

WELCOME PLACE ANNUAL REPORT 2019-20





Message from Management Marta Kalita and Shane Henderson

The 2019-20 fiscal year was intense, interesting, inspiring and incredibly challenging. It was time for goodbyes and a time for new endeavours.

This year we completed our three-year Resettlement Assistance Program (RAP) and Settlement Contribution Agreements with Immigration, Refugees and Citizenship Canada (IRCC), and we exceeded our expected outcomes for the services we provided.

However, changes in future funding required us to prepare for a reorganization of the agency and to rework our five-year strategic plan to fit our new budget and programming objectives.

We provided staff with excellent professional development opportunities through ACHIEVE and reached out to regional partners to build bridges for future collaborations.

During the year we welcomed new staff and board members and we said goodbye to many others.

This past year has been an emotional roller-coaster.

Thank you to our dedicated board and staff: you supported us in maintaining high standards of service to our clients while implementing new tools and evaluation methods.

Thank you to our funders; Immigration, Refugees and Citizenship Canada (IRCC); the Province of Manitoba; United Way Winnipeg; individual donors and many more: without your support the work we do would not be possible.

Together we are changing the lives of vulnerable newcomers hoping to make Winnipeg (and Manitoba) their new home. We are honoured to work with you.

“The secret of change is to focus all your energy not on fighting the old, but on building the new.”

– Socrates





Message from the Board Chair **Bruce Waite**

As with many reflections of prior years, the default comments are about successes and significant changes of the prior year and challenges and optimism for the year ahead. This seems hollow given what has transpired at Welcome Place and in the world at large today. Prior to COVID-19, we had major setbacks with the loss of funding for our Resettlement Assistance Program (RAP) services and our decision to make a change in leadership.

In my last report, I commented on a new strategic vision with an eye toward growth. Those lofty ideals have not come to pass. Our organization's 75-year legacy grew out of a different time and place. And the world has been evolving at light speed since then. I'm only the sixth Chair of MIIC in that time and this speaks to the organization being rooted in the past and relying on that legacy.

As of writing, we have a new Executive Director and new Director of Settlement. Shane and Marta fill these roles respectively. Shane has been with us for three years and Marta, nearly 30. I want to be clear on the word "new". New means they are now unbridled from the past legacy. New means they understand and accept the urgency to provide creative and innovative services to the refugee resettlement sector and fill the gaps that our funders know exist.

This is a new beginning for us. Not just rooted in the past, but drawing on our past and coupling that with the opportunity to build new service delivery models to support our clients and foster partnerships with many other stakeholders in our sector.

I would like to thank our core funders: Immigration, Refugees and Citizenship Canada (IRCC); the Province of Manitoba and United Way Winnipeg for their support of our services and confidence in our team.

"I believe we are entering the era of Welcome Place 2.0."

"I believe we are entering the era of Welcome Place 2.0."





About Us

Manitoba Interfaith Immigration Council (MIIC / Welcome Place) has provided comprehensive services to refugees and refugee claimants arriving in Manitoba, including temporary residential accommodation and orientation to Canada, for over 70 years.

MISSION

The Mission of Manitoba Interfaith Immigration Council is 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.



The 2019-20 Team

EXECUTIVE AND ADMINISTRATIVE TEAM

Executive Director: **Rita Chahal**

Executive Assistant: **Marchris Gladys**

Director, Finance and Operations: **Shane Henderson**

Director, Settlement Services: **Marta Kalita**

Assistant Director, Reception, Education and Community Services: **Karen Montgomery-Gibbes**

Manager, Information Technology: **Saman Azizkhani**

Bookkeeper (contract): **Margaret Aikenhead**

MANAGEMENT TEAM

Senior Manager, Reception and Volunteer Services: **Jean Pierre Venegas**

Senior Manager, Client Services: **Ermias Yoseph**

Co-Team Leader, Settlement Services: **Felicien Rubayita**

Co-Team Leader, Settlement Services: **Slobodan Mitrovic**

Team Leader, Reception Services: **Alazar Negasi**

Team Leader, Life Skills Services: **Flora Aruna**

Team Leader, Housing Services: **Valentina Cerka**

Team Leader, In Canada Protection: **Ghezae Hagos Berhe**



BOARD OF DIRECTORS

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

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

Secretary/Treasurer: **Johan Macces** (CATHOLIC)

