

SOMALI CENTRE
for Family Services



LE CENTRE SOMALIEN
pour les services à la famille

2024 - 2025

IMPACT REPORT

SEPTEMBER 26, 2024

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LAND ACKNOWLEDGEMENT

WELCOME, BIENVENUE, SOO DHAWOOW, AKWAABA, KARIBU.

We gather today in the spirit of solidarity and remembrance, recognizing that we are conducting this meeting on the traditional and unceded territory of the Algonquin Anishinaabe people. This land, known as Ottawa, remains unsurrendered, and we honor the past, present, and future contributions of the First Nations peoples who have stewarded and continue to steward these lands for generations. We acknowledge the ongoing impact of colonialism, and we commit ourselves to the active work of reconciliation and decolonization, standing with Indigenous communities in their fight for justice, equity, and sovereignty.

We also honor our African, Caribbean, and Black ancestors, many of whom arrived on these shores as explorers, builders, and, tragically, as enslaved people. Their courage, resistance, and contributions continue to shape the very fabric of Canada, and we celebrate their legacy. We recognize the ongoing struggles for racial justice, freedom, and equality that resonate in our lives today, and we commit to uplifting Black voices and addressing systemic inequities in all forms. In solidarity with all who have been historically marginalized, we gather to reflect, learn, and work together toward a just and equitable future.



A MESSAGE FROM THE BOARD PRESIDENT

I want to thank the board of directors, volunteers and community members; I am delighted and honoured to welcome you to the Somali Centre for Family Services Annual General Meeting. I want to thank the executive director and the center’s employees for organizing this event on this beautiful evening. The center has transformed over the years from a uni-cultural community to a multicultural community serving various ethnic communities. Since its inception over 30 years ago, the center has overcome many challenges and hurdles, such as funding, social stigma, and lack of recognition. However, the leadership team has built concrete and strong relationships with all levels of government, federal, provincial, and municipal, and will continue to strengthen these relationships. The center provides multiple services and programs, including: Settlement and integration Counselling and crisis intervention Different Senior programs, including health promotion. Youth Programs: mentorship and leadership, sports and recreation activities, as well as the SNAP program. Employment referrals and support. Advocacy and outreach, etc. The Somali Centre for Family Services has numerous success stories that highlight its impact on the community. Here are a few notable examples: Youth Empowerment: The center has implemented programs specifically youth, such as leadership training that empowered targeting many young men and women

with the skills and confidence needed to be community leaders.

Settlement Services: The center has been a crucial ally for newcomers, offering culturally appropriate settlement and integration services. This support has helped many families and individuals transition smoothly into Canadian society.

Community Building: Over the years, the center has built strong relationships with various levels of government and other organizations, enhancing its ability to serve the community effectively.

These stories are just a glimpse of the center’s broader impact, showcasing its dedication to empowering and uplifting the community. Our financial management is intact as an auditor reported in 2023/2024, and our treasurer will present the financial report.

I will leave the details of the services and programs with the Executive Director.

Thank you for your participation and enjoy the rest of the evening.

Sincerely,

**Mohamed Yussuf,
Board President**

A MESSAGE FROM EXECUTIVE DIRECTOR

As the Executive Director of the Somali Center for Family Services (SCFS), I am proud to reflect on a year of remarkable growth, achievement, and community impact. This year, SCFS has successfully expanded its programs, reaching more Black youth, families, and seniors in our community than ever before. Through targeted initiatives, we have addressed critical issues such as mental health support, settlement services, education, and employment readiness, empowering individuals to achieve their full potential.

I want to take this opportunity to express my deepest gratitude to our funders, whose ongoing support has been crucial to continuing our vital work. Your contributions have allowed us not only to strengthen our existing programs but also to launch new initiatives that provide comprehensive services to Black youth, seniors, and newcomers. Your belief in our mission drives us to aim even higher.

This year, we expanded several key projects, including youth empowerment workshops, mental health initiatives, settlement support, and employment readiness programs. These initiatives have positively impacted hundreds of individuals, offering them the tools they need to thrive. None of these accomplishments would have been possible without the dedication of our incredible staff, volunteers, and, most importantly, our Board of Directors. Your strategic guidance and unwavering support have been instrumental to our success.

Looking ahead, SCFS remains committed to further expanding our reach to serve more immigrants, seniors, and newcomer families. We recognize the unique challenges faced by new Canadians, and we are dedicated to enhancing our services to ensure that everyone in our community, regardless of their background, has access to the resources and support they need to succeed.

Together, we will continue building a brighter, more inclusive future. Thank you for being a part of this journey.

Sincerely,
Mr. Abdirizak Karod,
Executive Director



EXECUTIVE SUMMARY

We are thrilled to present our annual report, a reflection of a year marked by remarkable achievements and significant milestones. This year has been a period of profound growth and expansion for our organization, and we are proud to share the strides we have made in advancing our mission.

The accomplishments highlighted in this report are a testament to the hard work and dedication of our team, as well as the invaluable support we have received from you, our dedicated supporters. Without your steadfast commitment and engagement, the progress we have achieved would not have been possible. Your contributions have played a crucial role in enabling us to overcome challenges and seize new opportunities.

As you explore the details within this report, you will see how our collective efforts have resulted in substantial improvements and innovations. We have expanded our reach, enhanced our services, and strengthened our programs to better serve our community. This year has been a transformative one, characterized by both growth and adaptation in response to emerging needs and evolving circumstances.

We are deeply grateful for your continued partnership and the trust you place in us. Your support has been instrumental in our success, and we look forward to working together to build on these achievements and drive further positive change. Thank you for being an integral part of our journey.

WHO WE ARE

The Somali Centre for Family Services is a based non-profit organization that assists refugees and immigrants of all ages living in Ottawa - particularly those of Somali descent.

Since its inception, the Somali Centre for Family Services has been supporting immigrants in their journey to make Canada their home.

OUR MISSION

- Building community through events and partnerships;
- Delivering meaningful, timely and culturally appropriate integration services; and
- Prioritizing the health and wellness of newcomer families via the provision of counseling services and development workshops.

OUR VISION

- To preserve the culture and heritage of newcomers to Canada
- To enhance the socio-economic well-being of all newcomers, ACB (African, Caribbean, or Black) (African, Caribbean, and Black), and Middle Eastern folk in the Ottawa area
- To innovate the way Canada approaches non-profit work

OUR VALUES

- **DIGNITY**
- **CULTURE**
- **COMMUNITY**
- **COMPASSION**

PROGRAMS AND SERVICES REPORTS

YOUTH DEPARTMENT

TOGETHER WE CAN (TWC) MENTORSHIP PROGRAM

OVERVIEW

Duration: April 1st, 2023 - March 31st, 2024

Goal of the project: To increase protective factors, self-esteem, and the potential for success among 14- to 18-year-old Black youth in Ottawa by providing mentorship and resources to help them navigate career interests, overcome cultural barriers, and engage in advocacy and community-building initiatives.

Funded by: Ontario Government - Ministry of Children & Social Services - Black Youth Action Plan

KEY ACHIEVEMENTS

Milestone 1: Matched 24 youth participants with mentors and hosted 13 workshops

Milestone 2: Successfully engaged 350 individual youth participants in the program, including those who participated in activities but did not seek a mentor.

Milestone 3: Developed a bi-weekly newsletter (400 readers) and monthly resource bulletin (50 visitors)

TARGETED OUTCOMES:

- Increase post-secondary education enrollment in STEM and the Creative Economy.
- Decrease drop-out rates.
- Increase awareness of anti-racism initiatives and methods for combating discrimination.
- Increase access to reference letters and professional sponsors for internship applications during post-secondary studies.

CHALLENGES AND LESSONS LEARNED

Challenges Faced:

- Many potential mentors were intimidated by the time commitment and the age of the participants.
- Another challenge was achieving gender parity, as we had more girl youth ambassadors than boys.
- Low attendance rates at career-exposure series, where we hoped youth could gain hands-on experience and complete a project with our partner organizations

How Challenges were addressed:

- To address this, we decided to incorporate sessions hosted by university clubs and associations in group formats, as well as collaborate with tech-oriented non-profits to deliver these sessions.
- To address the gender imbalance, we featured more male speakers to attract boys and to encourage their participation in the program.
- We moved the sessions online, removing the burden of commuting to various partner offices.

