



**MANITOBA INTERFAITH IMMIGRATION COUNCIL INC.
2021 – 2022 ANNUAL REPORT**



Message from the Chair, Johan Maccès

When I reflect on the 2021-2022 year for MIIC/Welcome Place, what comes to mind is the general feeling of constantly reinventing ourselves: Coming out of a pandemic period, entering a major divisive war and supporting the displacement of a new wave of peace seekers, and continuing the innovation at the organization's level with our pilot programs. Resilience and thinking outside the box are two major challenges that all organizations face nowadays.

During this past year, we continued our restructuring, adjusting our processes, and solidified our staff complement to maintain our exceptional client services. I am grateful for the support, leadership and innovative mind of the management team at Welcome Place to lead the organization through what I consider to be a true turning point for our organization and society in general.



Several pilot programs were implemented and assessed as we continued our search for a tailored service offering; one that considers the new challenges that refugees and communities welcoming them may face. These included developing relationships with rural organizations, creating community profiles for newcomers to help decide where to settle, strengthening collaboration with other agencies and modernizing MIIC's database to support quality and timely reporting. I cannot wait to see and share what the future path forward with these new ventures will be.

I am also grateful for the continued support and commitment of the Directors through my first year as Chair. The Board's focus remains one of sound and strategic governance, ensuring our commitment to our funders and clients, and overseeing the financial position of Welcome Place. We welcome the new partnerships and support we received from various organizations which helped Welcome Place remain on target with its budget and achieve balanced financial results.

The work we do at Welcome Place would not be possible without the support of our funders, donors, staff, faith groups and volunteers. My heartfelt thanks goes out to all our stakeholders who continue to share our mission to welcome and provide settlement services for refugees and immigrants living in Manitoba.

Welcome Place is prepared more than ever to embrace the new realities coming to our landscape and we look forward to supporting refugees and our communities for years to come.

A sincere thank you again to everyone on behalf of the MIIC Board of Directors.

A handwritten signature in black ink, appearing to read 'J. Maccès', written in a cursive style.

Johan Maccès
Chair

Message from the Executive Director, Shane Henderson



The past three years at MIIC have been full of change which was vital to rebuilding and stabilizing our agency and to setting it up for years to come. Now that the rebuilding and stabilizing chapter is ending, it is time to start another by investing in our Information Technology (IT) infrastructure to complement the new MIIC and carry us into the technological future.

Unfortunately, for most not-for-profit organizations, investing in IT is rarely at the forefront of their business plans. While we have made great strides in processes and procedures to be more efficient and productive, you really cannot take it to the next level without investing in IT.

“Information technology and business are becoming inextricably interwoven. I don’t think anybody can talk meaningfully about one without talking about the other” ~ Bill Gates

MIIC has moved away from the ever so costly and unreliable servers to dependable and efficient cloud services, invested in new CPUs, implemented Microsoft 365 platform and is in the final stages of implementing a modern hybrid Customer Relationship Management (CRM) database.

Moving to a CRM that is based on the Microsoft Dynamics 365 platform and accesses the full capacity of automation and analytics to enhance client service experience as well as improve staff-client service delivery is a significant investment that will benefit our staff, our clients, and our funders.

This new CRM will provide us with a real-time understanding of our clients’ settlement journey and service touchpoints throughout our agency for better internal and external service coordination and client case management.

We do what we do to better serve our refugee clients and the community. As MIIC has been around for over 75 years, it is our obligation to perform to the standard set out in our vision ‘to be the leader in Manitoba in providing settlement services for refugees and immigrants’, and this investment in IT positions us strongly in the right direction.

Thank you to our dedicated board, led by Chair, Johan Maccès, for your patience, guidance, and support during this past fiscal year. Thank you to the entire MIIC Team for your commitment, and trust in the challenging process to ensure MIIC remains relevant to our refugee newcomers.

Thank you to our funders: Immigration, Refugees and Citizenship Canada (IRCC); the Province of Manitoba; United Way Winnipeg; individual donors and many more. With your support we are striving to do more.

A handwritten signature in black ink, appearing to read 'Shane Henderson', with a long horizontal flourish extending to the right.

