

SOMALI CENTRE
for Family Services



LE CENTRE SOMALIEN
pour les services à la famille

AGM

Annual General Meeting

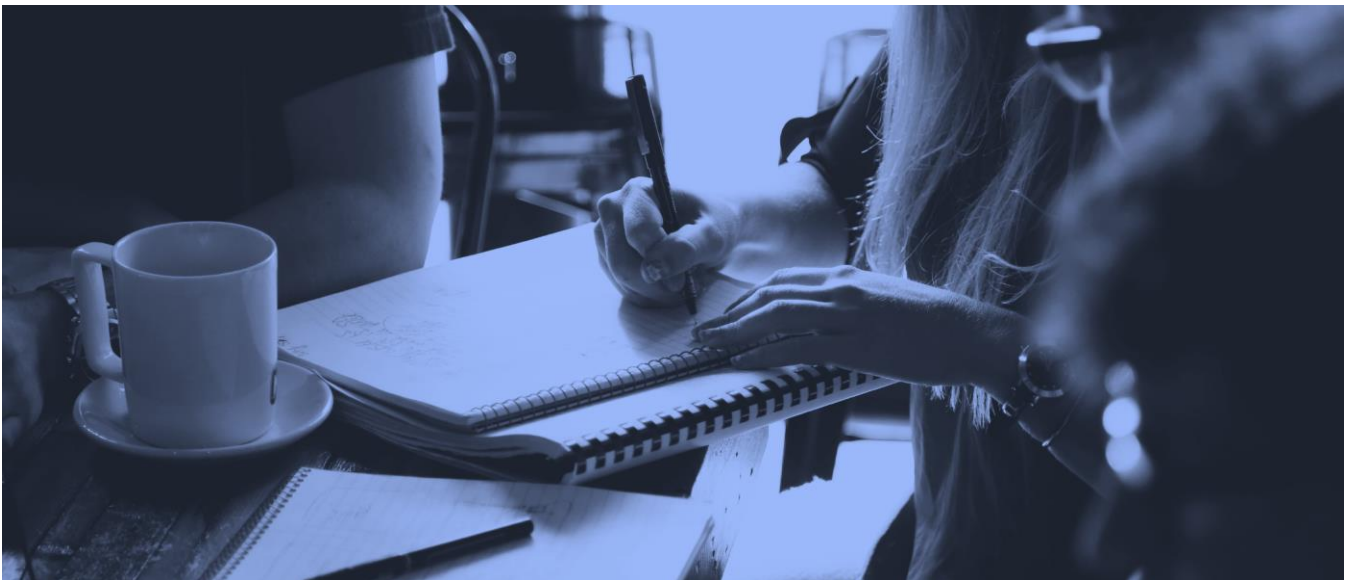
2018-2019

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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.





Our Values Are Our
Roadmap for Success

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 SERVICES AND PROGRAMS (SSP)

Many newcomers encountered difficulties when settling in Canada because of lack of language skills and information about Canadian culture and the knowledge of complicated system of various services. These barriers make newcomers, immigrants and refugees feel anxious to find a house, job, and affordable daycare for their children and other resources that respond to their settlement and integration process needs. Settlement services and programs (SSP) offered a wide variety of services, programs that supported and enabled newcomers to overcome the language and cultural barriers.

The goal of SSP is to increase knowledge of the client to access services, resources and reduce the language barrier and fear or anxiety that hinder settlement and integration process in Canada. Additionally, it helps to improve their socio-economic condition. Settlement workers deliver services in both official languages and other languages, which include Somali, Arabic, Afar, Tigrinya, and Amharic.

HIGHLIGHTS OF SETTLEMENT SERVICES PROGRAMS (SSP) AND OUTCOMES

Settlement workers implemented services and programs that focused on client-centered model (CORE), with supportive one-on-one information sessions and group orientation. In addition, staff members assess clients and connect them to appropriate services with referral services (NARS).

The most common needs that settlement workers identified included lack of information and knowledge about housing laws, employment, rights and responsibilities of newcomers, healthcare services, parenting and child safety, school programs and Canadian citizenship classes, just to name a few.

Our Settlement workers have hosted and facilitated various programs that respond clients' needs including employment support programs. Canadian citizenship Study class, Workshop on job search programs, basic computer literacy program, free clinic income tax services, volunteer program for newcomer's students and Ontario Driving license to respond to the client's immediate needs.