Lessons learned:

- By integrating group sessions with university clubs and tech-oriented non-profits, we reduced the burden on individual mentors while still providing valuable mentorship opportunities.
- To ensure more balanced participation, we will select 4 girls and 4 boys as youth ambassadors this year. We also recognized the need to attend more sports events to engage more boys in the program. Additionally, we plan to host more male mentors at the monthly events.

- Instead of co-hosting TWC-exclusive sessions with partners, we encouraged our partners to host more events and workshop series that are open to youth 14-18. Prior to this recommendation, many workshops were only accessible to youth 16+. We would then promote sessions via our newsletter and get youth connected to resources across the city. That way, our program participants could pick and choose the sessions they wanted to attend without the fiscal disadvantages to the program.

STAKEHOLDER ENGAGEMENT

Our original and continued stakeholder for the program are:

- Ottawa Carleton District School Board
- Banff Community House
- Black professionals across the city
- Youth participants and their families

Our new 2023 stakeholders include:

- Black Boys Code
- Digital Arts Resource Centre
- National Society of Black Engineers at the University of Ottawa
- Future Paths Network
- Russell Heights Community House

PROGRAM RESULTS

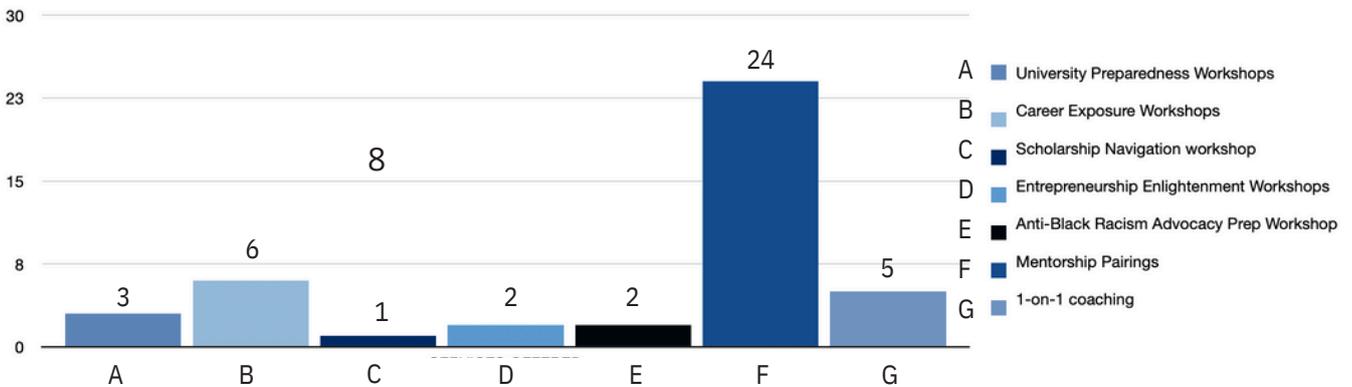


Number of Participants: 350 individual youth participants



Client Age Group: 14-18 years

Services Provided:



PROJECT MANAGER TESTIMONY

“Our recent workshops have shown us that STEM fields, particularly mechanical engineering, software engineering, and medicine, deeply captivate our youth. We’ve also observed significant interest in sales and entrepreneurship, so we’re excited to focus more on these areas moving forward. One key area we need to address is building confidence and public speaking skills, as many participants were initially shy to engage. Additionally, it’s been fantastic to see that the Link Up has become a ‘cool’ spot for youth to gather on Friday nights, which aligns perfectly with our vision of creating a third space for young people. Looking ahead, we aspire to make the Link Up a bi-weekly and eventually a weekly event, as the youth become more familiar with its benefits and opportunities.” - **Nani Demeke**



CLIENT TESTIMONY

“I would love to participate in this program again as it really helped me develop my network skills this year. The monthly events were extremely engaging, and I met so many nice and wonderful people. It also provided me with perspective on a variety of different careers which made me not only rethink my current choice, but also explore others as well. This ambassador program showed me that speaking out is important and helped me improve my networking skills. It was a truly unique and amazing experience which is why I would love to do it again!” - **TWC YA representing Gloucester High School**

Adrian Harewood



PHOTOS OF TWC 2024



STOP NOW AND PLAN (SNAP) CHILDREN'S BEHAVIOURAL COUNSELLING PROGRAM

OVERVIEW

Duration: April 1st, 2023 - March 31st, 2024

Purpose: The SNAP (Stop Now and Plan) program is a proven, evidence-based intervention designed for children aged 6 to 12 who exhibit disruptive behaviors. This 13-week program equips both children and their parents with strategies to enhance emotional regulation, self-control, and problem-solving skills, ultimately helping children stay engaged in school and avoid behavioral issues.

Funder name: Ministry of Children and Community Services-Black Youth Action Plan Fund

KEY ACHIEVEMENTS

Milestone 1: Registered 63 children in total, 55 children reported successful reduction of negative behavior presented by children at home, school and in the community. Most of which also reported better school results, and full-time enrollment in schools.

Milestone 2: Parents reported enhanced behavior modification skills

Milestone 3: Successful Implementation of Culturally Competent/Responsive Services at SNAP SCFS. In alignment with the BYAP funding objectives, SNAP at SCFS has successfully ensured that families feel more comfortable and are served by Staff who understand their experiences as individuals from ACB communities.

TARGETED OUTCOMES

- Increased emotional regulation, self-control and problem-solving skills for children and their parents/caregivers, through culturally relevant and responsive lenses
- Clinically reduced negative behavior scales (i.e., aggression, rule breaking, conduct, externalizing) for children, as measured by standardized tools
- Increased social competency for children
- Reduced community, or school-related, disruptions
- Improved children's academic performance and participation in pro-social extracurricular activities; and
- Increased connection of children and parents/caregivers to community-based resources

CHALLENGES AND LESSONS LEARNED

Challenges Faced:

- Arabic-speaking immigrants face language barriers, limiting their participation in the SNAP program depending on interpreter availability.
- SNAP families often face issues like housing, food, and employment insecurity, which complicates addressing the behavioral issues of children in the program.
- Stigma and shame around accessing SNAP persist from intake, affecting participation.

How Challenges were addressed:

- Sessions are planned around the availability of community or family friends who can serve as translators, with referrals to Crossroads and OCISO for additional support.
- We conduct initiatives like a Ramadan food drive and refer families to the Settlement Department and Employment Ontario services to address housing, food, and employment challenges.
- Culturally sensitive approaches are used, including collaboration with Multicultural Liaison Officers (MLOs) to inform potential clients and reduce the need for direct clinical work by SNAP staff.

Lessons learned:

- The need for robust interpreter services is crucial to fully support diverse immigrant populations.
- Addressing issues like housing, food, and employment requires a comprehensive approach, including initiatives like food drives and service referrals.
- Anti-oppression frameworks and collaboration with community liaisons help reduce stigma and improve program engagement.

STAKEHOLDER ENGAGEMENT

- Ministry of Children and Community Services (MCCS)-Funder
- Child Development Institute
- Children’s Aid Society, Ottawa
- Ottawa District School Board
- African Caribbean and Black (ACB) community Families

(Participants/Beneficiaries)

PROGRAM RESULTS

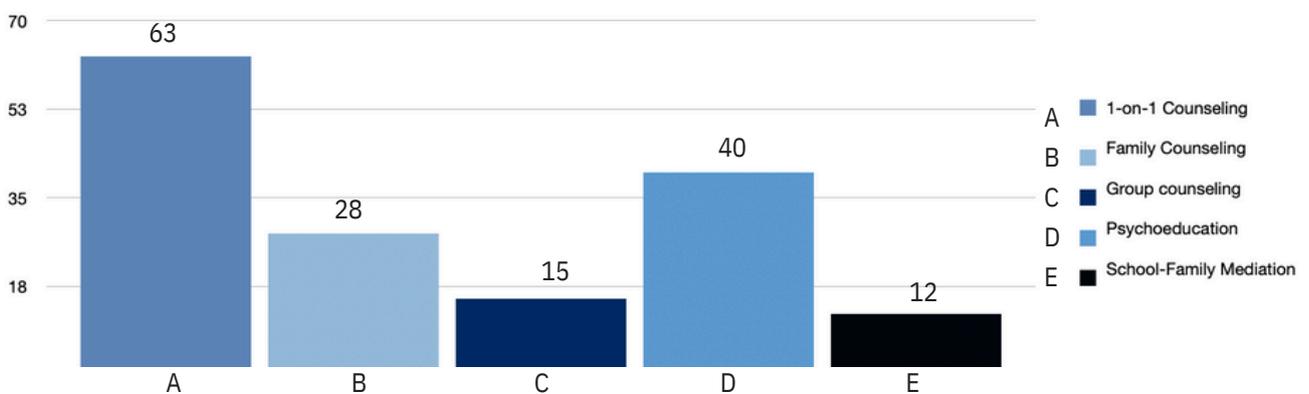


Number of Participants: 63
Children & 40 households



Client Age Group:
6-12 years

Services Provided:



PROJECT MANAGER TESTIMONY

As the SNAP Program Manager at Somali Centre for Family Services over the past five years, I have had the privilege of working with an empathetic SNAP staff who bring invaluable lived experiences and expertise in serving the African Caribbean and Black (ACB) community. Their daily dedication to reaching out to clients and addressing their unique needs has been essential to our success. On a professional level, I have successfully integrated my clinical training with culturally appropriate interventions to address the distinctive challenges faced by the ACB community we serve. Observing ACB families feel welcome and responsive to our services, due to their ability to relate to the staff, has been the most rewarding aspect of my role.-

Stella Mona





CLIENT TESTIMONY

“I had blood pressure before I started the SNAP session. Now my blood pressure is normal because I use SNAP stops to remain calm when I am upset” - **Mother of SNAP Child**

“One thing I liked about the groups is the relaxation technique and the facilitators. They are so nice, professional, and supportive.” - **Father of SNAP Child**



PHOTOS OF SNAP 2024

BUILDING BLACK YOUTH FUTURE RESILIENCE (BBYFR) EMPLOYMENT PROJECT

OVERVIEW

Duration: April 1st, 2023 - March 31st, 2024

Purpose: Our programs provide education and support for economically disadvantaged Black youth in Ottawa, ages 12-19, to help them succeed in education and the job market. The 10-week BBYFR employment readiness program focuses on career navigation, resume-building, interview preparation, email etiquette, and workplace relationships. Additionally, it includes financial literacy workshops and academic coaching to support goal-setting. The goal is to equip Black youth with the skills and opportunities needed for success in both education and future careers. **Funder:** Ontario Trillium Foundation

KEY ACHIEVEMENTS

Milestone 1: We successfully engaged more than 180 Black youth in the Employment Job Search Preparation Workshop. This comprehensive session was tailored to equip participants with essential skills such as resume writing, interview preparation, job search strategies, and financial literacy, empowering them as they enter the Canadian workforce.

Milestone 2: We facilitated more than 13 targeted workshops, providing hands-on learning opportunities to enhance the employability and readiness of Black youth in diverse fields.

Milestone 3: Youth were mobilized and empowered through job fairs, offering them direct access to employers, networking opportunities, and real-time insights into potential career paths.

Milestone 4: A 49-page “Youth Employment Navigation Booklet” was created and distributed, with over 200 copies shared. The booklet provides valuable guidance on key topics such as resume building, job search strategies, and interview techniques, helping Black youth successfully navigate the job market.

Milestone 5: Created a steering committee with 9 members who virtually meet on a bi-weekly basis to foster youth decision-making skills and to ensure project sustainability.

TARGETED OUTCOMES

- Youth increased their knowledge and skills through ongoing training, workshops, mentorship services, and networking events.
- Youth build self-confidence, allowing them to engage more effectively in education, become financially self-sufficient, and secure meaningful employment of their choice. By improving their self-esteem, knowledge, and communication skills, they overcame employment barriers and competed successfully in the job market.
- Youth developed the necessary skills to navigate and address social, institutional, and systemic barriers in education and employment.

CHALLENGES AND LESSONS LEARNED

Challenges Faced:

- Youth participants are primarily available only in the evenings due to their commitments, making it challenging to align their schedules with program activities.
- Additionally, Steering Committee members have limited time to actively engage, impacting their ability to contribute effectively.

How Challenges Were Addressed:

- To accommodate youth availability, we scheduled all sessions in the evenings with flexible timing, allowing participants to attend without conflicting with their other responsibilities.
- To alleviate the workload on the Steering Committee, we expanded its membership, enabling a more balanced distribution of tasks and responsibilities. Additionally, we introduced virtual meeting options, allowing committee members to participate regardless of location or time constraints.

Lessons Learned:

- The program has significantly enhanced the youths’ proficiency in job search techniques and resume writing, fostering a deeper understanding of the employment landscape.
- Moreover, the importance of collaboration and partnerships with stakeholders has become evident, proving essential for the program’s success. These alliances have facilitated a more effective and coordinated approach toward achieving shared goals.

STAKEHOLDER ENGAGEMENT

1. Black Youth Table Talk: Coalition of 21 organizations that serve Black Youth in Ottawa.
2. Hillcrest High School
3. Banff Community Center
4. Rideau Rockcliffe Entrepreneurship Hub: Accessible Employment Skills and Entrepreneurship Hub focusing on youth, small businesses, and young entrepreneurs.
5. SOYA Youth: A Group of Somali Community Youth.
6. African, Caribbean & Black Wellness & Resource Centre (ACB): Committed to educating, enriching, and empowering residents of the Ottawa/Gatineau area.
7. Boys and Girls Club
8. Twenty Today and Twenty Tomorrow
9. TWC Program

PROGRAM RESULTS

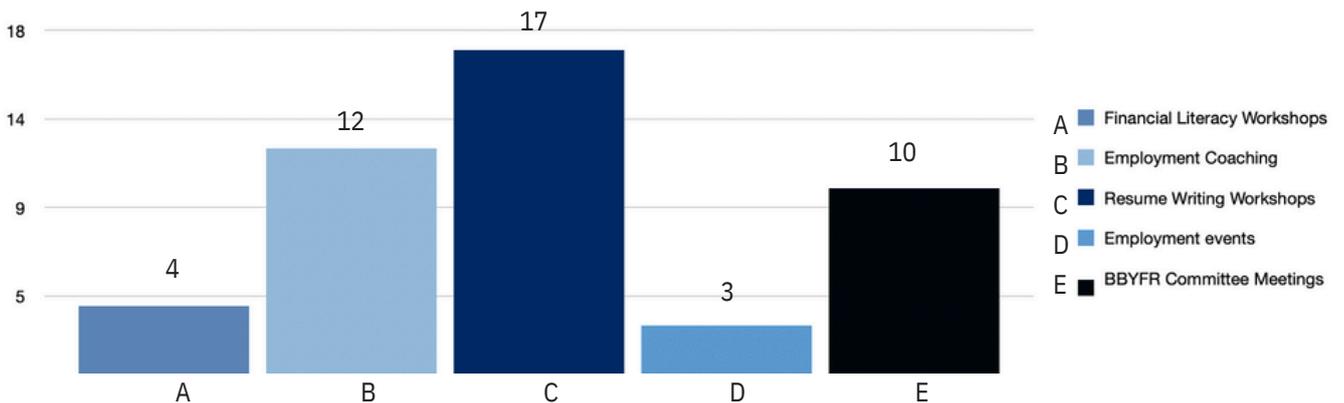


Number of Participants: 180 individual youth participants



Client Age Group: 13-21 years

Services Provided:



PROJECT MANAGER TESTIMONY

The Black Youth Employment Project has profoundly impacted the lives of Black youth by providing critical skills and support to overcome systemic employment barriers. Through training in resume writing, interview preparation, job search strategies, and financial literacy, the project has equipped participants with tools for both professional and personal growth. Mentorship and networking opportunities have fostered confidence, community, and connections with industry professionals. As a result, many participants have secured internships, jobs, and leadership roles. This project has empowered youth with the resources needed for career success, financial independence, and long-term economic empowerment.

- **Meseret Haileyesus**

CLIENT TESTIMONY

“Attending the Black Youth Job Fair was a turning point for me. As a 17-year-old, I wasn’t sure how to start looking for work, and I didn’t have much confidence in myself. But being there, surrounded by so many opportunities and people who wanted to help, made a huge difference. I was able to connect with employers who took the time to listen to my goals and guide me on what steps I should take next. The support I received helped me believe in myself more. I learned how to talk about my skills, how to present myself during interviews, and what kind of job opportunities were out there for someone like me. Before, I felt like I wasn’t ready, but now I feel confident about my future and the direction I want to go in. The job fair gave me the tools I needed to take the next steps, and I’m really grateful for that. It showed me that as a young Black man, I have a lot of potential, and there are people who are willing to support me on my journey.” **Ayo Musa, Participants**



PHOTOS OF BBYFR 2024

SETTLEMENT DEPARTMENT

OVERVIEW

Duration: April 1st, 2023 - March 31st, 2024

Objective/Goal of the Project: To support the successful integration of immigrants and refugees into Canadian society by providing comprehensive settlement services. The program addresses immediate and essential integration needs, including navigation of Canadian systems, cultural adaptation, and access to critical resources.