Shane Henderson
Executive Director

ABOUT US

Manitoba Interfaith Immigration Council Inc. (MIIC/Welcome Place) has provided comprehensive holistic settlement services to refugees and newcomers arriving in Manitoba for over 75 years.

MISSION

To welcome and provide settlement services for refugees and immigrants living in Manitoba.

VISION

To be the leader in Manitoba in providing settlement services for refugees and immigrants.

VALUES

Diversity

We support equitable treatment of all persons and embrace cross-cultural differences.

Rights of All

We welcome all without bias.

Working Together with Dignity and Integrity

Our relationships are based on mutual trust and respect.

Board of Directors

Chair: **Johan Maccès** (CATHOLIC)

Vice Chair: **Dev Dabas** (HINDU)

Secretary/Treasurer: *Vacant*

Past Chair: **Bruce Waite** (COMMUNITY AT LARGE)

Director: **Anita Neville** (JEWISH)

Director: **Merdia Imame** (MUSLIM)

Director: **Imran Pirmohamed** (MUSLIM)

Director: **Sharan Tappia** (SIKH)

Director: **Anton Safronov** (CHURCH OF THE NAZARENE)

Executive and Management Teams

Executive Director: **Shane Henderson**

Executive Assistant: **Marchris Gladys**

Director, Special Projects: **Marta Kalita**

Manager, Client Services: **Felicien Rubayita**

Manager, IT and Client Services: **Ahmed Elmi**

Building Manager: **Ryan Wait**

OVERVIEW OF CLIENT SERVICES

Settlement Services provides linguistically and culturally appropriate support for Government Assisted Refugees, Privately Sponsored Refugees, Convention Refugees, and their families arriving under a variety of family reunification programs. Our Settlement Advisors provide direct in-person support to newcomers in their language of origin and can interpret for newcomers in many settings as required.

Settlement support includes assisting with challenges such as opening a bank account, using medical and health services, communicating with landlords, generational and cultural issues, family reunification and sponsorship, money management, education, employment, social isolation, and providing support to complete important document applications. When necessary, referrals are provided to services that will benefit the newcomer such as for disability concerns, employment preparedness and health and medical services.

Volunteer Services connects newcomers to the community.

Newcomers are invited to actively participate in regular social, cultural, and recreational group activities and they can attend Conversational English, computer, and art classes. These activities, run by our family of volunteers, are free and available on weekly schedule.

Sponsorship Services works with active and potential sponsors to ensure they are aware of and fulfilling their obligations to Privately Sponsored Refugees. We provide wrap-around support guiding them through the process to sponsor and welcome their loved ones. We also work with newly arrived refugees to ensure they are receiving the support they need to successfully settle.

In-Canada Protection Services provides paralegal and settlement services to refugee claimants supporting them as they navigate the complex legal and social systems. MIIC Advisors, with support from community partnerships and volunteers from the University of Manitoba Law Students, help refugee claimants prepare for the refugee hearing process. Refugee claimants are offered individualized settlement support, including referrals to Employment and Income Assistance, medical services, housing resources etc. according to their needs.

Life Skills Services helps newcomers with multiple barriers develop the practical skills necessary for successful independent life in Canada. Training topics include Canadian culture, safety, hygiene, neighbourhood orientation, home upkeep and cleanliness, banking, public transportation, nutrition, economical shopping, and registering for programs in the community. Life Skills Trainers work with newcomers in their language of origin and provide hands-on teaching focusing on mastering fundamental skills.

Community Partnerships IN-CANADA PROTECTION PROGRAM

MIIC/Welcome Place continues its mandate to provide paralegal and settlement support to refugee claimants ensuring they receive the best possible service for a successful refugee protection hearing.

MIIC/Welcome Place assists refugee claimants to prepare and submit their Basis of Claim and IRCC eligibility forms in an accurate and timely fashion and helps prepare them for their refugee protection hearing. The Agency also offers important life skills training on various topics including safety, life in Canada, and personal wellbeing.

MIIC/Welcome Place has partnered with the following organizations and professionals to deliver services to refugee claimants:

Legal Aid Manitoba – provides MIIC/Welcome Place with an in-house immigration consultant a few days a week.

Kinbrace Community Society (British Columbia) – offers READY Tours designed to educate, orient, and support refugee claimants as they prepare for their refugee protection hearing.