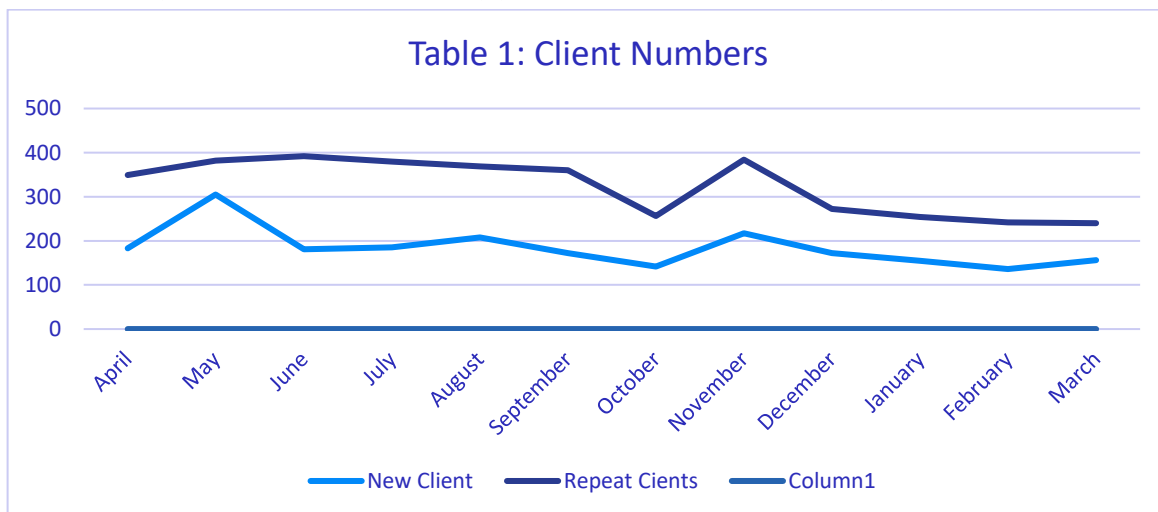
Our settlement program empowers clients to access resources that respond to their short-term needs and long-term needs and enhance the clients' confidence to participate in the Canadian workforce and contribute to the society.

During the fiscal year of April 2018 to March 2019, our program conducted 123 group sessions that supported 994 clients and one-on-one sessions that benefited 2212 new clients and 3850 repeated clients from different communities.

(See Table 1)

Through the support of settlement workers, the clients acquired knowledge about Canadian laws, education, labor market, employment opportunities, Healthcare and housing. Consequently, our clients have demonstrated the ability to navigate and access various resources that respond to their settlement needs and found themselves acquainted with Canadian life and culture.

One achievement for our team is that we were able to distribute school backpacks to newcomer families. The program supported 430 students who received school bags with books and supplies for the new school year.



OUTREACH ACTIVITIES:

We are in partnership with local social service and economic providers that help immigrant and communities to adapt and settle in Canada. Settlement counsellors have demonstrated a strong desire to collaborate with local agencies and communities through partnership. Settlement workers offered one-on-one direct services such as filing out Permanent Resident Card Applications, Canadian citizenship Applications, Work Permit Applications and housing forms.

Our outreach locations are YMCA, Adult Language School at Albert Street, St. Joseph Adult High School, Bay shore Adult Language School, Aids Community Society, Social and Employment Services, St. Patrick's Adult High School and South East Ottawa Community Health Centre.

SCFS also established strong ties with Sharing and Caring, City of Ottawa and World Skills. Settlement counsellors organized and facilitated information sessions. This relationship with our partners enabled clients to access resources and received appropriate services that respond to their needs.

CHALLENGES:

Settlement workers identified that our clients experience challenges to access resources. It could be due to a number of reasons like lack of language skills and awareness of available resources. This caused our clients to request more interpretation services in Somali, Arabic, Afar and Tigrinya.

Lack of sufficient interpretation hindered their ability to integrate in Canada successfully. For example, a large number of clients from Syria, Somalia, Iraq and Eritrea requested more interpretation services and access to health care services. Due to limited resources, the Centre has strived to provide interpretation services to respond to the client's immediate needs. Settlement workers sensed overwhelming demand of interpretation services. This put a huge strain on our settlement counsellors. However, Settlement counsellors assembled community members to engage volunteers programs that support clients to connect to resources that helped develop to networks within their perspective communities.