Past Chair: **Ruth Magnuson** (LUTHERAN)

Director: **Marilyn Anderson Corkum** (UNITED)

Director: **Monty Lomow** (JEWISH)

Director: **Anita Neville** (JEWISH)

Director: **Merdia Imame** (MUSLIM)

Director: **Imran Pirmohamed** (MUSLIM)

Director: **Sharan Tappia** (SIKH)



Programs and Services

Reception Services provides temporary accommodation for clients as soon as they arrive at the Welcome Place Residence.

- Our Residence consists of 30 self-contained units that accommodates up to 120 clients.

Settlement Services provides a wide range of linguistically and culturally appropriate support for Government Assisted Refugees, Privately Sponsored Refugees, Convention Refugees and their families arriving under various family reunification programs.

- The department consists of Settlement and Resettlement Assistance Programs, Housing, Volunteer Matching Program and Front Desk Reception.
- Our services can be offered in 26 different languages and dialects.

Volunteer Matching Program matches refugee clients with Canadian hosts.

- This program provides newcomers with social and emotional support and enhances community living through cultural exchange.

Life Skills Services helps clients with multiple barriers acquire practical skills for their independent life in Canada.

- Main focuses include: culture, safety, hygiene, neighbourhood orientation, banking, public transportation, nutrition, shopping, and registering for a social insurance number and Manitoba Health card.

Volunteer Services connects newcomers to the community through group activities.

- Our clients are invited to participate in social, cultural, and recreational activities and can attend conversational English, computer and art classes.

The **Children's Breakfast Program** provides breakfast to young people living at Welcome Place before the school day begins.

Sponsorship Services works with community members in Winnipeg to resettle refugees under the Private Sponsorship of Refugees (PSR) program.

- We provide needs assessment, information, support, orientation and advice to sponsors and newly arrived refugee families across the province.



In-Canada Protection Services provides paralegal and settlement services, including referrals, to help refugee claimants navigate the legal and social system.

- We assist claimants in preparing for the refugee hearing process with volunteer support from University of Manitoba's Faculty of Law students.



Agency Highlights in 2019 and 2020



ACCOMMODATIONS

315 clients lived at Welcome Place's temporary residence

233 clients found permanent accommodations



IN-CANADA PROTECTION

We served **482** new refugee claimants (31 were accepted as Convention Refugees)

45 students from the University of Manitoba's Faculty of Law volunteered **2,288** hours of service



SETTLEMENT

We served a total of **3,951** clients (1,798 new, 2,153 returning)

Majority of clients originated from Eritrea, Syria, Somalia, Ethiopia and DR Sudan

1,705 were Government Assisted Refugees (GARs), **1,768** were Privately Sponsored Refugees (PSRs), and **478** were Convention Refugees (CRs)

We welcomed Rohingya refugees from Burma for the first time

Our Resettlement Assistance Program (RAP) received **225** new clients from 12 countries

Majority of clients originated from Syria, Somalia, DR Congo, Mali and Iraq



SPONSORSHIP SERVICES

We submitted **62** new cases to sponsor **120** individuals

178 individuals (**86** cases) arrived in 2019-20 under the Sponsorship Agreement Holder (SAH) program



LIFE SKILLS

16 Life Skill Trainers (LSTs) provided **4,359** hours of services in 10 languages



VOLUNTEER PROGRAM

32 volunteers donated **1,952** hours

76 classes and social outings were attended by **1,519** clients (non-unique)

298 new refugees were matched with Canadian hosts as part of the Volunteer Matching Program

929 breakfasts served as part of the Children's Breakfast Program



Anton's Story

When Anton arrived in Winnipeg, staff from Manitoba Interfaith Immigration Council (MIIC / Welcome Place) were waiting for him, holding a sign with his name on it.

"I couldn't have had a better experience of Canadian reception and hospitality."

Anton immigrated in 2003 under the Resettlement Assistance Program (RAP) which he says "meant everything."

