



SCFS 2025 AGM REPORT



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LAND ACKNOWLEDGEMENT

Welcome, Bienvenue, Soo Dhawoow, Akwaaba, Karibu.

We gather today on the traditional, unceded territory of the Algonquin Anishinaabe people, honoring their past, present, and future stewardship of this land. We acknowledge the ongoing impact of colonialism and commit to reconciliation and decolonization alongside Indigenous communities. We also honor our African, Caribbean, and Black ancestors—explorers, builders, and those who resisted enslavement—whose courage and contributions continue to shape Canada. Their legacy inspires us to confront systemic inequities and uplift Black voices.

In solidarity with all historically marginalized communities, we come together to reflect, learn, and work toward a just and equitable future.



MESSAGE FROM THE BOARD PRESIDENT

For more than 30 years, the Centre has grown from a unicultural organization into a vibrant multicultural hub that serves families from many backgrounds. Along the way, we have faced challenges such as limited funding, stigma, and lack of recognition, yet through perseverance and commitment we have built strong and lasting partnerships with all levels of government—federal, provincial, and municipal—that continue to sustain and strengthen our work.

The Centre now offers a wide range of programs and services, including settlement and integration support, counselling and crisis intervention, seniors' health and wellness activities, youth mentorship and recreation, employment referrals, and ongoing advocacy and outreach. These programs are not just services; they are lifelines that meet the evolving needs of our community.

Our impact can be seen in many success stories: youth leadership initiatives that give young people the skills and confidence to step into community leadership; settlement services that help newcomers transition with dignity and ease into Canadian society; and community-building efforts that create strong connections across sectors and expand opportunities for those we serve. These outcomes demonstrate our unwavering commitment to empowering individuals and families while strengthening the community as a whole.

As we move forward, we do so with financial stability, confirmed by the auditor's report for 2024/2025. The Treasurer will present further details, and our Executive Director will speak more fully about the programs and services that continue to make the Centre a vital part of Ottawa's community fabric.



MESSAGE FROM THE TREASURER

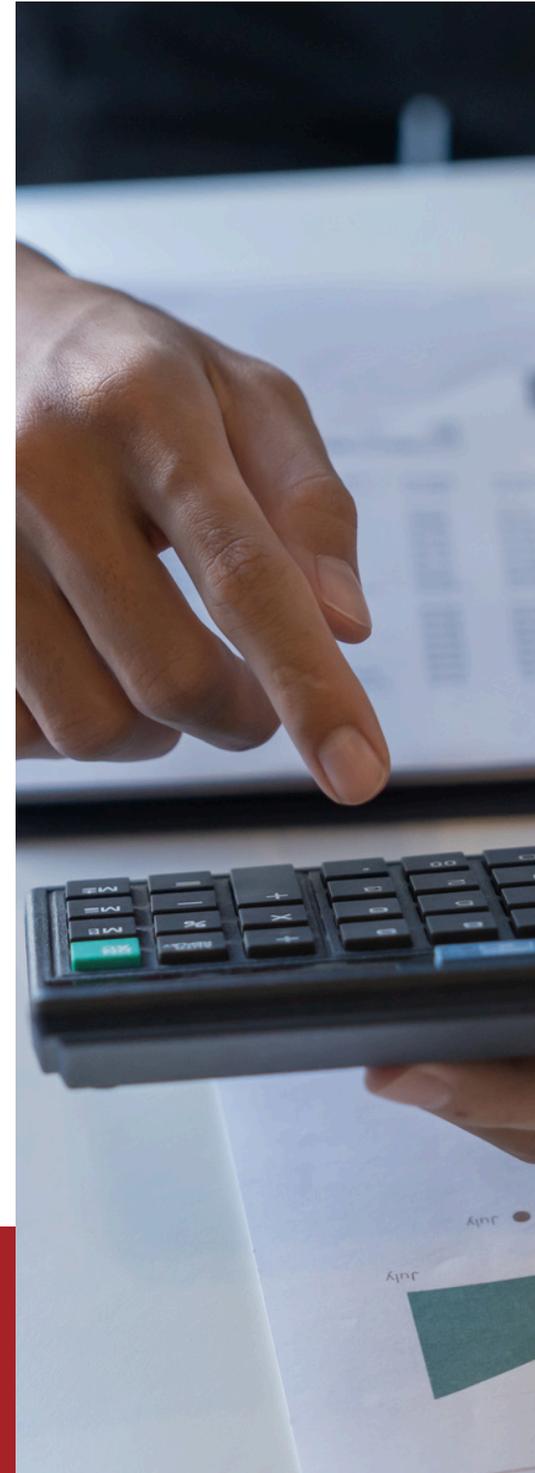
As Treasurer of SCFS, I would like to recognize and thank our funders, volunteers, and community members whose support makes our work possible. We are especially grateful to Immigration, Refugees and Citizenship Canada (IRCC), the Government of Ontario, the City of Ottawa, and other partners including federal agencies, private corporations, and local organizations. Their contributions sustain our programs and allow us to serve youth, families, seniors, and newcomers across Ottawa.