Funder Name: Immigration, Refugees and Citizenship Canada

KEY ACHIEVEMENTS

Milestone 1: Conducted a comprehensive needs assessment for 2,690 clients, developing tailored referral plans based on identified needs.

Milestone 2: Provided orientation and information sessions to 4,241 participants, covering various topics such as rights, Canadian laws, and employment.

Milestone 3: Supported 2,805 clients via community connections services

TARGETED OUTCOMES:

- Increased awareness of available services and resources among newcomers.
- Improved access to essential resources and opportunities for settlement and integration.
- Enhanced participation in job search programs and community activities.
- Strengthened community connections and support networks.

CHALLENGES AND LESSONS LEARNED

Challenges Faced:

- Limited resources for delivering employment support services and addressing mental health needs.
- Difficulties in providing language classes due to long waiting times and resource constraints.
- Lack of childcare services and transportation incentives affecting families' participation.

How Challenges were Addressed:

- Connected clients with local agencies for employment support and counseling services.
- Expanded outreach and developed partnerships to improve access to language training and community resources.

Lessons Learned:

- Improved coordination with local agencies can enhance the effectiveness of employment and counseling support.
- Addressing transportation and childcare barriers is crucial for increasing participation in settlement programs.

STAKEHOLDER ENGAGEMENT

Stakeholders Involved:

- YMCA • South East Ottawa Community Health Centre • Ottawa Carleton District School Board • Ottawa Catholic School Board • Canada Revenue Agency • Hazelview Landlord • Sharing and Caring Agency • ELTOC • Public libraries, schools, museums, and cultural festivals • Volunteers

PROGRAM RESULTS

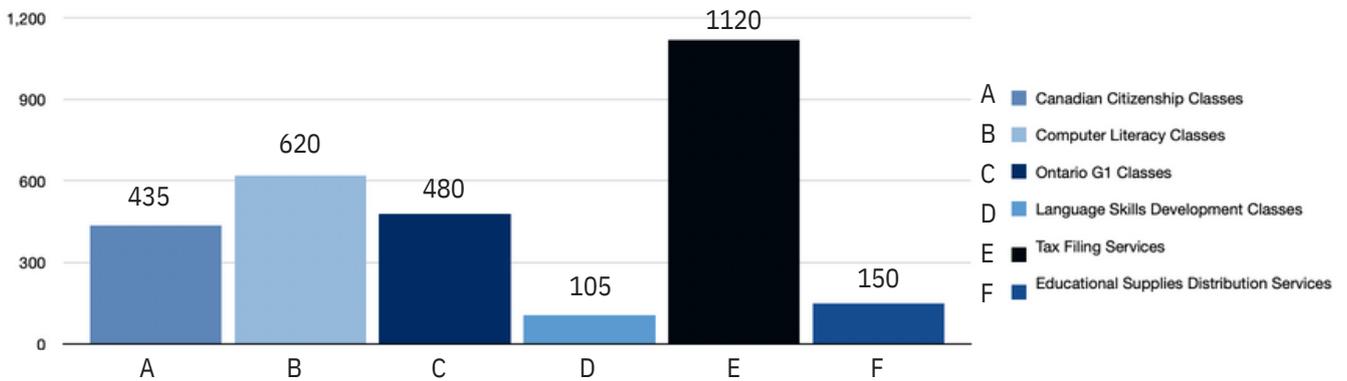


Number of Participants: 2,690 clients benefited from tailored settlement plans. The countries of origin of newcomers who received settlement services include Somalia, Syria, Afghanistan, Eritrea, Iraq, Djibouti, Ukraine, Democratic Republic Sudan, Yemen and Ethiopia .



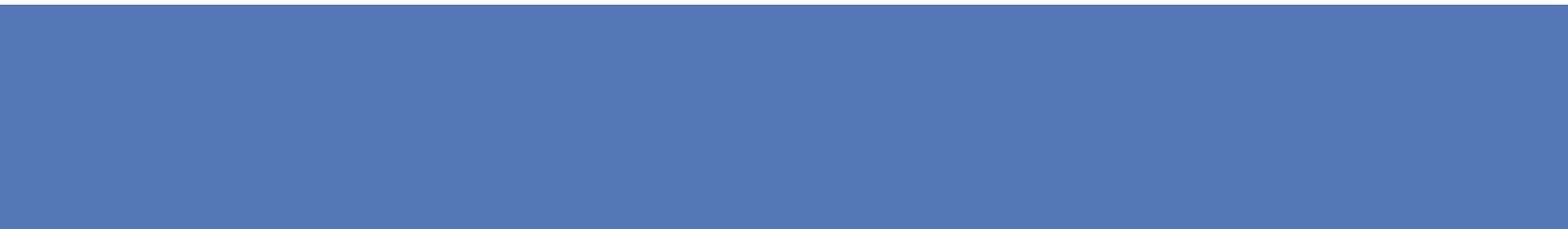
Client Age Group: 20-64 years

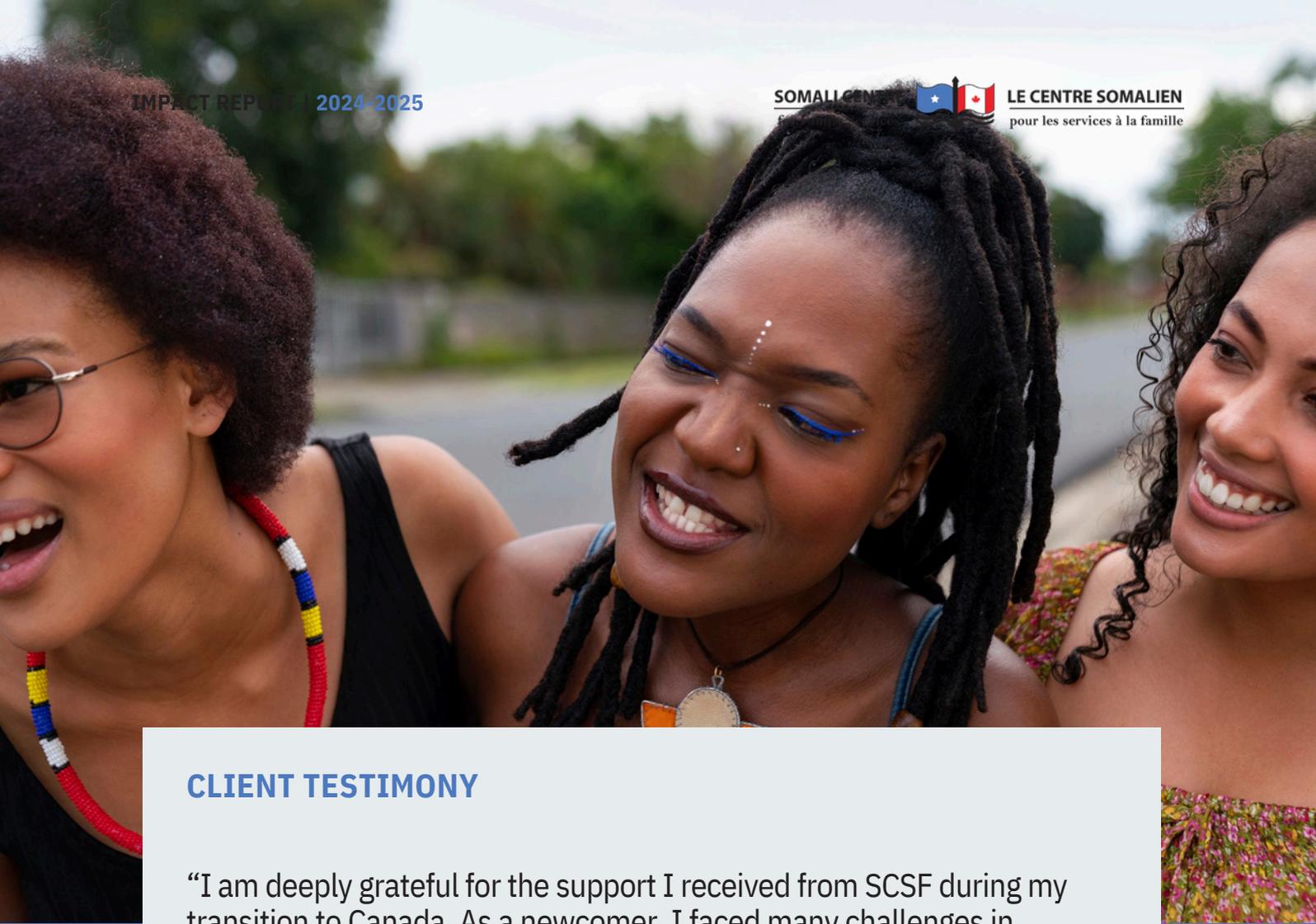
Services Provided:



PROJECT MANAGER TESTIMONY

“Our settlement services have significantly enhanced newcomers’ understanding of Canadian systems and improved their access to vital resources. While we faced challenges with employment support and language classes, our partnerships and targeted interventions have made a noticeable impact. Moving forward, addressing transportation and childcare needs will be a priority to further support our clients’ integration and empowerment. Despite challenges, our programs ensure that we are helping newcomers to use their potential and find their own solution and make their own decision” - **Abdulkadir Yussuf**





CLIENT TESTIMONY

“I am deeply grateful for the support I received from SCSF during my transition to Canada. As a newcomer, I faced many challenges in navigating unfamiliar systems, but the settlement services team, especially Fadumo, made the process so much easier. From helping me with my paperwork, guiding me through employment opportunities, and connecting me with vital community resources, settlement workers were with me every step of the way. Fadumo always demonstrated patience, understanding, and professionalism, which made me feel welcome and supported. Thanks to their guidance, I now feel more confident and settled in my new home. I highly recommend the Somali Centre for family services to anyone looking for reliable and compassionate settlement support.” - **Rita**



PHOTOS OF SETTLEMENT 2024

SENIORS DEPARTMENT

OVERVIEW

Duration: April 1st, 2023 - March 31st, 2024

Objective/Goal of the Project: To reduce isolation, to promote health and mobility, and to enhance the quality of life for Ottawa's senior population, particularly within the Somali community. The program aims to promote independence and dignity for seniors via social events and essential services that address the unique needs of seniors.

Funder Name: Multiple Community-Based Funding Sources

KEY ACHIEVEMENTS

Milestone 1: Organized 96 social events and activities, including gentle physical exercise classes and culturally relevant gatherings, to encourage socialization and reduce isolation.

Milestone 2: Provided telephone assurance to 6,190 seniors through service providers and volunteers, ensuring consistent check-ins and support for those at risk of isolation.

Milestone 3: Distributed groceries, milk, and dates to over 100 seniors monthly, alleviating financial stress and ensuring access to nutritious food, especially during the holy month of Ramadan.

TARGETED OUTCOMES:

- Increased social engagement and reduced isolation among seniors.
- Improved access to health information and services, leading to a reduction in emergency room visits.
- Enhanced community support networks and awareness of elder abuse and ageism.

CHALLENGES AND LESSONS LEARNED

Challenges Faced:

- Volunteer retention has been a persistent challenge, with many volunteers finding it difficult to commit long-term due to competing personal and professional responsibilities.
- There is a prevalent perspective among our senior women that physical activity is primarily for men, with dieting seen as the only health measure necessary for women. This belief has hindered participation in exercise programs.
- Dialect differences among seniors have limited full participation in our programs, as language nuances create barriers to effective communication and engagement.

How Challenges Were Addressed:

- To improve volunteer retention, we implemented flexible scheduling to accommodate volunteers' availability and make their contributions more rewarding.
- We addressed the gendered perception of physical activity by organizing gender-specific workshops that highlight the importance of exercise for women, emphasizing its benefits beyond just dieting.
- We provided additional language support and facilitated small group sessions to accommodate different dialects, ensuring that all seniors could fully participate in our programs.

Lessons Learned:

- Retaining volunteers requires ongoing recognition and support to maintain their commitment and engagement. Senior volunteer awards will be a tool we will look into.
- Challenging and changing gendered perceptions around health requires targeted education and culturally sensitive approaches.
- Accommodating dialect differences is crucial for inclusivity, and providing tailored language support can significantly enhance participation and understanding.

STAKEHOLDER ENGAGEMENT

Stakeholders Involved:

- Islamic Relief
- Ottawa Public Health
- City of Ottawa Senior Services
- Local Mosques and Community Centres
- Volunteers and Local Businesses
- Jewish Family Services

New Stakeholders Involved:

- Herongate Community Hub

DEPARTMENT RESULTS

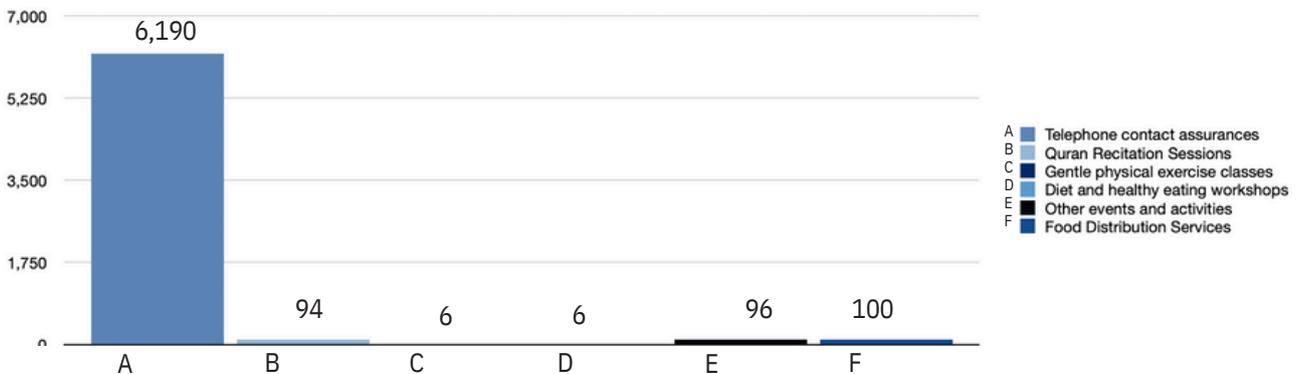


Number of Participants: Over 450 seniors benefited from tailored programs and services.



Client Age Group: 65 years and older

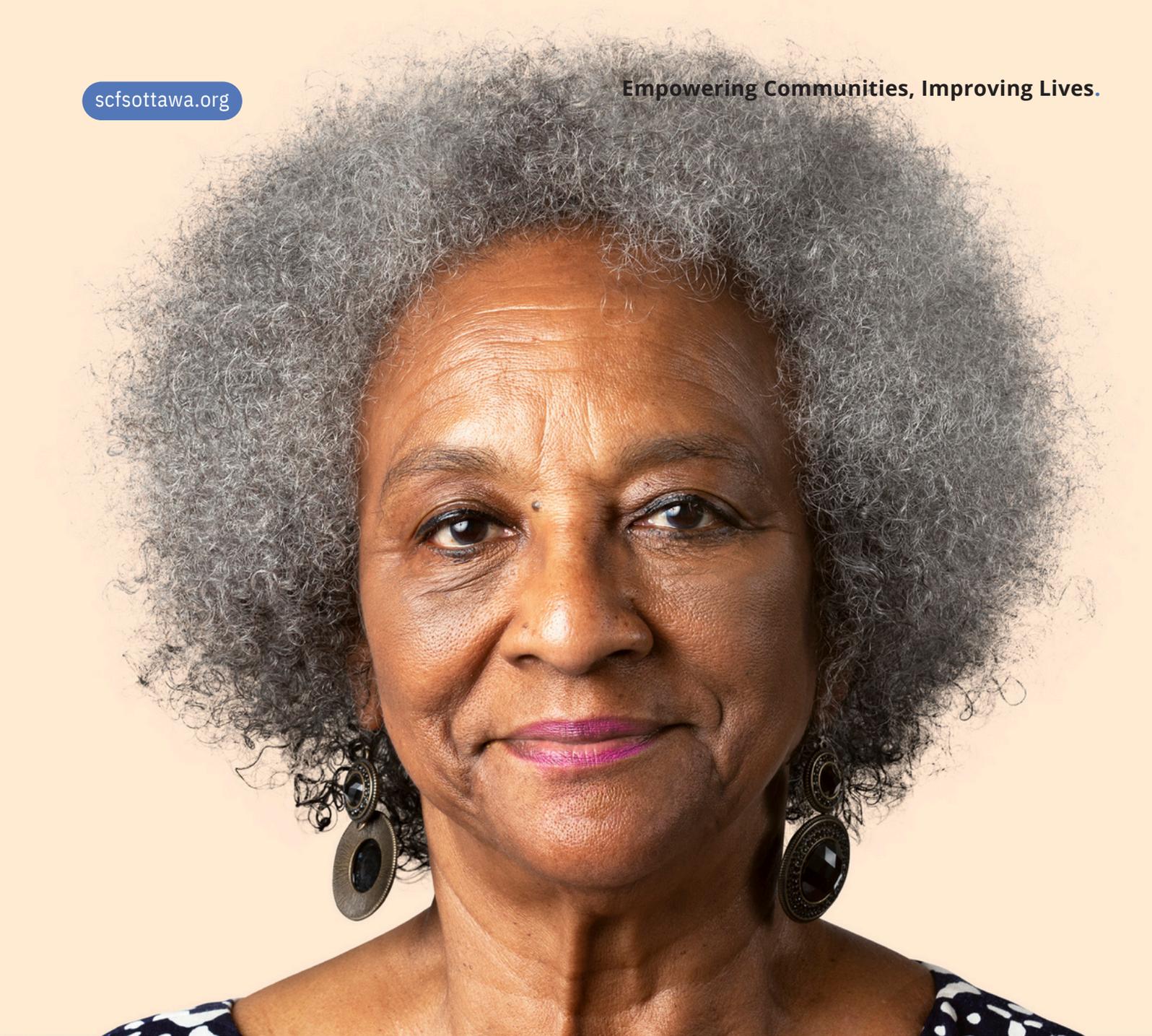
Services Provided:



PROJECT MANAGER TESTIMONY

“Our seniors program has played a crucial role in fostering a community where older adults can not only reconnect but also learn from one another. By promoting health education and reducing the need for emergency room visits, we’ve created an environment where seniors support each other and celebrate events and holidays together. As we move forward, we are dedicated to expanding our outreach and ensuring that our seniors continue to thrive with the essential support they deserve.” -

Ifrah Mahamoud



PHOTOS OF SETTLEMENT 2024

DAALO WORKFORCE SOLUTIONS

OVERVIEW

Duration: April 1st 2023- March 31st 2024

Objective/ Goal of the project: To train and employ newcomers and create an additional revenue stream for SCFS.

Current Contracts: Ottawa Community Housing, City Of Ottawa, Kiewit-Dufferin Midtown Partnership, Kiewit/Eurovia/Vinci Ottawa Partnership

KEY ACHIEVEMENTS

Milestone 1: Operating for 6 years

Milestone 2: Hired 42 new comers both part time and full time

Milestone 3: This year donated 20k back to SCFS that went back into the community

TARGETED OUTCOMES

- Sustain and expand on the contracts we currently have
- Increase the number of staff we train and hire

CHALLENGES AND LESSONS LEARNED

Challenges Faced:

- We have faced challenges with staffing for the Solid Waste Laborer position. We have a high turnover due to the nature of the work.
- We have faced challenges bidding for new contracts. Since we are a social enterprise, we don't have a specific niche and have lost bid to more specialized and experienced competition.

How Challenges were addressed:

- We changed the training process and have recruited better staff.
- We changed from being Daalo Property Maintenance to Daalo Workforce Solutions.

Lessons learned:

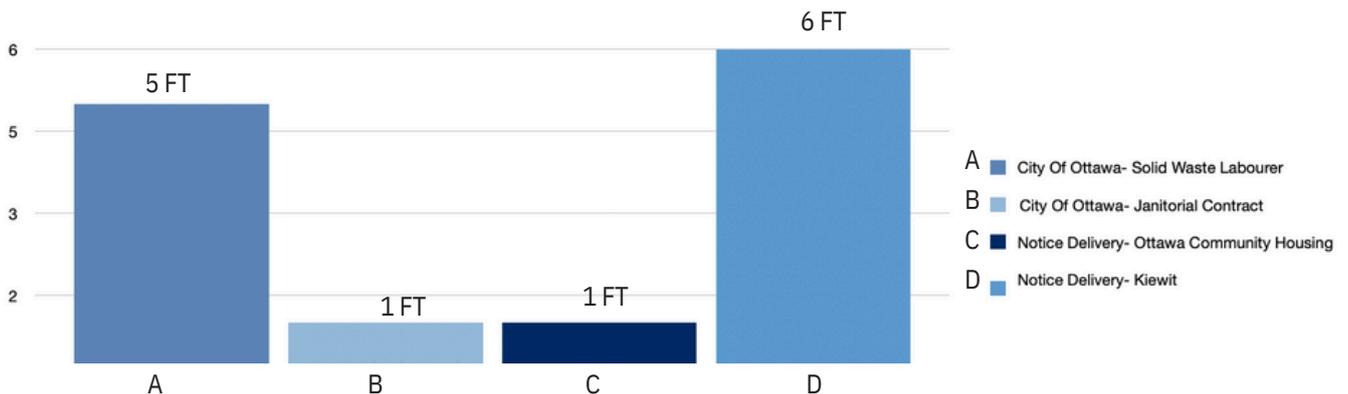
- By being more thorough with our training process we were able to rule out candidates who weren't a good fit.
- By being more specific about what we do as a social enterprise we can avoid competing with specialists.

STAKEHOLDER ENGAGEMENT

Stakeholders Involved –

- City Of Ottawa
- Ottawa Community Housing
- Kiewit-Dufferin Midtown Partnership
- Kiewit/Eurovia/Vinci Ottawa Partnership

BUSINESS RESULTS



PROJECT MANAGER TESTIMONY

“Since 2018, I’ve had the privilege of working with our clients to ensure they not only receive top-notch essential services but also experience the satisfaction of supporting a social enterprise that actively contributes to our community. It’s been a pleasure to witness the growth of Daalo and, even more rewarding, the personal and professional development of the newcomers who have joined our team. Their progress has been a testament to the positive impact we can achieve together.” -**Bille Abdalla**

CLIENT TESTIMONY ABOUT SERVICE OR ANY QUOTE

“When I first arrived in Canada six years ago, I started working with Daalo delivering notices. At that time, I was just beginning to build my life here. Thanks to the experience and support I received from Daalo, I’ve grown both personally and professionally. I’m now married, have brought my wife to Canada, and we’ve recently welcomed a newborn into our family. The skills and knowledge I gained with Daalo opened doors for me, and I am now proudly working with Canada Post. Daalo not only helped me get started but also made a lasting impact on my journey here.” - **Muhamud Osman**



PHOTOS OF DAALO 2024

SCFS CAPACITY BUILDING PROJECT

OVERVIEW

Duration: 12 months

Objective/Goal of the Project: To support the organization in developing a comprehensive, long-term strategy to navigate the post-COVID landscape effectively. This strategy aimed to streamline operations, enhance communication, and empower staff and volunteers with the skills and resources needed to provide high-quality community services over the next 5 to 10 years and build volunteer capacity.

Funder Name: Canadian Red Cross - Community Services Recovery Fund (CSRF)

KEY ACHIEVEMENTS

Milestone 1: Enhanced Organizational Capacity, Leadership Development, and Workforce Skills via comprehensive training sessions to staff and the management team.

Milestone 2: Streamlined Processes, Enhanced Resource Accessibility, and workflow via the implementation of a New Paperless HR System.

Milestone 3: Improved Technology Proficiency via comprehensive technology training sessions, ensuring staff could effectively utilize new office systems and adapt to modern workplace technologies such as Bright HR, Microsoft Teams, Microsoft Forms and Microsoft's Two-factor authentication app

Milestone 3: Promoted Staff Wellness and Mental Health Resilience via resource sharing (Wellness Monday Messages), potlucks and trainings.

Milestone 4: Standardized organizational practices, procedures and expectations via the development of Employee and Volunteer Handbooks

Milestone 5: Built Peer-to-Peer Support Systems via knowledge-sharing, cultural exchanges, and continuous learning.

TARGETED OUTCOMES

- Enhanced Organizational Capacity and Workforce Skills
- Improved Leadership Capabilities
- Streamlined Processes and Technological Proficiency
- Promoted Staff Wellness and Mental Health
- Strengthened Internal Communication and Standardized Practices
- Built Peer-to-Peer Support Systems
- Enhanced Resource Accessibility and Work-Life Balance

CHALLENGES AND LESSONS LEARNED

Challenges Faced:

- Staff frequently engaged in community outreach, making scheduling collective training sessions difficult.
- Transitioning to new HR systems and conducting updating policies required careful planning to avoid disruptions.

