



ANNUAL REPORT 2017-2018

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OUR MISSION

Established in 1991, the Somali Centre for Family Service's main goal is to assist refugees and immigrants in need—particularly the needs of Somali families and individuals living in Ottawa—through partnerships, services, and programs that are timely, culturally appropriate, and address their concerns.

VALUES AND PRINCIPLE

SCFS is a broad-based, non-profit organization that enjoys strong community support and respected by other service providers and its funders. The Centre was initially established in response to the large influx of Somali newcomers in Canada. Its original mission was to preserve culture and heritage; however, it quickly became apparent that the needs of the community were more in the realm of settlement, integration, and counseling.

SHARED PHILOSOPHY

"The success of the community and building its capacity to deal with issues depend to a large extent on how well it takes care of its needy and each other with dignity, respect, and compassion"

Settlement and Integration Services for Newcomer April 2017 to March 2018

Highlights of Activities and Outcomes:

The goal of the settlement services is to deliver services and programs that support eligible newcomers to reduce different barriers, increase access resources, improve their awareness and knowledge about resources and accelerate their integration process in Canada.

Somali Centre for Family Services endeavoured to ensure that all clients have access to timely resources and services that adequately and effectively respond to their settlement needs. The intention is to help them live in a welcoming and supportive community that assists them to succeed and fully become active citizen

The core activities of settlement and integration services included orientation, information, documentation, referrals, counselling session and workshop programs advocacy, outreach and follow-up that support newcomers to settle and integrate into the society.

The programs connected or bridged clients to the resources such as language training programs, employment services, housing, health care and legal services, social connection, and volunteer opportunities.

The participants included newcomer women adults, youth, women, and seniors and families with children with disabilities

To further ensure that there is continuity of services that make differences in the lives of the newcomers, our services and programs supported clients on short term, intermediate term and long-term basis

SCFS has a roster of multi-lingual staff and settlement workers that offer these services including supportive counselling in different languages such as English, French, Arabic, Somali and Tigrinya, etc.

The top source countries that most of the newcomers and participants came from are Syria, Somalia, Iraq, Eritrea, Yemen etc.

OUTCOME:

The Centre evaluated both quantitative and qualitative outcome of the participants and discovered that client have indicated a positive outcome in their settlement and integration process in Canada.

The major outcomes included participants demonstrated ability to navigate and access various resources and increased their knowledge of Canadian culture, laws, Canadian citizenship test,

rights, responsibilities, financial literacy, English French training programs, income tax, housing, health care, family violence and legal support, and involved an opportunity to engage in labour force to find jobs, and improved their socio-economic status

- Four thousand six hundred –twenty 4620 participants enabled opportunity to access different services including language training programs, employment services, and health care, legal. housing
- Five hundred nine-teen (519) children from grade one to grade eight assisted to access and obtain school backpack for school year 2018/19
- Settlement workers who speak Arabic language succeeded to receive and register 3000 three thousands newcomers from Syria.

Total number of clients served from April 2017 to March 2018

4620

April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan 2018	Feb 2018	Mar 2018
<u>319</u>	<u>150</u>	<u>292</u>	<u>310</u>	<u>420</u>	<u>344</u>	<u>337</u>	<u>440</u>	<u>413</u>	<u>585</u>	<u>516</u>	<u>494</u>

April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<u>231</u>	<u>71</u>	<u>145</u>	<u>231</u>	<u>226</u>	<u>160</u>	<u>118</u>	<u>136</u>	<u>130</u>	<u>179</u>	<u>174</u>	<u>162</u>

4620 Total Clients **1963** New Clients

104 Sessions **1074** Participants

Outreach Activities and Partnership

The Centre practiced a community approach model to reach a different group of immigrants and local service providers. Settlement workers delivered services in different locations including YMCA, City of Ottawa, South East Ottawa Community Health Centre, Schools, English Classes, and Sharing and Caring Services, etc.

One of the major outcome of the outreach programs was employment assistance services for newcomers. Cooperating with our partners, clients accessed different job search services and job fairs that provide opportunities and bridge clients toward employment and enhance opportunities for clients to integrate into the labour market.

The programs assisted clients to make informed choices towards future employment and training goals, learn new skills, understand Canadian workplace culture, labour market and develop intercultural competency in handling their career development.