The Centre remains financially stable and has upheld its commitment to prudent financial management. Under the leadership of the Board of Directors, SCFS consistently manages within its budget, ensuring the Centre neither operates in deficit nor accumulates unnecessary surpluses. This disciplined approach maintains the trust of our funders while ensuring resources are used effectively to benefit the community.

This year also marks a transition in our financial oversight. Our auditor of the past ten years retired, and we are grateful for their service. On their recommendation, I put forward Armstrong Jones LLP as our new auditor for the fiscal year 2025/2026. I therefore seek members' approval for two motions: to adopt the financial statements as presented, and to appoint Armstrong Jones LLP as SCFS's auditor.

SCFS remains fully compliant with Canadian accounting standards. The audited financial statements for 2023–2024 are available and provide a clear overview of the Centre's balance sheet and operations. These statements demonstrate both financial responsibility and a strong foundation for continued growth.

Sincerely,
Mohamoud HassaN



MESSAGE FROM THE EXECUTIVE DIRECTOR

As Executive Director of the Somali Centre for Family Services (SCFS), I am proud to reflect on a year of growth, achievement, and community impact. This year, SCFS expanded programs reaching more Black youth, families, and seniors than ever before. Through initiatives in mental health, settlement, education, and employment, we helped individuals and groups build stability and reach their potential.

We successfully concluded the Youth Education and Employment Project, funded by the Ontario Trillium Foundation and the Black Community Foundation, while also expanding youth mental health, settlement, and employment supports. These efforts have positively influenced hundreds of community members.

Our progress would not be possible without the dedication of our staff, volunteers, and the Board of Directors, whose guidance and support remain invaluable. Looking ahead, SCFS is committed to serving more immigrants, seniors, and newcomer families by expanding access to the resources needed to succeed.

I extend heartfelt gratitude to our funders for enabling this important work. Your trust inspires us to aim higher and build a brighter, more inclusive future together.

Sincerely,
Mr. Abdirizak Karod



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.

VISION

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

MISSION

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



**PROGRAMS AND
SERVICES
REPORTS**



SNAP PROGRAM

OVERVIEW

Duration: April 1st, 2024 - March 31st, 2025

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

- 77 children registered; 65 showed reduced negative behaviors and improved academic performance.
- Parents gained confidence in guiding children's development.
- New reading program launched, boosting literacy, engagement, and self-confidence.

TARGETED OUTCOMES

- Better emotional regulation, self-control, and problem-solving for children and caregivers.
- Reduced negative behaviors (aggression, rule-breaking, conduct issues).
- Improved social skills and competencies in children.
- Fewer disruptions at school and in the community.
- Stronger connections between families and community supports.