Another challenge that settlement counsellors identified that most of the clients requested employment related services. All clients regardless from their immigration status requested information about jobs and work opportunity in Canada. Some clients demonstrated ability to integrate and engage into the Canadian workforce; however, staff members instructed clients to participate in job search programs and assisted to connect them to local potential employers.

Some families are unable to attend Canadian citizenship classes, language classes and workshops due to lack of affordable childcare services in Ottawa. Settlement counsellors also identified that a large number of clients demonstrated signs of emotion distress. The clients encountered difficulties to access affordable housing due to limited financial resources. This led to development of mental illness related issues such as depression.

STRATEGY FOR THE COMING YEAR:

The Centre developed a strategic plan that encourages or promotes us to reach more newcomers and create programs that respond to the diverse needs of newcomers. The major settlement needs that settlement workers identified and planned to develop included skill development training programs, English class, computer literacy class, Canadian citizenship class. On-line training on citizenship preparation class and job search programs.

The Centre will expand partnership with local service providers and develop outreach programs that will offer support services to newcomers. We will enhance our client centered-service model that aligns with the priorities with Immigration Refugee and Canadian Citizenship (IRCC) services. With our diverse community here are SCFS, we will develop a strategy and call to action that monitors the outcomes of the objectives in plans. It will also will foster and enhance services, coordination and partnerships. SCFS will continue to engage local communities and services providers in their implementation of further initiatives among the stakeholders of Settlement and Integration sector in Canada.

SENIOR'S PROGRAM

The Somali Centre for Family Services provides services for Seniors that promote health, well-being and improvement of quality of life. This program aims to support seniors in the community particularly to reduce isolation, better access to information, connecting with community initiatives and becoming more active. Our seniors face language barriers, which consequently isolates them from their own community. We want to try to bring this diverse group of seniors together in order to socialize and minimize the solitude they may feel. The program helps people of all ages to work and learn together. By doing this, we are building better communities, promoting awareness of values and eliminating ageism. Some are capable to do different activities but they are often face with many barriers not limited to language and inclusiveness.

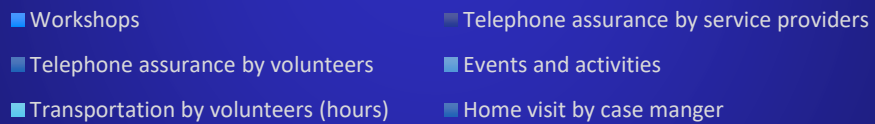
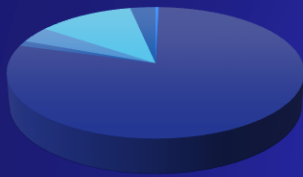
BELOW ARE SOME OF THE SERVICES WE OFFER TO OUR SENIORS:

- Provide the Grocery Bus
- Provide medical drivers
- 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 two-way transportations to Mosque for Taraweeh prayers during the month of Ramadan.

Achievements of 2018-2019

Service	Number of times provided
Workshops/information sessions for Seniors	13
Telephone assurance by service providers	2600
Telephone assurance by volunteers	80
Events and activities	120
Transportation by volunteers	385hrs
Home visit by case manger	187



YOUTH DEPARTMENT: 2018-2019

Together We Can: Mentorship Program

The *Together We Can Mentorship* is a program that engages black youth who face multiple challenges and risk factors that hinder their capacity to develop their resilience and confidence to be successful. The mentors are dedicated Black professionals who help youth overcome risk factors like cultural barriers, poverty, lack of meaningful employment, lack of access and understanding, etc. By matching these mentees with suitable mentors, our goal is to enhance their protective factors and their potential to succeed.

The TWC mentorship also launched the Youth Ambassadors program in this fiscal year. The program gave a job opportunity to Black high school students a paid as advocates of the TWC mentorship in their high school. Their main responsibility and is to do outreach for the mentorship program, while also maintaining a consistent relationship and providing monthly workshops from our TWC mentors with youth who are registered to the program. Alongside the outreaching, the youth ambassador is responsible in having weekly meetings with the TWC coordinator and Supervising Teacher to ensure all standards are met by the school and the program.