University of Manitoba, Faculty of Law, Robson Hall (Pro Bono Students Canada) – matches volunteer law student volunteers with partner organizations to provide free legal support to people and communities facing barriers to justice. Student volunteers provide support to refugee claimants for a limited number of hours each week.

Legal Professionals – volunteer their time one or two days each week to support refugee claimants.

These invaluable partnerships have contributed to the increased awareness and understanding by refugee claimants about the refugee claim process, and this has led to an increase in successful refugee protection hearings.

Community Partnerships

PILOT PROJECTS

For the year 2021-2022 MIIC was granted IRCC funding for two Pilot Projects:

Bridging for Privately Sponsored Refugees – Sponsors of Privately Sponsored Refugees (PSRs) receive additional tools to assist in their successful provision of settlement activities for PSRs, post arrival. MIIC services include information sessions, follow-ups, and referrals.

Bridging Rural Communities – MIIC coordinates collaboration between urban and rural service providing organizations to share best practices and facilitate services for clients in rural Manitoba.

Although our work with sponsors focused on private sponsorship related activities in Winnipeg, MIIC/Welcome Place promoted the idea of private sponsorship in rural communities during meetings with regional Service Providing Organizations (SPOs). Therefore, in some aspects both pilot projects intertwine.

MIIC/Welcome Place created nine virtual sessions covering a range of topics geared toward private sponsors and newcomers. The sessions are readily available and can be booked online. Sessions have been attended by sponsors, newcomers, and by staff of various regional SPOs becoming

additional tools for professional development. Attendees came from across Manitoba including The Pas, Russell, Brandon, Virden, Cartwright, Portage la Prairie, Steinbach, Winkler and Altona.

MIIC/Welcome Place worked with regional SPOs developing tools encouraging newcomers to settle in rural communities. Community Profiles which contain key information to know when considering a rural move were developed for Brandon, Killarney, Russell, Virden, Cartwright, Altona, Morden, Winkler, Churchill, Steinbach, Swan River, Portage la Prairie, and Neepawa and were professionally printed and distributed to SPOs.

The MIIC/Welcome Place Management Team made several trips to meet with rural SPOs to learn their firsthand experience of their communities and to discuss partnership ideas including private sponsorship. Visits were made to Brandon, Portage la Prairie, Steinbach, Neepawa and Winkler.

In cooperation with MANSO's Regional Coordinator, MIIC/Welcome Place became involved with a rural project called "Beyond the Perimeter" which promoted the Pembina Valley regions of Winkler, Altona and Morden and the services and employment opportunities available there.

Community Partnerships

NEWCOMER TRAINING OPPORTUNITIES

MIIC/Welcome Place offers variety of free training opportunities for newcomers and newcomer service providers. The topics empower the newcomer to become independent in their settlement in Canada.

Sessions take place virtually.

Topics include:

- How to complete important document application forms* for:
 - * Permanent Resident Card
 - * Work Permit
 - * Driver's License
 - * Travel Document

- Following up with immigration applications in progress
- Private Sponsorship of Refugees
- Claiming Refugee Protection
- Cultural Adaptation
- Multiculturalism in Canada
- Healthy Families

**MIIC/Welcome Place Advisors are always available for the newcomers to review their important applications before being submitted.*

Community Partnerships

VOLUNTEER PROGRAM

Our volunteer-delivered group programming for newcomers helps build meaningful connections in the community.

Conversational English Classes

Twice per week, Volunteers at MIIC/Welcome Place facilitate Conversational English Classes with newcomers. These classes, currently being held virtually, are a casual and fun way to learn and practice English speaking skills. Topics are set out at the beginning of the class and the learning takes place as the teacher leads the flow of the conversation. Participants have varied native languages.

Topics range from facts about Manitoba and Canada, to ordering food in a restaurant to current events in the news and so much in between.

Social Outings

Social outings provide many benefits for newcomers. They are the perfect opportunity to practice English speaking skills, to learn about Canadian culture, and explore what the community has to offer.

Social outings include field trips to Assiniboine Park Zoo, sporting events, museums, festivals, and picnics.