CHALLENGES AND LESSONS LEARNED

CHALLENGES FACED

- 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 arranged according to community translators' availability, with referrals to CAS and OCISO for support.
- Initiatives like a Ramadan food drive tackle housing, food, and employment issues through collaboration with the Settlement Department and Employment Ontario.
- Culturally sensitive approaches involve Multicultural Liaison Officers (MLOs) to inform potential clients, minimizing direct clinical work by SNAP staff.

LESSONS LEARNED

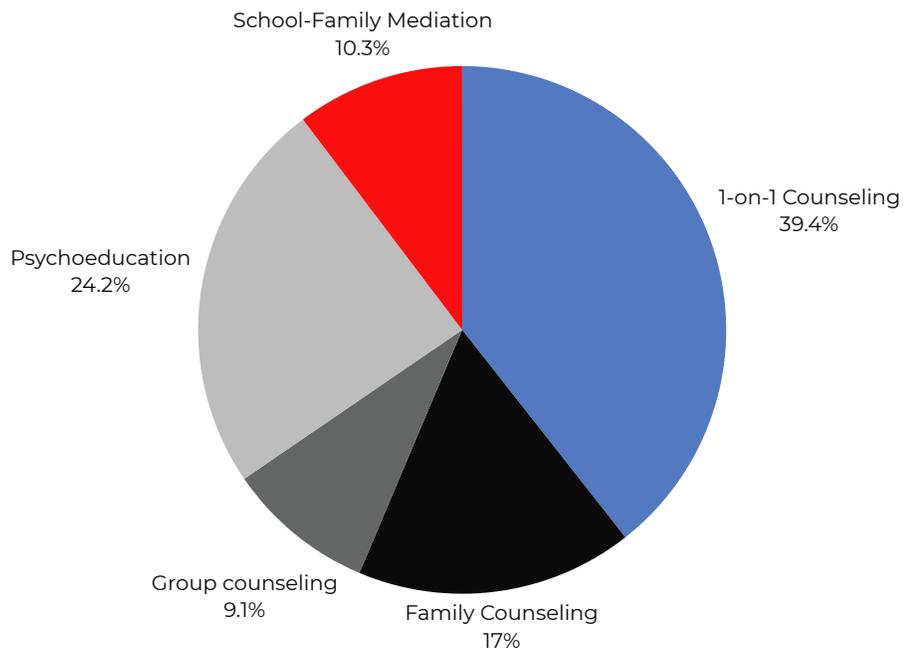
- Robust interpreter services are crucial for diverse immigrant populations.
- A comprehensive approach is necessary to address housing, food, and employment issues, incorporating food drives and service referrals.
- Building trust takes time and consistency, especially with those who have experienced discrimination.

Anti-oppression frameworks and collaboration with community liaisons can reduce stigma and improve program engagement.

