enas Henna
Fadel Al Shawwa
Fatemah Alhelal
Heba Abd El Hamid
Hussein Ibrahim
James Waldie
Mauricio Diaz
Maysoun Darweesh
Michael Habtom
Mobarak Hindi
Mohammad Meqdad
Mohammad Naser
Mohan Dabas
Nadia Ourrhi
Nasra Hassan
Nazrawit Beraki
Reem Hailemolokot
Stephanie Danyluk
Tavga Ahmed
Tianquan He
Yachar Barakat
Yemane Araya
Yifan Yang

Casual Staff

Abdulqudous Abusaleh
Adyam Haile
Ahlam Jasim
Asegedech Biru
Dalia Al Araaj
Elizabeth Drownisz
Fatuma Nur Omar
Faysal Ali
Ferdows Mohammed Roble
Francois Muhire
Harun Ali Mahmood
Hawa Haji Sufi
Htooku Lerwah
Jean Bakundukize
Loubna Lekikot
Marie-Madeleine Uwimbabazi
Mehderit Sibhatu
M'hamed Fares
Michael Araya
Sahra Hassan

Shaden Abusaleh
Silvya Amungo
Winifred Vugampore
Youssef Mouzahem

Board of Directors

Ruth Magnuson, Chair
Dev Dabas, Vice-Chair
Rev. Peter Flynn, Past-Chair
Jan Christie, Secretary
Iqbal Siddiqui, Treasurer
Sandy Chahal
Heather Friesen
Amandeep Kaur
Monty Lomow
Johan Macces
Narendra Mathur
Gail Schnabl
Kristy Bergman Schroeder
Bruce Waite

We would like to acknowledge and thank our outgoing members of the MIIC Board whose term expired March 31, 2016. Their great work and dedication to MIIC's mission and goals is greatly appreciated.

Mohinder Dhillon
Joseph Nnadi
Ezzat Ibrahim
Rick Sauer
Joan Jarvis

Retirements

After 17 years with MIIC, **Marceline Ndayumvire**, Life Skills Services Manager, has retired. We would like to express our sincerest gratitude to Marceline for her years of service, and for the strong professional relationships she has built. Best wishes, Marceline, for a happy and fulfilling retirement.

After almost 27 years with the agency, **Barb Fletcher**, Executive Assistant, also decided it was time to retire. We are grateful for her many years of dedication, and for the high standards of professionalism and service that she set for the agency. We wish you all the best in your retirement, Barb.



500 - Five Donald Street
Winnipeg, Manitoba R3L 2T4
Tel: (204) 284-7060
Fax: (204) 284-7105
www.bookeandpartners.ca

Report of the Independent Auditors on the Summarized Financial Statements

To the Directors of
Manitoba Interfaith Immigration Council Inc.

The accompanying summarized financial statements, which comprise the summarized statement of financial position as at March 31, 2016, and the summarized statement of operations for the year then ended, are derived from the audited financial statements of Manitoba Interfaith Immigration Council Inc. for the year ended March 31, 2016. We expressed an unmodified audit opinion on those financial statements in our report dated June 15, 2016.

The summarized financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summarized financial statements, therefore, is not a substitute for reading the audited financial statements of the organization.

Management's Responsibility for the Summarized Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements on the following basis:

The summarized financial statements include the major totals and subtotals from the related complete financial statements dealing with matters having a pervasive or otherwise significant effect on the summarized financial statements.

Auditors' Responsibility

Our responsibility is to express an opinion on the summarized financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary of Financial Statements".

Opinion

In our opinion, the summarized financial statements derived from the audited financial statements of Manitoba Interfaith Immigration Council Inc. for the year ended March 31, 2016 are a fair summary of those statements, on the basis described above.

A handwritten signature in blue ink that reads "Booke & Partners" in a cursive script.

Winnipeg, Canada
June 15, 2016

Chartered Professional Accountants

Manitoba Interfaith Immigration Council Inc.
Statement of Operations

Year ended March 31

2016

2015

Revenues

Immigration, Refugees and Citizenship Canada:

Settlement services

\$ 1,232,093 \$ 1,264,163

RAP and accommodation services

1,110,191 1,181,947

United Way

170,930 119,226

Amortization of deferred contributions

153,845 160,561

Fundraising and donations

100,594 14,819

Province of Manitoba

40,000 -

Miscellaneous

38,483 8,230

City of Winnipeg

Property tax grant

20,001 19,543

Trust administration fee

15,000 15,000

Privately sponsored refugees - administration fee

19,060 56,151

Winnipeg Foundation

5,628 50,000

Faith groups

5,031 1,750

Manitoba Community Services Council

3,000 12,000

Gain on sale of property and equipment

800 800

Special projects

- 8,720

Syrian Response Initiative

954,171 -

3,868,827 2,912,910

Expenditures

Salaries and benefits

1,913,806 2,015,227

Amortization

222,426 234,202

Accommodation and food

82,873 144,167

Mortgage interest

48,692 49,464

Rent and parking

19,678 18,113

Other

474,619 488,244

Syrian Response Initiative

954,171 -

3,716,265 2,949,417

Excess (deficiency) of revenues over expenditures

\$ 152,562 \$ (36,507)

**Manitoba Interfaith Immigration Council Inc.
Summarized Statement of Financial Position**

March 31

2016

2015

Assets

Current

Cash	\$ 249,877	\$ 177,992
Accounts receivable	153,314	59,376
Prepaid expenses	89,116	20,120

492,307

257,488

Property and equipment

4,098,447

4,259,647

Funds held in trust

266,232

276,434

\$ 4,856,986 \$ 4,793,569
Liabilities

Current

Line of credit	\$ -	\$ 57,617
Payables and accruals	372,383	290,269
Deferred contributions	107,840	74,353
Current portion of long-term debt	46,790	43,115

527,013

465,354

Long-term debt

1,343,710

1,391,693

Deferred contributions for property and equipment

2,656,185

2,748,804

Funds held in trust

266,232

276,434

4,793,140 4,882,285
Net Assets

Internally Restricted

188,694

87,000

Unrestricted

(176,610)

(251,751)

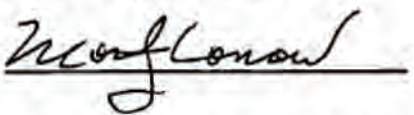
Invested in property and equipment

51,762

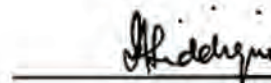
76,035

63,846 (88,716)
\$ 4,856,986 \$ 4,793,569

Approved by the Board



Director



Director

The complete set of financial statements, including notes to the financial statements and the independent auditors' report, are available upon request by contacting the organization's office.

THANK YOU TO OUR FUNDERS

Core Funders:

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Friends and Supporters:



We also thank private donors and faith group donors.



MANITOBA INTERFAITH IMMIGRATION COUNCIL, INC.

Welcome Place
521 Bannatyne Avenue
Winnipeg, MB R3A 0E4

Ph: 204.977.1000
Fx: 204.956.7548

miic.ca