Welcome Place provided temporary accommodation and connected Anton with language programs and integration services. Anton says he got his confidence back: something he'd lost on his journey here.

THE JOURNEY FROM RUSSIA

Anton was raised in an Arctic Indigenous community in northeast Russia. Yakutia is the largest territory in the world, known for its extreme climate where winter temperatures average -60 C. Anton grew up fishing, herding and hunting; environmental protection and sustainability were fundamental to his upbringing.

But growing industrialization threatened the Yakut people's way of life and the Russian government mined their natural resources, like gold, diamonds and coal, giving very little profit or jobs back to the Indigenous people.

In 2000, Anton started at Moscow State University when nationalism and the skinhead movement were on the rise. Anton was physically and personally attacked.

Fearing for his safety in Moscow, and seeing little opportunity in Yakutia, Anton left Russia. He travelled to California, Michigan, Ontario and Manitoba, and finished his Bachelor of Commerce abroad.

LANDING ON HIS FEET

“Coming to Welcome Place just gave me that jolt,” says Anton.

He credits meeting Gideon Nekou at Welcome Place, the Olcen family in Portage La Prairie, and his wife, Grace, for helping him land on his feet.

“They gave me a sense of belonging,” says Anton. He started imagining himself giving back to the community in a career at Manitoba Hydro or working for the provincial government.

By 2005, Anton finished his degree, married Grace and had a son named Tytarius (Ty). He started applying for entry level jobs in the energy sector in Winnipeg but couldn't get an interview.

So he went to Calgary and found work as a Procurement Specialist at Halliburton, one of the world's largest oil field service companies.

A CAREER ABROAD

For the last 15 years, Anton has travelled across the globe building his resume.

From 2006 to 2008, he worked in Kuwait, Iraq and Djibouti, travelling to Winnipeg every four months to see Grace and Ty. He kept applying for work in Manitoba but couldn't find anything.

Anton decided to further his education and in 2008 his family moved to Massachusetts where he graduated with a dual master's degree from Harvard University and the Massachusetts Institute of Technology.

“I thought to myself, if I'm able to finish this, I can finally make my way back for good. To Winnipeg.”

There were still no opportunities at home, but plenty of offers abroad. Anton took executive positions in France, Papua New Guinea, Russia and Myanmar. He ran multibillion-dollar energy projects and managed hundreds of employees.



BACK FOR GOOD

Today, Anton, 38, is living in Winnipeg. He and Grace have two sons, Ty, 16 and Philipp, 4.

In August of 2020, Anton joined MIIC's Board of Directors.

Despite his experience, Anton still struggles to find work at home. And looking at business leaders across the province, he's noticed there aren't a lot of people of colour.

“People like me just don't fit the mold,” says Anton.

Over the years, Anton has applied to work at Manitoba Hydro approximately five times. He has yet to get an interview, but refuses to stop trying.

“That's the worst thing that can happen to a human being,” says Anton. “Quietly resigning to the fact that better things are not out there for you.”

Sooner or later, Anton expects that doors will open. As long as he remains persistent.

“Coming to Welcome Place just gave me that jolt. They gave me a sense of belonging.”



Your Part

Funding and donations allow us to continue to provide the highest level of service and support to newcomers like Anton arriving in Manitoba to find a better, safer life. With your help, we hope to add to our resources and expand our programs. To find out more about the support that we offer, or to donate, please visit miic.ca.

If you would like to donate by cheque, please make your cheque payable to Manitoba Interfaith Immigration Council and mail it to us at 521 Bannatyne Avenue, Winnipeg, Manitoba, R3A 0E4

Thank you!