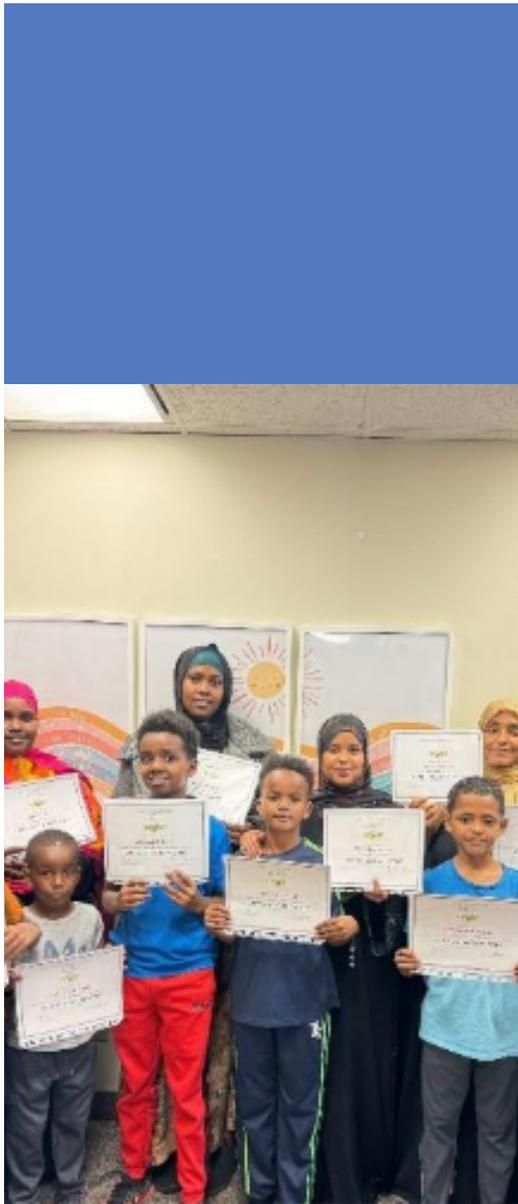
PROGRAM RESULTS

Number of Participants: 77 Children & 59 households
 Client Age Group: 6-12 years
 Sex: 17 girls and 77 Boys
 Services Provided:

Services	Delivered
1-on-1 Counseling	65
Family Counseling	28
Group counseling	15
Psychoeducation	40
School-Family Mediation	17



ENGAGEMENT



STAKEHOLDERS

- Ministry of Children and Community Services (MCCS) - Funder
- Child Development Institute
- Children's Aid Society, Ottawa
- Ottawa District School Board
- Ottawa Catholic School Board
- Conseil des écoles publiques de l'Est de l'Ontario (CEPEO)
- African Caribbean and Black (ACB) community Families (Participants/Beneficiaries)

PROGRAM MANAGER QUOTE

As the SNAP Team Lead at the Somali Centre for Family Services, I've spent the last 5.5 years working alongside a passionate and empathetic team deeply connected to the African, Caribbean, and Black (ACB) community. Their lived experience and cultural insight play a huge role in how we support our clients' day-to-day. I've been able to blend my clinical background with approaches that reflect the realities and needs of the community we serve. One of the most meaningful parts of my work has been seeing ACB families feel truly seen, welcomed, and understood—largely because they connect so well with our team. That trust is what makes our work impactful. – Asli Mohamed

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

TWC PROGRAM

OVERVIEW

Duration: April 1st, 2024 – March 31st, 2025

Goal: To increase protective factors, self-esteem, and the potential for success among 12–24-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, Community & Social Services – Black Youth Action Plan

KEY ACHIEVEMENTS

- 275 youth served in Ottawa.
- 18 new mentorship matches created.
- 52 mentees and 23 mentors reported positive experiences.
- Supported 241 youth ages 12–17, 32 ages 18–24, and 2 ages 6–11.
- Initiated resources for youth interested in apprenticeships.

TARGETED OUTCOMES

- Increase post-secondary and apprenticeship enrollment in STEM, trades, social sciences, and the creative economy.
- Reduce high school dropout rates.
- Build confidence and public speaking capacity among Black youth.
- Increase access to scholarships, bursaries, apprenticeships, and professional sponsorship.





CHALLENGES AND LESSONS LEARNED

CHALLENGES FACED

- Mentor retention declines from Zoom fatigue after four sessions.
- Unpreparedness in assisting homeless youth reveals referral system gaps.
- High demand for one-on-one mentorship surpasses current capacity.
- Increased interest in apprenticeship pathways in trades but limited contacts.
- Grassroots Initiative pilot trained youth ambassadors but faced sustainability challenges.

HOW CHALLENGES WERE ADDRESSED

- Created a Youth Housing Guide and partnered with YMCA and YSB for youth housing support.
- Enhanced collaboration with schools and community partners for early youth assistance.
- Started developing an Apprenticeship Application Guide to ease entry into trades and are seeking contacts in construction-related fields.
- Postponed expansion of Office Hours, Circle, and new workshop catalogue until November 2025 for better resource allocation.