Community Garden

In the summer months, newcomers residing in our building and those from the local community are welcome and encouraged to take part in planting and maintaining our flower and vegetable gardens. A lot is gained from gardening, such as responsibility, cooperation, self-confidence, physical activity, and nutrition knowledge .



Community Partnerships

NEWCOMER HOUSING AT MIIC

MIIC has 30 safe and affordable short-term units for up to 120 newcomers. Two of our units are fully accessible.

Starting out in a new country is a stressful time but having a comfortable home at the end the day can make a positive impact in the life of a newcomer. It is essential that our newcomer residents have a private living space they can afford where they will be safe.

The temporary units for newcomers come furnished with beds, futon couch, kitchen table and chairs, television, and telephone. Also provided are new bedding, towels, dishes, and cookware, which can be kept by the newcomer when they transition to permanent housing.

Additional services included in the housing fees are WIFI, local calls, laundry, and bi-weekly fresh food donations from Harvest Manitoba delivered to each resident's door by MIIC staff.

The most notable benefit for the newcomers living onsite is the seamless access to free Settlement Services and life skills training provided in the same building by MIIC staff.

Upgrades

With the generosity of our private donors, it was possible to completely refurbish five units and give a much-needed facelift to another eight. The refurbished units had walls repaired, cupboards and countertops replaced, new digital baseboard heaters, new paint, appliances, and furnishings. The other units received fresh paint and minor repairs as needed.



CLIENT SUCCESS STORY

My name is TSHIBANGU. I am pleased to express my sincere appreciation to Manitoba Interfaith Immigration Council Inc.

I am a permanent resident living in Winnipeg and I am in the final stages before receiving my grant of Canadian Citizenship. MIIC has given me support for the past few years. They provided me with safe and affordable accommodation when I arrived in Canada and guided me through the Refugee Claim process, the Permanent Resident process and now the Citizenship application process. They helped me at each step with information and extra support as needed. They assessed my needs on a regular basis and each time they provided me with accurate information and proper referrals. They connected me with the Employment and Income Assistance office so I could get money for food and shelter until I became self-sufficient.

MIIC Advisors are very knowledgeable and friendly. I received services in my own language, and I received culturally appropriate services. I was connected to resources in the local community.

Without help from MIIC I might not have had a chance to submit my refugee claim and the other applications mentioned in this letter as the process is extremely complicated and time sensitive.

Staying at MIIC transitional accommodation I felt safe, I had easy access to my Advisor who attended to my needs, and I received free food to supplement my low income. I attended friendly programs such as English Conversation Classes and I could socialize with other newcomers. Life Skills Trainers helped me learn important skills that are essential to succeed in a new country.

Thanks to MIIC I do not feel isolated, lost, or helpless anymore. Soon I will be granted my Canadian Citizenship and be able to fully contribute to my country, Canada.

I hope MIIC will be able to continue providing support to refugees and other newcomers. Their support saves lives and gives us hope for permanent settlement and integration in Canada.



Staff of MIIC/Welcome Place



STATISTICS - April 1, 2021 to March 31, 2022

Settlement Services

Clients Served:	2697
<i>Government Assisted Refugees</i>	795
<i>Privately Sponsored Refugees</i>	1873
<i>Convention Refugees</i>	29
New Clients	540
Returning Client	2157
Top 5 Countries of Origin	Eritrea, Ethiopia, Somalia, Democratic Republic of the Congo, and Syria

In-Canada Protection Services

Refugee Claimants Served (new and returning)	411
New Refugee Claimants	90
Volunteer Law Students (University of Manitoba)	7
Volunteer Hours (by University of Manitoba Law Students)	575

Housing

Number of Units	30
Number of Residents for the Year	44
Resident Newcomer Category:	
<i>Student Visa</i>	1
<i>Government Assisted Refugee</i>	20
<i>Convention Refugee</i>	5
<i>Visa Office Referred</i>	0
<i>Refugee Claimant</i>	16
<i>Provincial Nominee</i>	2

Sponsorship Services

New Cases	95
Individuals Sponsored	130
Cases/Individuals arrived	54/88
Sponsorship Agreement Holder Program Cases/Individuals Submitted	51/132

Life Skills Services

Life Skills Trainers (LST)	10
LST Hours Worked	418
Number of languages served	14

Volunteer Services

Volunteers	22
Volunteer Hours Worked	774
Classes and Social Outings	125
Client Participation (non-unique)	171
Host/Refugee Matches	0



FINANCIAL STATEMENTS



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Report of the Independent Auditors on the Summary Financial Statements

To the Directors of
Manitoba Interfaith Immigration Council Inc.