Success Story:

With the help of settlement workers, Osob, a young newcomer from refugee camp, had an opportunity to access summer job. It was her first job in Canada. The client demonstrated enthusiasm to work during summer and in the process became exposed work environment. The clients gained helpful work experience in Canada, which in turn motivated her to explore more social network. Not only this opportunity gave her valuable employment related skills but it also accorded her leadership skills that will allow her to seek meaningful employment opportunities in the future. She now works as a Lifeguard.

Challenges:

The Centre has limited resources to provide services that respond to specific groups such as women group or single parents. A huge number of women group demanded childcare services. Lack of childcare services becomes a barrier to participate in Canadian citizenship class, job search programs and language training programs.

Another essential program that most participants demanded was English training programs for illiterate newcomer. However, due to lack of resources the Centre could not hire qualified teachers to deliver English classes.

The need of trained job developers for employment counselling services that support job seekers is another challenge. Staff members are often times overwhelmed to engage and challenge to accommodate significant number of newcomers seeking employment opportunities. However, in these situations SCFS depends on the partners to respond to the needs of job seekers.

Clients faced challenges to get affordable housing, staff spent more time to advocate client's rights and responsibilities to avoid homelessness among the newcomers group..

Volunteer Program

Clients facing challenges to socialize in order to minimize isolation and depression. In addition, clients addressed issues surrounding missing families, friends and extended families and mental health issues. However, the Centre promoted to hire volunteers who support these clients. Yet due to lack of financial capacity, the Centre had trouble to provide transportation incentives for the volunteers and high cost of Public Transportation and clients as well as volunteers requested financial support for transportation.

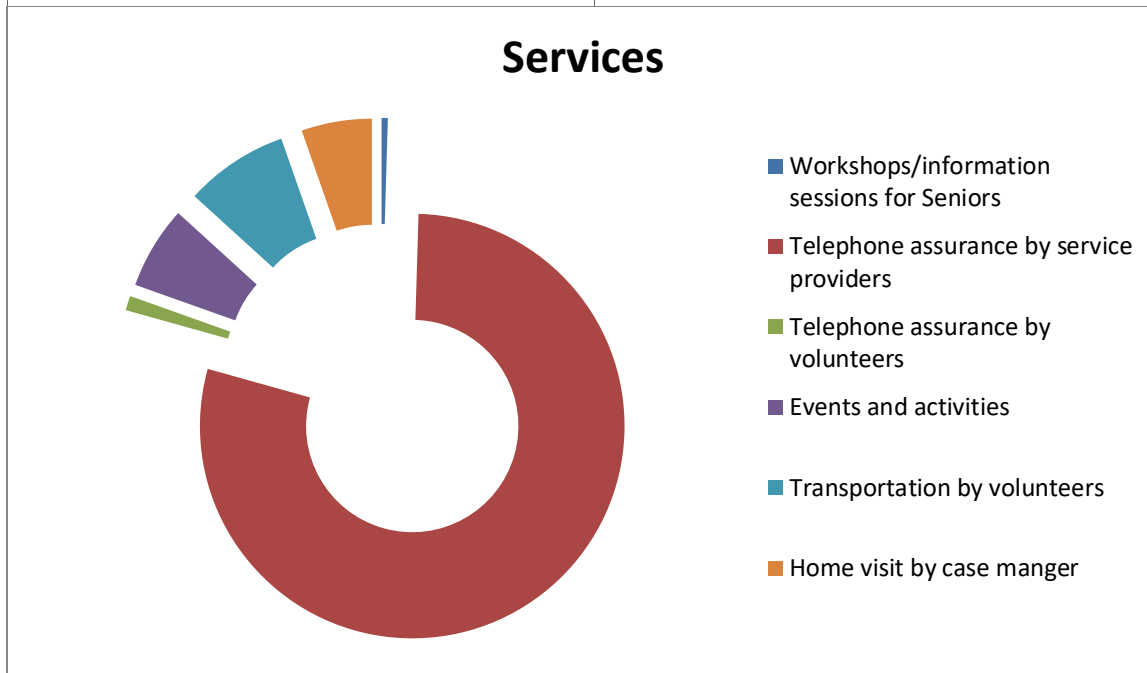
Senior's Program

The Somali Center for Family Services provides supportive senior services that promote independence, mobility, health, respect and dignity for seniors. Our goal is to:

- Provide essential health information sessions to reduce ER visits.
- Provide information sessions on power of attorney and legal issues that concerns them.
- Provide awareness about elder abuse.
- Provide weekly exercise program at their residences.
- Establish a walking club during the spring, summer and fall.
- Provide sewing classes and traditional crafts at our Russell site.
- Provide telephone assurance by service providers or volunteers.
- Provide access to plots for organic gardening during the summer months.
- Provide introductory instruction in the use of mobile devices, as well as providing basic computer literacy
- Provide bi-weekly English conversation circles, to help develop essential communication skills

Achievements of 2017-2018

Service	Number of times provided
Workshops/information sessions for Seniors	15
Telephone assurance by service providers	2500
Telephone assurance by volunteers	35
Events and activities	200
Transportation by volunteers	250
Home visit by case manger	170



NEWCOMER SETTLEMENT PROGRAM^(NSP)

Somali Center for Family Services not only supports delivery of settlement services to newcomers through the Newcomer Settlement Program (NSP), but it also supports delivery of a comprehensive suite of services to meet the diverse needs of the community members or non-newcomers (permanent residences and citizens). NSP offers a variety of services to help the people including the following:

- Interpretation services in person or by phone for schools, doctors, lawyers, social workers, issues related to CRA and income tax.
- Job search assistance to clients assisting with resume and cover letter review, interview preparation, networking tips and many more job search strategies.
- Free and confidential services information and completing application forms for people applying disability benefits, old age security pension, Canadian Citizenship, Canadian Passport, and immigration issues.
- **Languages of service: English, Arabic, French, Somali and others.**
- Provides with information, guidance, referral, case management, and housing advocacy.
- Assists clients to navigate government systems and resources enabling diverse members of the community members to live with dignity and respect.

NSP directly served about 900 community members in this fiscal year. Specific services have been adjusted to accommodate the community need and are focused on enhancing access for all participants including permanent residences and citizens. The report contains total number of initial visits by clients and total number of subsequent visits by community members.

YOUTH DEPARTMENT

At Somali Centre for Family Services (SCFS) we offer a wide range of programs for youth aged 8 to 19. The goal of our program is to enhance the intellectual, physical, and social development of the participant. We provide age appropriate activities in a safe and fun environment. Our program empowers youth to make healthy choices and to demonstrate leadership in their communities. Our approach is simple; we do not aim to fix troubled youth, but rather focus our energy on supporting and providing opportunities to all youth, troubled or not. We believe it takes an entire community pulling together to develop healthy, competent, and self-empowered youth. The fiscal year of 2017-2018 was an exciting one for our youth department.

This year not only did we enhance and improve all of our existing programs, but through new partnerships we were able to provide brand new programs for our youth. We had more 20 youth programs running and more than 200 youth participants from April 1, 2017 to March 31, 2018. In November of 2017, the Youth Department successfully hosted the fifth Somali Centre for Family Services gala.

The 2nd annual Somali Cultural Festival happened on July 29th. With significant community interest and in partnership with the Somali Centre for Family Services, the City of Ottawa offered its support for the festival that showcased the richness of Somali culture to residents of Ottawa. This was a free family-friendly event and featured traditional Somali cuisine prepared by Asli Dining at no cost festival-goers. Those attending the festival experienced dance, music, and entertainment throughout the day. Playwright and community champion Habiba Ali hosted the festival and performed a traditional cultural dance.

Another program that was successful this year was the Skills Development Program in partnership with the City of Ottawa. In March, about 15-20 students took part in a 50-hour training paid for by the City of Ottawa. This training included CPR, Conflict Resolution and various types of training that would lead you to be a successful candidate for a position with the City of Ottawa. Since its induction, five students have already received full time employment with the City.

Our Literacy Program at Charles H. Hulse P.S help support newcomer youth facing difficulties with their literacy has ended. This year the youth department wrapped the program up by ensuring that the youth will be equipped with tools that help them face any adversity they might have when it came to the bettering their literacy. Throughout the program, we had students receive Most Improved Literacy awards given by Charles H Hulse staff. We also had a summer session of this program where we continued to enhance their literacy skills and combine it with our summer camp.

Of course, much of our success this year has to be attributed to our amazing youth, volunteers, summer students and dedicated parents. As we reflect back on the past year, we are looking forward to 2016-2017 as we continue to provide high quality programs and services.