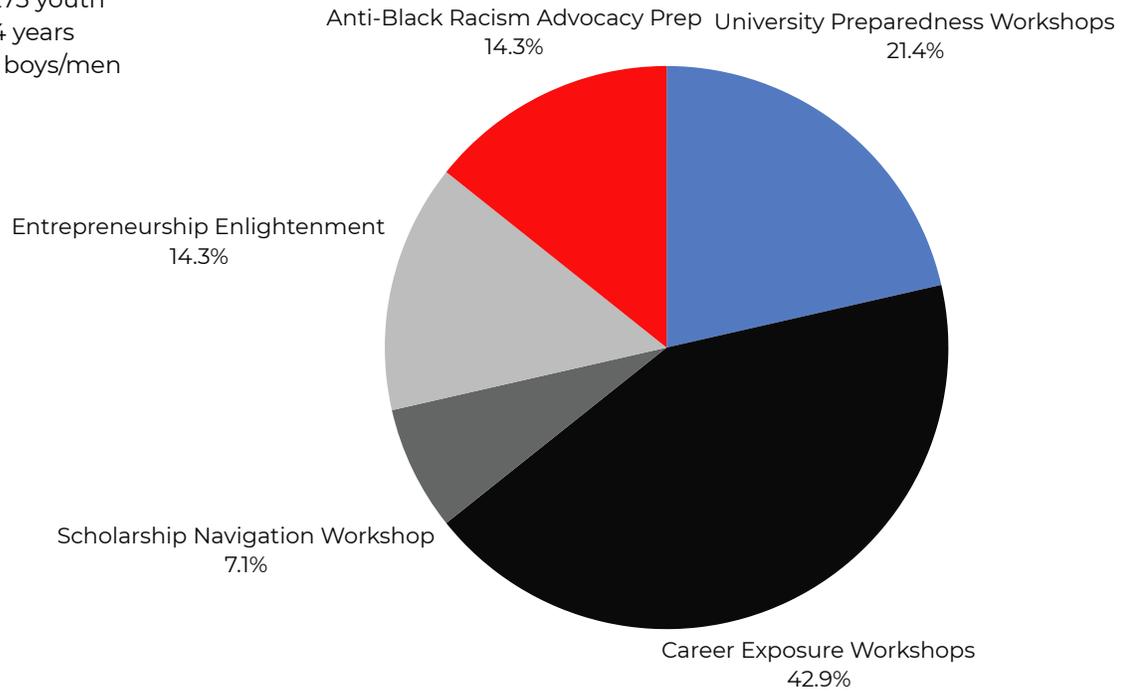
LESSONS LEARNED

- Sustained engagement requires innovative, relationship-centered programming.
- Youth need more tailored pathways: apprenticeships must be integrated alongside university and college prep.
- Cross-sector partnerships (schools, trades, housing, employers) are critical to scaling impact