Opinion

The summarized financial statements, which comprise the summarized statement of financial position as at March 31, 2022, 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, 2022.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, on the basis described below.

Summarized Financial Statements

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 and the auditors' report thereon, therefore, is not a substitute for reading the audited financial statements and the auditors' report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated September 15, 2022.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation of the summarized 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 whether the summarized financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

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

Winnipeg, Canada
September 15, 2022

Chartered Professional Accountants

FINANCIAL STATEMENTS

Manitoba Interfaith Immigration Council Inc. Summarized Statement of Operations

Year ended March 31

2022

2021

Revenues

Immigration, Refugees and Citizenship Canada:

Settlement services

\$ 671,153 \$ 934,082

Province of Manitoba

340,684 311,348

Rental income

175,437 173,563

United Way

128,232 100,732

Amortization of deferred contributions

102,230 110,730

Interest

31,837 22,010

City of Winnipeg - property tax grant

30,002 29,314

Fundraising and donations

24,405 27,994

Winnipeg Foundation

15,000 25,000

Privately sponsored refugees - administration fee

10,750 20,250

Fee for service

10,220 22,034

Miscellaneous

270 14,007

1,540,220

1,791,064

Expenditures

Amortization

154,823 162,182

Mortgage interest

33,852 39,175

Other

445,200 503,541

Rent and parking

6,900 8,915

Salaries and benefits

898,404 1,052,442

1,539,179

1,766,255

Excess of revenues over expenditures before other income

1,041

24,809

Gain on sale of property and equipment

4,956

150

Excess of revenues over expenditures

\$ 5,997

\$ 24,959

FINANCIAL STATEMENTS

Manitoba Interfaith Immigration Council Inc. Summarized Statement of Financial Position

March 31

2022

2021

Assets

Current

Cash	\$ 56,214	\$ 16,104
Accounts receivable	237,088	349,367
Prepaid expenses	20,310	11,747

313,612 377,218

Property and equipment **3,200,864** 3,332,224

Funds held in trust **4,199,281** 3,354,871

\$ 7,713,757 **\$ 7,064,313**

Liabilities

Current

Payables and accruals	\$ 109,650	\$ 156,771
Deferred contributions	108,245	114,148
Current portion of long-term debt	46,866	45,506

264,761 316,425

Long-term debt **1,082,537** 1,129,606

Deferred contributions for property and equipment **2,054,041** 2,156,271

Funds held in trust **4,199,281** 3,354,871

7,600,620 6,957,173

Net Assets

Internally Restricted **120,348** 120,348

Unrestricted **(24,631)** (14,049)

Invested in property and equipment **17,420** 841

113,137 107,140

\$ 7,713,757 **\$ 7,064,313**

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

We would like to thank our core funders, community partners, donors, supporters and volunteers for investing in the services we provide to newcomers and for recognizing the difference we can make together.

Core Funders



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Funders and Supporters

Ariu Dental Centre

Assiniboine Park Zoo

University of Manitoba Law
Student Volunteers

Waterfront Foundation Inc.

ValourFC

Red River Cooperative Ltd.

Grands 'n' More Winnipeg

MB/NW Ontario Synod, ELCIC

Harvest Manitoba

Legal Aid Manitoba

Filles de la Croix

University of Manitoba Law
Students Association

Volunteers

We would like to thank our incredible family of volunteers for investing their time and expertise to enrich the lives of newcomers. The impact of your contribution cannot be measured in dollars and cents, but it is measured by the impact of your compassion and care you bestow upon others.

Your Support

Funding and donations allow us to continue providing the highest level of service and support to newcomers. With your help, we hope to add to our resources and expand our programs.

If you would like to learn more about programs we offer or to donate, please visit our website at www.miiic.ca. If you would like to donate by cheque, please make your cheque payable to Manitoba Interfaith Immigration Council Inc. and mail it to us at 521 Bannatyne Avenue, Winnipeg, MB R3A 0E4.