CLNF 2017-2018

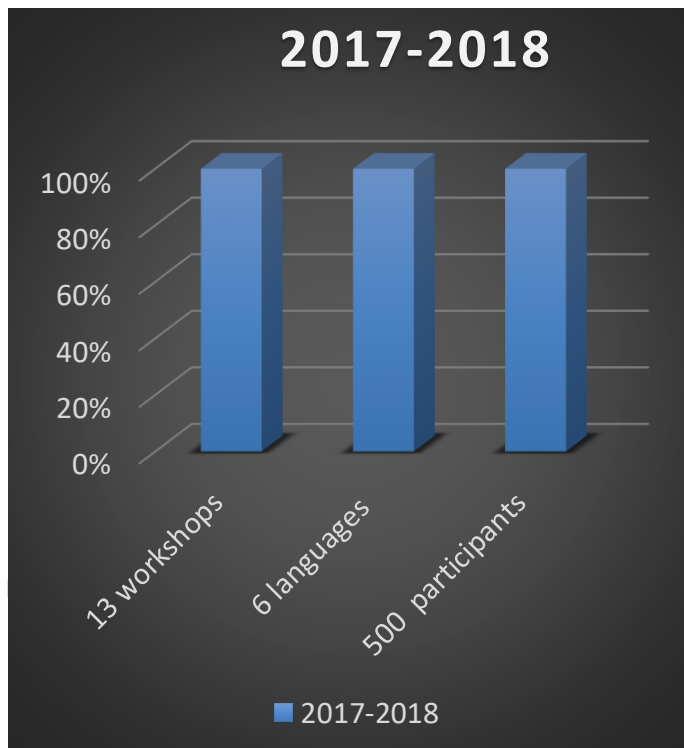
Youth Criminal Justice System

Community Leadership Network for Families project: Youth Criminal Justice: what parents should know developed to promote crime prevention and better outcomes for immigrant families. The project is a collaborative initiative focused on building community capacity to support newcomer parents with tools and resources.

The objective of this project is to help parents understand the preventive measures to prevent youth crimes and understand their rights and responsibilities in the youth criminal justice system.

The goal is to help build positive relationships between parents and mainstream agencies. A list of essential community resources created by CLNF was shared with parents, community members and MLO in schools. As a result, this list enabled parents to further support youth in conflict with the law.

We took a preventative approach by educating parents and the community on awareness on the main four topics: **recognizing warning signs and reducing risks of youth, involvement in crime; the youth criminal justice system; rights and responsibilities of parents and system resources for newcomer parents.**



YOUTH JUSTICE SYSTEM

Managed by Somali Center for Family Services, funded by Crime Prevention Ottawa under the Ottawa street violence and Gang Strategy Project

The infographic is divided into two main sections. The top section has an orange background and contains two circular icons: one with handcuffs labeled 'Types of Crime' and one with a gavel labeled 'Justice Process'. Below these are two lines of text: 'Types of crime youth are typically involved in' and 'The youth criminal justice process'. The bottom section has a white background and contains three icons: an information 'i' icon labeled 'Information', a warning triangle icon labeled 'Warning Signs', and a family icon labeled 'Parents Rights'. Below these are three lines of text: 'Resources for parents and guardians', 'How to recognize warning signs & prevent crime', and 'The rights & responsibilities of parents'.

Immigrant Parents: 29-60 years old

Immigrant youths: 15-25 years old

Languages: Nepali, Somali, Arabic, English, French, Tigray

Countries of origin: Nepal, Somalia, Djibouti, Sudan, Syria, Lebanon, Iraq, Haiti, Rwanda, Burundi, Congo, Ethiopia, Eritrea

Participant comment *"Now I know who to call if I need help. I will be able to speak to someone who can understand me"*

Parents felt more empowered once they attended a workshop. They felt more

SCHOOLS Building brighter futures together for black youth

A community consultations conducted by the Legal Aid Ontario (LAO) was held in the community. The Racialized Communities Strategy (RCS) identified the “school-to-prison pipeline” as a gap in LAO’s services.

We provide (partnership /May Irwin Adam)

- Direct legal services
- Legal representation in expulsion hearings
- Summary legal advice
- Public legal education

PROJECT GOALS

Help Break down the barriers for student equity.

OBJECTIVE / PURPOSE

Reduce the number and/or length of suspensions and expulsions of Black youth through direct legal service.

Early identification of challenges and intervention by working with the students, their parents/families and the school.

Information and resources on School Disciplinary processes, student and parents’ rights and responsibilities.