Our Support

We would like to thank our incredible volunteers, community partners, donors and funders 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



United Way
Winnipeg

FUNDERS AND SUPPORTERS

A to Z Optical
Across the Board Game Café
Casablanca Flowers
Charleswood United Church
Eadha Bread
IKEA Winnipeg
JS Furniture Gallery
Legal Aid Manitoba
les Filles de la Croix
Les Saj Restaurant
Manitoba Museum
Manitoba Real Estate Association

Manitoba/North West Ontario
Synod, Evangelical Lutheran
Church in Canada
NSD Tech Inc.
Pizza Hotline
Pro Bono Students Canada
Rising Stars Foundation
Saint Benedict's Table
Sisters of the Holy Names
of Jesus and Mary
The Winnipeg Foundation
The WKND Hair Salon
Treherne United Church

True North Youth Foundation
University of Manitoba
Faculty of Law
- Manitoba Law Students'
Association Community
Outreach Committee
- Canadian Association of Refugee
Lawyers (CARL) Robson Hall
Waterfront Foundation Inc.
Winnipeg Harvest



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, 2020, 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, 2020.

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 August 25, 2020.

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".

CHARTERED PROFESSIONAL ACCOUNTANTS

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Winnipeg, Canada
August 25, 2020

MIIC FINANCIAL STATEMENT

Manitoba Interfaith Immigration Council Inc. Summarized Statement of Operations

Year ended March 31

| Revenues | 2020 | 2019 |
|--|-------------------|-----------------|
| Immigration, Refugees and Citizenship Canada: | | |
| Settlement services | \$ 1,727,227 | \$ 1,693,869 |
| RAP and accommodation services | 879,428 | 868,500 |
| Province of Manitoba | 437,623 | 160,000 |
| Fundraising and donations | 69,412 | 147,368 |
| Amortization of deferred contributions | 119,320 | 130,195 |
| Winnipeg Foundation | - | 123,155 |
| United Way | 123,588 | 118,020 |
| Rental income | 129,324 | 95,966 |
| Manitoba Housing | 2,850 | 65,550 |
| Miscellaneous | 27,721 | 30,932 |
| Privately sponsored refugees - administration fee | 14,750 | 33,501 |
| City of Winnipeg - Property tax grant | 28,544 | 27,889 |
| Other grants | - | 2,500 |
| Interest | 31,452 | 6,054 |
| | 3,591,239 | 3,503,499 |
| Expenditures | 2020 | 2019 |
| Salaries and benefits | 2,671,774 | 2,591,637 |
| Amortization | 173,676 | 187,718 |
| Accommodation and food | 38,149 | 36,491 |
| Mortgage interest | 57,793 | 56,104 |
| Rent and parking | 28,128 | 24,272 |
| Other | 629,954 | 604,263 |
| | 3,599,474 | 3,500,485 |
| (Deficiency) excess of revenues over expenditures | \$ (8,235) | \$ 3,014 |



Photos provided by Manitoba Interfaith Immigration Council (Welcome Place).

MIIC FINANCIAL STATEMENT

Manitoba Interfaith Immigration Council Inc. Summarized Statement of Financial Position

March 31

| Assets | 2020 | 2019 |
|------------------------|---------------------|--------------|
| Current | | |
| Cash | \$ 102,712 | \$ 258,142 |
| Accounts receivable | 331,754 | 81,536 |
| Prepaid expenses | 8,242 | 10,197 |
| | 442,708 | 349,875 |
| Property and equipment | 3,492,636 | 3,573,361 |
| Funds held in trust | 1,831,932 | 605,488 |
| | \$ 5,767,276 | \$ 4,528,724 |

| Liabilities | 2020 | 2019 |
|---|------------------|------------|
| Current | | |
| Payables and accruals | \$ 347,301 | \$ 268,583 |
| Deferred contributions | 11,462 | 8,260 |
| Current portion of long-term debt | 43,180 | 35,348 |
| | 401,943 | 312,191 |
| Long-term debt | 1,184,219 | 1,227,258 |
| Deferred contributions for property and equipment | 2,267,001 | 2,293,371 |
| Funds held in trust | 1,831,932 | 605,488 |
| | 5,685,095 | 4,438,308 |

| Net Assets | | |
|------------------------------------|---------------------|--------------|
| Internally Restricted | 120,348 | 120,348 |
| Unrestricted | (36,403) | (47,316) |
| Invested in property and equipment | (1,764) | 17,384 |
| | 82,181 | 90,416 |
| | \$ 5,767,276 | \$ 4,528,724 |

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.



WELCOME PLACE 521 Bannatyne Avenue | Winnipeg, MB R3A 0E4 | miic.ca