Key Components for TWC

Youth
Ambassadors
Program

1 to 1
University
Support

Positive role
modelling

Youth Futures
Summer
Positions

Youth "Link
Up" Sessions

2018-2019 Fiscal Year Activities

TWC at Somali Centre is Culturally Responsive

Customized for African Caribbean, Black Canadian (ACBC) children, and their families. Mentors are black professionals who come from a variety of

Outreach Activities

Black Youth Expo- An Expo that gathers all the organizations with the Black Youth Action Plan funding to host an information session about the programs and resources available for Black Youth.
Resource Fair: City of Ottawa invited the SCFS staff to display our programs. TWC staff had the opportunity to match some youth to the mentors at that day of the fair.

Events

OCDSB Meetings with Principals: The

Superintendent invites TWC staff to present programs in quarterly meetings.

Black History Month Event: On February 2019, the TWC mentorship and Origins Arts community centre teamed up to host a black history month event that showcased local black talents while also highlighting all the events from the past year. Members from the Ministry were in attendance as well as all of the Youth Ambassadors from the schools. Invitations to staff and OCDSB was extended as well.

Clients Served 2018/2019

Activities: 36 activities/6 workshops at 6 high schools/ 1 workshop a month for 6 months

High Schools Partnered:

Ridgemont, Ottawa Islamic School, Gloucester, De La Salle, Hillcrest, Brookfield

Participants for all activities: 25 per school/6

Total participants from activities alone: 150

Mentees matched just through TWC: 46

Mentors of TWC for 2018-2019: 23

Way Forward

In the year to come, TWC plans to nurture our partnerships with youth groups such as Somali Education Fund (SEF) from Carleton University and Pathways, and the Society of Young Achievers. The SEF group will be responsible for creating workshops at the university and also mentor grade 11s and 12s on how to navigate the university as a first year student. TWC plans on working with a Youth Support worker from Pathways to provide mentorship workshops in Ledbury and Confederation areas. TWC is also partnered with the Society of Young Achievers (SOYA) which does programming for francophone youth every Saturday. Alongside the High Schools. TWC mentorship plans to expand programming to the elementary and intermediate schools to have a wider impact youth.

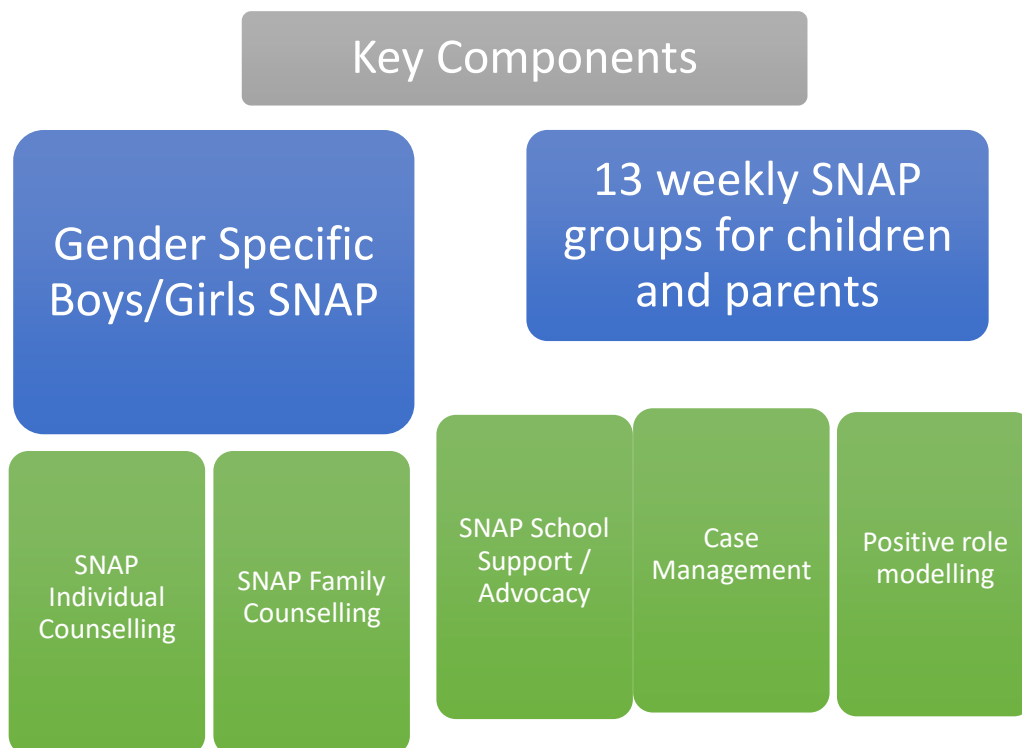


Stop Now and Plan (SNAP)