UPDATE / STATS

(4) Students faced 10 – 20

days suspensions including two expulsions

Recommendation from principals: expulsion of school board, sent to alternative school

Services: Legal advice / representation

Outcome: hearing with board, parent and lawyer-expulsion removed - remained on the school board suspension file expunged - plan for re-entry – referral to counselling, mentorship & other.

(16) Students faced 6-10 days of suspensions (bullying, missed class, harassment, opposition to authority.

Recommendation from principals: suspension 3-10 days

Service: Legal advice / meeting / phone call / email

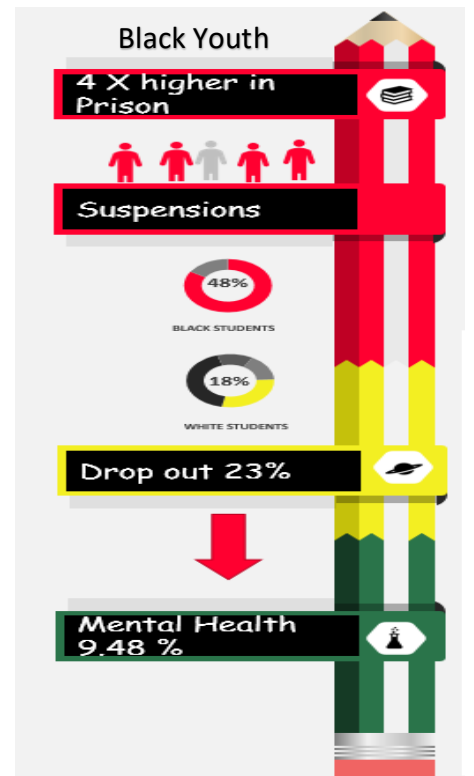
Outcome: suspension shorten from 10 days to 5 days / 6 days to 2 days / 3days to 1 days. Mentorship and academic services been provided as resources. Supports to promote positive behavior been offered. Referral to leadership programs, camps and sports activities.

(33) Students faced 1- 5 days of suspension (use of profane or improper language, use of cell phone, destruction of school property, fight)

Recommendation from principals: suspension & exclusion from activities

Service: meeting, phone call, referral

Outcome: reduced suspension to 1 days – 3 days, Referral to prevention services, peer support.



Staff Members

Names and Titles

<ul style="list-style-type: none">• Abdirizak Karod <i>Executive Director</i>• Abdulkadir Yussuf <i>Settlement Program Manager</i>• Ahmed Nor <i>Job Search Worker Settlement</i>• Bille Abdalla <i>Project Manager</i>• Dianne Webb <i>SCFS Financial Consultant</i>• Dr. Nimo Abubakar <i>Senior's Case Manager/Health Consultant</i>• Dr. Radiah Joaud <i>Worker/Health Consultant</i>• Makeda Leul <i>Settlement Counsellor</i>• Amal Othman <i>Settlement Counsellor</i>• Jim Downey <i>SCFS Accountant</i>• Ali Malash <i>Settlement Counsellor</i>	<ul style="list-style-type: none">• Kaltoun Mussa <i>Senior Outreach Worker</i>• Manar Nasser <i>Settlement Counsellor</i>• Mahmoud Haji Aden <i>Consultant/Advisor</i>• Makris Mohamud <i>Settlement Counsellor</i>• Marian Farah <i>Settlement Counsellor</i>• Muhubo Muse <i>Settlement Worker</i>• Asha Kayd <i>Youth Program Coordinator</i>• Rukia Warsame <i>Settlement Counsellor</i>• Samir Al-Jwabi <i>Settlement Counsellor</i>• Rama Alsafadi <i>Settlement Worker</i>• Intisar Farah <i>Office Administrator</i>• Ikram Ahmed <i>Project Manager</i>
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BOARD MEMBERS	<i>TITLE</i>
Mohamed Dahir Mohamed	<i>President</i>
Shoon Omar	<i>Vice President</i>
Mohamoud Hassan	<i>Treasurer</i>
Abukar Mohamed	<i>Board Member</i>
Farhia Abdi	<i>Board Member</i>
Abdinassir Ali	<i>Board Member</i>
Abdirahman Hilowle	<i>Board Member</i>
Mohamed Islam	<i>Board Member</i>
Guled Musa	<i>Board Member</i>

THANK YOU TO OUR PARTNERS



THANK YOU TO OUR FUNDERS!



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Immigration, Réfugiés
et Citoyenneté Canada



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SERVING OUR COMMUNITY***