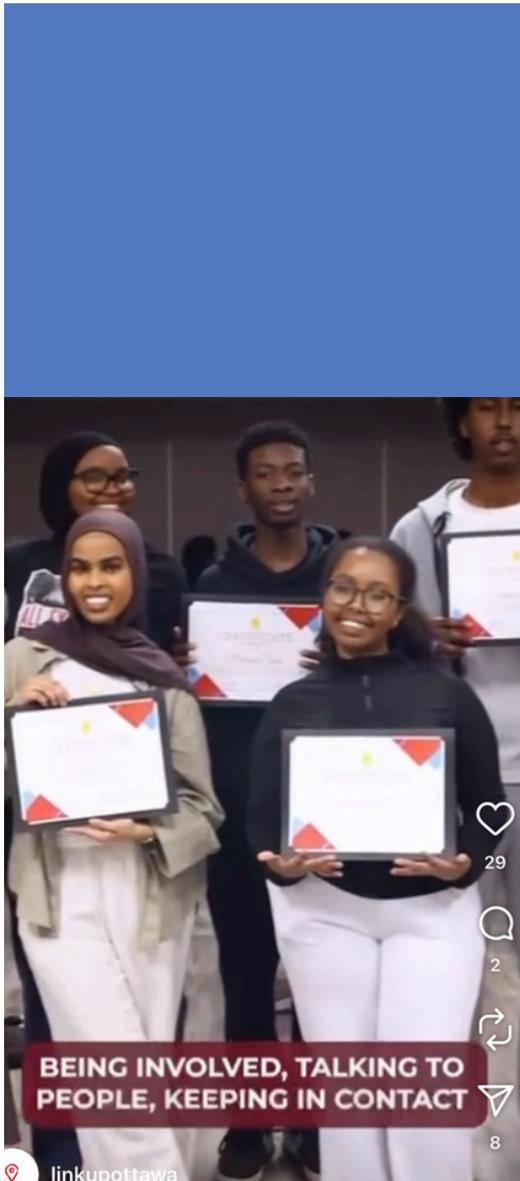
PROGRAM RESULTS

Number of Participants: 275 youth
 Client Age Group: 12–24 years
 Sex: 54% girls/women, 46% boys/men

Services	Offered
University Preparedne	3
Career Exposure	6
Scholarship Navigation	1
Entrepreneu rship	2
Anti-Black Racism	2
Mentorship Pairings	18
1-on-1 Coaching	5



ENGAGEMENT



STAKEHOLDERS

- Ottawa-Carleton District School Board
- Banff and Russell Heights Community Houses
- Black Boys Code
- National Society of Black Engineers (University of Ottawa)
- Future Paths Network
- DiverTek Solutions
- Youth participants and their families

PROGRAM MANAGER QUOTE

“This year showed us how mentorship must grow with our youth’s changing needs. The surge of interest in apprenticeships tells us that university isn’t the only pathway—many want to build careers in trades, and we’re committed to making those opportunities accessible. With The Circle, Office Hours, and apprenticeship resources launching in November, we’re creating a mentorship ecosystem that is more flexible, practical, and responsive than ever.” — Nani Demeke, Youth Program Coordinator

CLIENT TESTIMONY

“The mentorship program gave me real confidence. The workshops helped me find scholarships, prepare my resume, and even practice public speaking. I felt supported not just as a student but as a person with dreams. This program is life changing.” — Youth Participant, 16, Ecole Secondaire Catholique Franco-Cité

WANAAG PROJECT

OVERVIEW

Duration: January 6, 2025 – March 31, 2025

Goal: To provide culturally responsive mental health support for Somali youth in Ottawa through community-based healing, trauma-informed care, and capacity building.

Funding Source: City of Ottawa

KEY ACHIEVEMENTS

- 10 clients enrolled in one-on-one counseling sessions in partnership with Elmi Counselling and Wellness Services.
- 2 group healing circles launched, each with 6 sessions, creating safe and culturally affirming spaces for Somali youth.
- Established collaboration with Elmi Counselling and Wellness, ensuring holistic and culturally grounded service delivery.

TARGETED OUTCOMES

- Increase access to culturally relevant mental health services for Somali youth.
- Strengthen trust between Somali youth and service providers.
- Improve coping strategies, resilience, and community connection.
- Establish a foundation for long-term expansion of mental health programming.





CHALLENGES AND LESSONS LEARNED

CHALLENGES FACED

- Stigma around mental health created initial hesitation for some youth to join.
- Limited timeframe for the pilot restricted the ability to scale services to more participants.
- High demand for individual counseling outpaced initial capacity.

HOW CHALLENGES WERE ADDRESSED

- Community outreach and culturally sensitive framing were used to reduce stigma.
- Prioritized building strong relationships in the first pilot phase to establish trust for future program growth.
- Documented best practices and service gaps to inform program expansion.