SNAP, is an evidence-based cognitive behavioural model that provides a framework for teaching children struggling with behaviour issues, and their parents, effective emotional regulation, self-control and problem-solving skills.

The primary goal of SNAP is to help children to stop and think before they act, and keep them in school and out of trouble.

SNAP at Somali Centre is Culturally Responsive, it is customized for African Caribbean, Black Canadian (ACBC) children, and their families. Services are provided by professionals from the same communities as clients with diverse language capacity. Interventions are all rooted in anti-oppressive framework, navigating the systems though the lens of race, class, discrimination, trauma, poverty, equity among others. The program is however opened for anyone from different cultural background as, there are only two sites delivering SNAP in Ottawa at the moment.



2019-2020 Fiscal Year Activities

Outreach Activities

The main component of SNAP during this fiscal year has been broad-based outreach. SNAP is a new program and as such our aim has been creating community connections and inter-agency partnerships by presenting at different community agencies and events.

Support and Counselling

We have reached a number of families providing case management and supportive counselling both at schools and within communities. We have completed a group counselling component

Clients Served to date

Group Component: 1

Individual Services: 39 Initial intakes with 17 meeting the program admission criteria

SNAP PARTICIPANTS FEED BACK



SNAP CHILD "I look forward to using SNAP at school to make new Friends"

SNAP PARENT "I can

see how my child is able to use self-control and thinking about what he says before he says it, and has been teaching his younger siblings about SNAP"



Way Forward

During this 2019-2020 fiscal year, we hope to continue outreach to as many communities as possible, educating them about SNAP as a community resource. While we have created partnerships directly with some schools, we hope to broaden this aspect as a lot of behavioural issues manifest within the school system. We have recently initiated, communication with the French District School Board, as we now have the French language capacity. We will be continuing with supportive counselling, to as many individuals as possible to meet our 2019-2020 number target.












Recreational Programs at SCFS

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 2018-2019 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, 2018 to March 31, 2019. On November of 2018, the Youth Department successfully hosted the fourth Somali Centre for Family Services gala at the Centurion Conference centre.



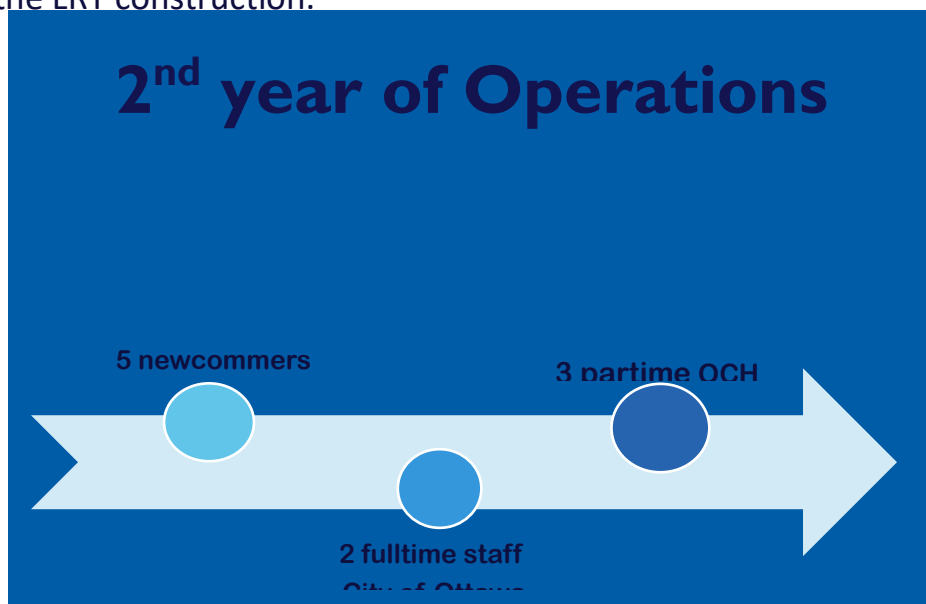
OUR PROGRAMS

-  Boys Basketball
-  Girls basketball
-  SCFS Soccer League
-  Boy's House League
-  Friday night Drop in
-  SCFS soccer tournament
-  Somali Festival
-  Indoor soccer
-  Summer Day camp