How Challenges Were Addressed:

- Utilizing virtual platforms for meetings and training, allowing staff to participate remotely from any location.
- Implemented time-blocking, providing advance notice for training and requesting staff to clear specific times in

their schedules to ensure availability.

- Involved staff early in the planning and implementation process to foster ownership and reduce resistance.
- Rolled out new systems gradually, allowing for testing, feedback, and smoother transitions with minimal disruption to daily operations.
- Provided ongoing guidance, training, and open forums for questions to ease adaptation to new processes. Maintained consistent messaging about the benefits of changes.

Lessons Learned

- Clear, consistent communication facilitates coordination and acceptance of new initiatives, especially when staff are dispersed or engaged in fieldwork.
- Inclusion in decision-making processes increases commitment and eases transitions, reducing resistance to

change.

- Tailoring strategies to meet staff needs improves participation and project effectiveness, particularly in a dynamic, outreach-based environment.
- Gradual rollouts allow for adjustments based on feedback and reduce the overwhelm associated with significant changes.
- Ongoing assistance and consistent messaging help staff adapt confidently to new technologies and processes.

STAKEHOLDER ENGAGEMENT

- SCFS Staff and Volunteers
- Executive and Management Team
- External Experts and Trainers (ex. Elmi Counseling & Wellness and Systemic Pathways)
- Community Members
- Canadian Red Cross

PROJECT RESULTS

The project yielded significant qualitative results

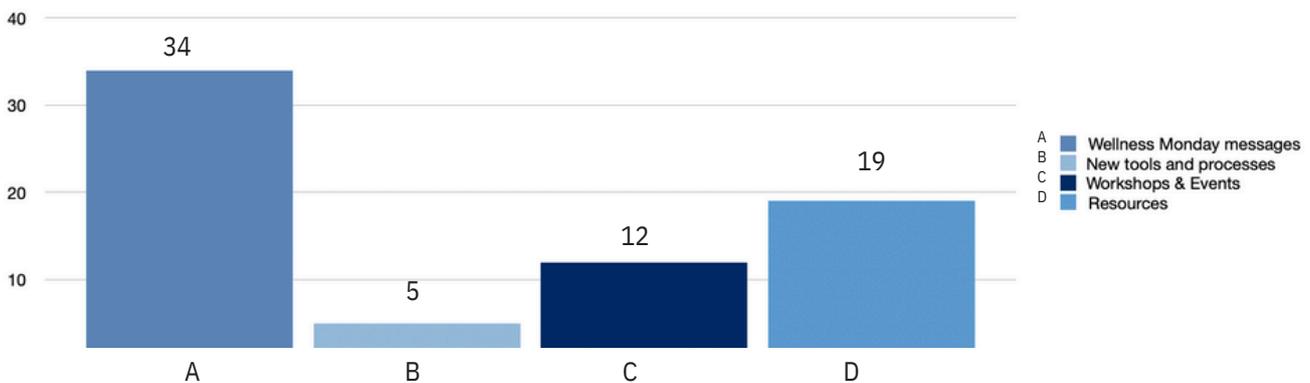


Number of Participants: 40 people



Client Age Group: 20-65 years and older

Services Provided:



PROJECT MANAGER TESTIMONY

“The SCFS Capacity Building Project has been essential in delving deeply into the needs of our staff and the communities we serve. Intisar Farah, who initiated the project, laid a strong foundation and direction that emphasized collaboration and engagement in the organization. Through this project, we’ve not only our processes and supported the enhancement of technological capabilities, but we’ve also empowered our staff and volunteers with the tools, skills, and confidence to adapt to future challenges. By fostering leadership, promoting mental health, and building peer-to-peer support systems, we’ve created an inclusive and resilient organizational culture ready to thrive.” - **Nasra Ali**



CLIENT TESTIMONY

“ I believe it is important to regularly look out for opportunities to improve our knowledge and skills to deliver settlement services. We gained information and understanding about improving communication skills to build positive relationships with newcomers and staff members. As a result of participating in professional development workshops, staff members feel more connected, valued and engaged in their work, which leads to more robust and more positive relationships with newcomers. “ – **Abdulkadir Yusuf Settlement Manager**

LOOKING FORWARD

To strengthen our strategic plan across key areas, we recommend a series of targeted initiatives for the Youth, Settlement, and Seniors departments that will enhance our organization's impact and sustainability.

Volunteer engagement is crucial to expanding our reach and deepening the quality of our services. For the Youth Department, we propose increasing the involvement of volunteers, particularly industry professionals and university students, in our STEM and entrepreneurship programs. Their expertise can provide mentorship, leading workshops that connect academic learning with real-world applications. Similarly, in the Settlement Department, we suggest engaging volunteers who have direct experience in the careers we are promoting, such as HVAC technicians or Early Childhood Educators, to offer newcomers practical guidance. For the Seniors Department, increasing volunteer engagement in social and recreational activities will help combat isolation and enhance the overall well-being of our senior clients.

In terms of organizational capacity building, it is essential to equip our staff with the necessary skills to deliver high-quality services. In the Youth Department, we recommend enhancing staff training in digital tools and media literacy, ensuring that they can effectively teach youth how to leverage technology for career development. In the Settlement Department, building internal capacity

through specialized training in employment gap analysis and career counseling will empower our staff to better assist newcomers in finding sustainable employment. Additionally, the Seniors Department would benefit from capacity building focused on understanding the unique needs of elderly clients, particularly in areas like mental health support and accessible service delivery.

Expanding and refining programming is another critical area for growth. In the Youth Department, we propose expanding the current offerings to include more comprehensive STEM and entrepreneurship tracks. This can be achieved by incorporating coding, robotics, digital media, and business planning into the curriculum, with a focus on hands-on, project-based learning. The Settlement Department should develop targeted training programs that align with our new focus on careers in Medical Device Reprocessing, HVAC, food service work and Early Childhood Education, providing newcomers with the skills and certifications needed to excel in these fields. For the Seniors Department, we recommend introducing programs that focus on technology literacy, ensuring that seniors can stay connected and access online resources with confidence.

To enhance our services, we must ensure that they are comprehensive and meet the diverse needs of our clients. In the Youth Department, reintroducing and expanding

recreational and tutoring services will provide a holistic approach to youth development, integrating these services with STEM and entrepreneurship initiatives. Furthermore, with the recent funding for the Empower You project, which continues the work and achievements of the BBYFR project, we are well-positioned to build on our successes. The Settlement Department should offer enhanced job readiness services, including personalized career counseling, résumé building workshops, and interview preparation sessions tailored to the new career paths we are promoting. Meanwhile, the Seniors Department could benefit from expanding health and wellness services, such as physical fitness programs and nutritional workshops, to improve the quality of life for our elderly clients.

Financial sustainability remains a key priority as we continue to grow. For the Youth Department, seeking funding and sponsorships from tech companies, startups, and local businesses invested in STEM and entrepreneurship can provide essential resources and financial backing for expanded programming. The Settlement Department should focus on securing grants and funding from government and private foundations dedicated to workforce development, particularly those supporting training and certification in emerging industries. The Seniors Department can explore

partnerships with healthcare providers and community organizations to fund initiatives that promote senior health and wellness, ensuring that our programs remain viable and impactful.

Finally, partnership fortification is vital for achieving our strategic objectives. Strengthening partnerships with local universities, tech hubs, and entrepreneurship incubators in the Youth Department will give our youth access to cutting-edge resources, mentorship, and potential internship opportunities. The Settlement Department should fortify relationships with industry associations, vocational training centers, and employment agencies that specialize in the careers we are promoting, enhancing our ability to provide newcomers with direct pathways to employment. For the Seniors Department, building strong partnerships with local healthcare providers, social service organizations, and community groups will help us deliver comprehensive, integrated services that address the full spectrum of senior needs.

By focusing on these key areas, the Somali Centre for Family Services will be well-positioned to continue making a meaningful impact on our community, ensuring that our programs and services remain responsive, sustainable, and effective in meeting the diverse needs of our clients.



A MESSAGE FROM THE TREASURER

As the current treasurer of SCFS, I want to recognize the funders, volunteers, and community members. I want to thank funders such as Citizenship and Immigration Canada, Heritage, Employment and Social Development Canada, the Government of Ontario, the City of Ottawa, and private Corporations, etc.