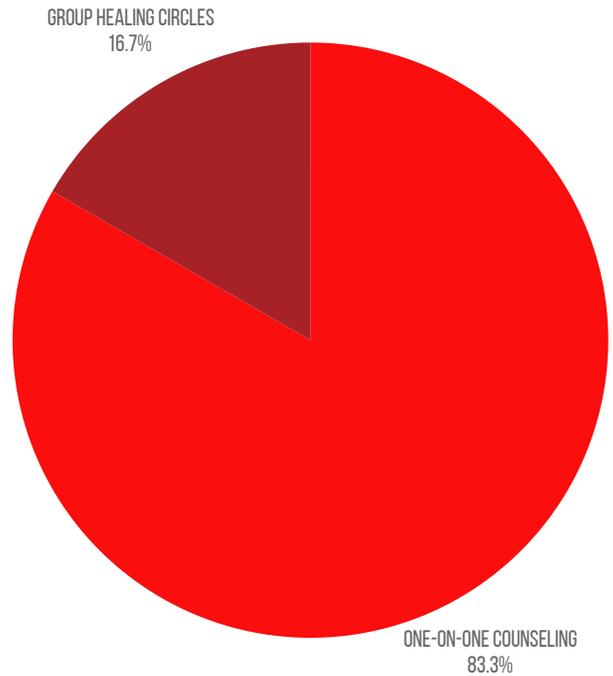
LESSONS LEARNED

- Early engagement and trust-building are key to breaking down stigma in Somali communities.
- More resources and time are needed to scale counseling and group sessions.
- Youth are eager for culturally responsive mental health care, showing that demand is greater than initial projections.

PROGRAM RESULTS

Number of Participants: 10 clients in individual counseling; 12 youth across 2 group healing circles
 Client Age Group: 14–24 years
 Sex: Male and Female youth

Services	Delivered
One-on-One Counseling	10
Group Healing Circles	2



ENGAGEMENT



STAKEHOLDERS

- Elmi Counselling and Wellness Services
- Somali youth and families in Ottawa
- Somerset West Community Health Centre
- Cornerstone Women’s Shelter
- Children’s Aid Society

PROGRAM MANAGER QUOTE

“The Wanaag Program has shown us the deep need for mental health supports that feel safe, familiar, and culturally relevant to Somali youth. Even in this short pilot phase, the trust we built created space for healing and connection. Our next step is to scale this work so no youth feels they must struggle alone.” — Amal Othman, Wanaag Program Lead

LOOKING FORWARD:

- Expand one-on-one counseling capacity to serve more youth.
- Increase the number of healing circles to meet demand.
- Formalize partnerships with local schools and community hubs to expand referrals.
- Secure multi-year funding to move from pilot to a sustained youth mental health program.

EMPOWER YOU PROJECT

OVERVIEW

Duration: April 2023 – March 2024

Goal: To reduce systemic barriers faced by Black youth in Ottawa by improving employment readiness, building essential skills, and fostering long-term empowerment through mentorship, training, and community partnerships.