Founded in 2017 as a pilot project, Daalo Property Maintenance (DPM) is a social enterprise owned and operated by SCFS that employs and trains newcomers so that they can overcome barriers to employment. Key members of the Ottawa social circle came together to run a pilot project with SCFS to determine whether social enterprises are a viable option for the future. SCFS believes in order to gain financial security for the future while addressing employment issues to marginalized people in the community a social enterprise is the way to go.

Daalo Property Maintenance was created from the concerted efforts of SCFS, OCF (Ottawa Community Foundation), the City of Ottawa and CSED (Centre for Social Enterprise Development). We are now in the 2nd year of operations and are employing five newcomers (2 full time staff 3 part time) that are working on three contracts we've secured. The three contract our staff are currently working on are with the City of Ottawa, Ottawa Community Housing and Kiewit, the company in charge of the second phase of the LRT construction.



DPM offer a wide range of services to have your property look its best inside and out. We offer cleaning services for commercial property such as floor care, trash disposal, high dusting, bathroom cleaning, waxing, and pressure cleaning. We also provide litter pick service which can be offered as a regularly done service or on demand. Our team will work hard to do a detail litter pick of your whole property including any paths, walkways, parking lots and any type of green spaces on your grounds.

The second main service we offer is notice delivery. We offer a punctual reliable delivery service that will fit the needs of your business. Currently we are delivering all notices of services for Ottawa Community Housing's south district.



1

- Litter pick
- On demand service or can be regularly done



2

- Notice Delivery
- Punctual and reliable



3

- Cleaning services
- Floor care, Trash disposal, High dusting, bathroom cleaning, waxing, pressure cleaning

As a social enterprise, DPM offer our clients cleaning and delivery solutions while also fulfilling a need in the community, employment for our vulnerable and newly immigrated staff. DPM does not only employ newcomers, we also put them through intensive training that aids them with their integration while preparing them to better serve our clients. Furthermore, we believe one of the biggest obstacles when entering a new job market is language barrier and cultural awareness. To overcome that, we train and deliver job readiness in multiple languages (English, French, Arabic, and Somali). DPM is investing in the social wellbeing of our community while performing the highest quality work, assisting to create an environment conducive to maximizing the potential of our most marginalized.

MEET OUR DIVERSE TEAM:

Abdirizak Karod - Executive Director
Abdulkadir Yussuf - Settlement Manager
Bille Abdalla - Youth Program Manager/ Project Manager
Asha Kayd - Youth Program Coordinator
Mohamud Hagi-Aden – Consultant/Advisor
Intisar Farah - Office Manager
Zahra Ahmed - Office Administrator
Jim Downey - Accountant
Dianne Webb - Financial Consultant
Ahmed Nor – Newcomer Employment Specialist
Johara Aden – Senior’s Case Manager
Kaltoun Mussa – Senior’s Program Coordinator
Ali Malash – Settlement Counsellor
Fathiya Rage – Settlement Counsellor
Muhubo Muse – Settlement Counsellor
Radiah Jouad – Settlement Counsellor/ Health Consultant
Samer Al-Jbawi – Settlement Counsellor
Marian Farah – Settlement Counsellor
Rama Alsafadi – Settlement Counsellor
Makris Mohamud – Settlement Counsellor
Mohamud Hagi Aden – Consultant/ Advisor
Manar Nasser – Settlement Counsellor
Stella Mona – SNAP Program Manager
Aisha Hagi Aden – SNAP Assistant Manager
Hana Mohamed – SNAP Outreach Worker
Asli Mohamed – SNAP Outreach Worker
Kahmaria Pingue – SNAP Outreach Worker
Saud Ahmed – SNAP French Counsellor
Daud Dahir – Youth Recreational Worker

THANK YOU TO OUR PARTNERS!



THANK YOU TO OUR FUNDERS!



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We take pride in serving our community