The services and programs run by SCFS would have been impossible without ongoing financial support from these Canadian institutions. In that regard, SCFS remains forever grateful to these funders. The Centre is financially stable due to the Contribution Agreements signed with the following core funders:

- Immigration, Refugee, and Citizenship Canada (IRCC) March 31, 2025
- Government of Ontario March 31, 2028,
- The City of Ottawa – to be signed until Dec 31, 2027

Under the leadership of the board of directors, the Centre has been very prudent in terms of maintaining its long-running commitment to manage within its budget, which means that the Centre does not run a deficit or surplus

Our auditor has been with us for the last ten years; but retired this year; therefore, I want to put forward a new auditor, **Armstrong Jones LLP**, whom our previous

auditor has referred. I, thus, put forward two concurrent motions that need the members' approval:

- Approve the financial statements as presented and **Armstrong Jones LLP**, as the auditor of SCFS in the fiscal year 2024/2025.

I conclude my remarks stating that SCFS complies with all Canadian accounting standards and requirements. The summary of the Centre's audited financial statements for 2023-2024 is available, and the auditor provides a succinct explanation of the balance sheet and statement of operations.

Sincerely,

Mohamoud Hassan

AUDITED FINANCIAL STATEMENTS

SOMALI CENTRE FOR FAMILY SERVICES

STATEMENT OF OPERATIONS
FOR THE YEAR ENDED MARCH 31, 2024

	<u>2024</u>	<u>2023</u>
REVENUE		
Contributions		
Immigration, Refugees and Citizenship Canada	\$ 1,339,788	\$ 1,292,849
Ministry of Children, Community and Social Services		
Mentorship program	160,000	160,000
SNAP program	471,400	479,570
Ministry of Citizenship, Immigration and International Trade		
NSP program	53,677	53,540
City of Ottawa	226,864	290,701
Ontario Trillium Foundation	277,345	320,319
Youth employment programs		
ESDC summer employment program	-	18,390
LASI World Skills	33,230	31,702
JFS seniors program	14,898	14,898
Canadian Red Cross	58,863	-
Other	97,073	127,981
Donations, fundraising and miscellaneous	27,090	2,846
Youth fundraising programs	1,717	2,057
	<u>2,761,945</u>	<u>2,794,853</u>
EXPENSES		
General program	88,784	290,867
Honorariums	3,718	6,380
Office	406,837	341,219
Professional fees	163,867	153,269
Salaries and benefits	2,068,821	1,982,273
	<u>2,732,027</u>	<u>2,774,008</u>
NET REVENUE FOR THE YEAR	<u>\$ 29,918</u>	<u>\$ 20,845</u>

SOMALI CENTRE FOR FAMILY SERVICESSTATEMENT OF FINANCIAL POSITION
AS AT MARCH 31, 2024

	<u>2024</u>	<u>2023</u>
ASSETS		
CURRENT		
Cash	\$ 414,597	\$ 481,728
Accounts receivable	102,911	86,369
Prepaid expenses	<u>74,395</u>	<u>47,701</u>
	591,903	615,798
PROPERTY AND EQUIPMENT (note 4)	<u>46,929</u>	<u>80,226</u>
	<u>\$ 638,832</u>	<u>\$ 696,024</u>
LIABILITIES		
CURRENT		
Accounts payable	\$ 179,911	\$ 132,357
Deferred revenue (note 5)	<u>177,467</u>	<u>278,834</u>
	357,378	411,191
DEFERRED CONTRIBUTIONS RELATED TO PROPERTY AND EQUIPMENT (note 6)	<u>46,929</u>	<u>80,226</u>
	<u>404,307</u>	<u>491,417</u>
UNRESTRICTED NET ASSETS		
Balance - beginning of year	204,607	183,762
Net revenue for the year	<u>29,918</u>	<u>20,845</u>
Balance - end of year	<u>234,525</u>	<u>204,607</u>
	<u>\$ 638,832</u>	<u>\$ 696,024</u>

Approved on behalf of the Board:

Director

Director

SOMALI CENTRE FOR FAMILY SERVICES

STATEMENT OF CASH FLOWS
 FOR THE YEAR ENDED MARCH 31, 2024

	<u>2024</u>	<u>2023</u>
OPERATING ACTIVITIES		
Net revenue for the year	\$ 29,918	\$ 20,845
Items not affecting cash		
Amortization	45,212	57,024
Amortization of deferred contributions (note 6)	(45,212)	(57,021)
Net change in non-cash working capital items		
Accounts receivable	(16,542)	(25,429)
Prepaid expenses	(26,694)	42,849
Accounts payable	47,554	46,493
Deferred revenue	<u>(101,367)</u>	<u>(92,081)</u>
	(67,131)	(7,320)
INVESTING ACTIVITIES		
Purchase of property and equipment	(11,915)	(30,733)
FINANCING ACTIVITIES		
Contributions related to property and equipment	<u>11,915</u>	<u>30,733</u>
INCREASE (DECREASE) IN CASH FOR THE YEAR	(67,131)	(7,320)
Cash - beginning of year	<u>481,728</u>	<u>489,048</u>
CASH - END OF YEAR	<u>\$ 414,597</u>	<u>\$ 481,728</u>

GOVERNANCE, MANAGEMENT & STAFF

BOARD OF DIRECTORS

Mohamed Dahir - President
 Shoon Omar - Vice President
 Mohamoud Hassan - Treasurer
 Abukar Mohamed
 Abdirahman Hilowle
 Fahia Abdi
 Mohamed Islam
 Abdinassir Ali
 Guled Musa

MANAGEMENT TEAM

Abdirizak Karod - Executive Director
 Abdulkadir Yussuf - Settlement Manager
 Bille Abdalla - Youth Department Manager/Daalo Project Manager
 Ifrah Mahamoud - Seniors Department

STAFF MEMBERS:

Administration

Zeinab Sh. Dahir Abdi - Admin Assistant
 Jim Downey - Accountant
 Dianne Webb - Financial Consultant
 Daud Dahir - Finance
 Mohamud Hagi Aden - Consultant/Advisor
 Asli Mohamed - Operation Manager / SNAP Children & Family Worker

Youth

Stella Mona - SNAP Manager
 Daya Moses - SNAP Children & Family Worker
 Saada Abdourhman - SNAP Children & Family Worker
 Shukri Hussein - SNAP Children & Family Worker
 Roda Guelid - SNAP Children & Family Worker
 Kahmaria Pingue - BBYFR Youth Project Manager
 Nani Demeke - Youth Program Coordinator

Settlement

Ahmed Nor - Employment Counsellor / NSB - World Skills
 Marian Farah - Assistant Settlement Manager
 Johara Aden - Settlement Counsellor
 Ali Malash - Settlement Counsellor
 Fathiya Ibrahim - Settlement Counsellor
 Aouni Tahech - Settlement Counsellor
 Houda Basti - Settlement Counsellor
 Fadumo Mussa - Settlement Counsellor
 Makris Mohamud - Settlement Counsellor
 Manar Nasser - Settlement Counsellor
 Nilofar Samsur - Settlement Counsellor
 Nasra Ali - Settlement Counsellor
 Aduei Riak - Settlement Counsellor
 Said Jama - Settlement Counsellor

Seniors

Kaltoun Mussa - Outreach Coordinator

COMMUNITY PARTNERS & KEY STAKEHOLDERS



FUNDERS



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Ontario

MINISTRY OF COMMUNITY
AND SOCIAL SERVICES

MINISTÈRE DES SERVICES
SOCIAUX ET COMMUNAUTAIRES



LEGAL AID ONTARIO
AIDE JURIDIQUE ONTARIO



**FOUNDATION
FOR BLACK
COMMUNITIES**

—
**FONDATION
POUR LES
COMMUNAUTÉS
NOIRES**

Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario



**Canadian
Red Cross**

CONTACT INFORMATION

CONTACT US

We invite the public, community organizations, and stakeholders to collaborate with the Somali Center for Family Services (SCFS) in our mission to create meaningful change. Together, we can strengthen our efforts to empower marginalized communities, provide critical support services, and foster an inclusive society.

Whether through partnerships, volunteer opportunities, or shared resources, your involvement is essential in amplifying our impact. Let's work together to build a brighter future for all.

HEAD OFFICE ADDRESS

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Ottawa, ON, K1V7Z4

YOUTH OFFICE ADDRESS

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info@scfsottawa.org

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[Instagram](#) | [Facebook](#) | [YouTube](#)