Funding Source: Foundation for Black Communities

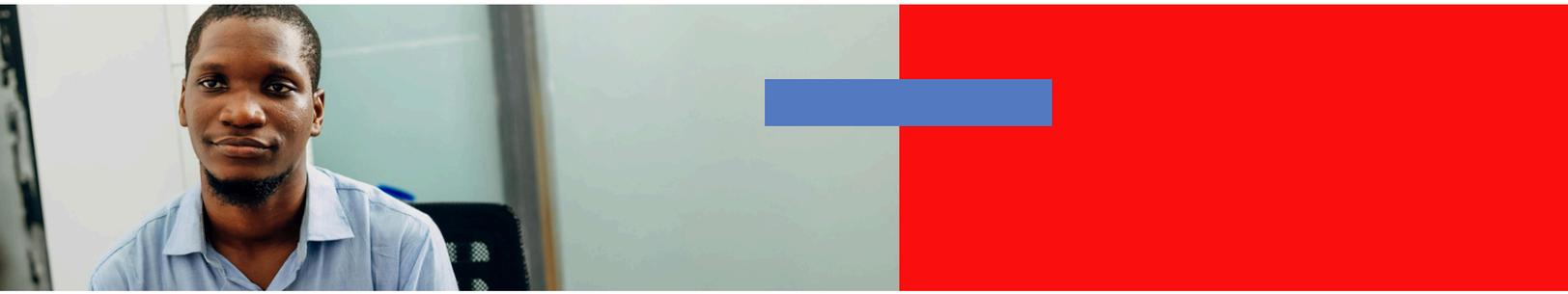
KEY ACHIEVEMENTS

- 100 Black youth engaged through workshops, coaching, and mentorship.
- 15 skill-building workshops delivered, covering resume writing, interview preparation, digital literacy, financial literacy, and workplace readiness.
- 12 mentors and 80+ employers engaged in mentorship and networking activities.
- 6 community dialogues on anti-racism and employment justice, reaching 500+ community members and 9 schools.

TARGETED OUTCOMES

- Increased youth confidence in applying for jobs (85% reported growth).
- 95 youth gained direct knowledge in employment and training pathways.
- 90% improved budgeting and financial planning skills.
- 89% reported stronger sense of belonging and confidence navigating workplace challenges.





CHALLENGES AND LESSONS LEARNED

CHALLENGES FACED

- Persistent systemic discrimination and biases in hiring processes.
- Digital access gaps for some youth participants.
- Demand for sustained mentorship beyond the program's timeline.

HOW CHALLENGES WERE ADDRESSED

- Strengthened partnerships with employers to advocate for inclusive hiring practices.
- Provided additional technical support to ensure all participants could access workshops.
- Documented the need for a long-term mentorship network to provide ongoing career support.

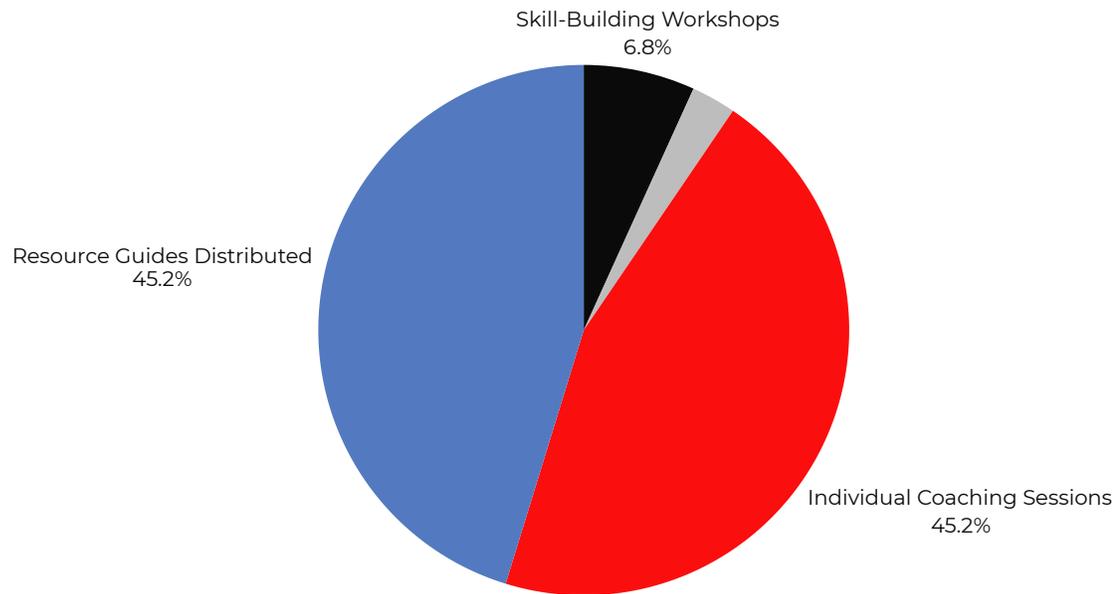
LESSONS LEARNED

- Employer accountability remains central to breaking systemic barriers.
- Access to technology is critical for youth to fully engage in employment programming.
- Youth benefit most when mentorship is continuous, not time-limited.

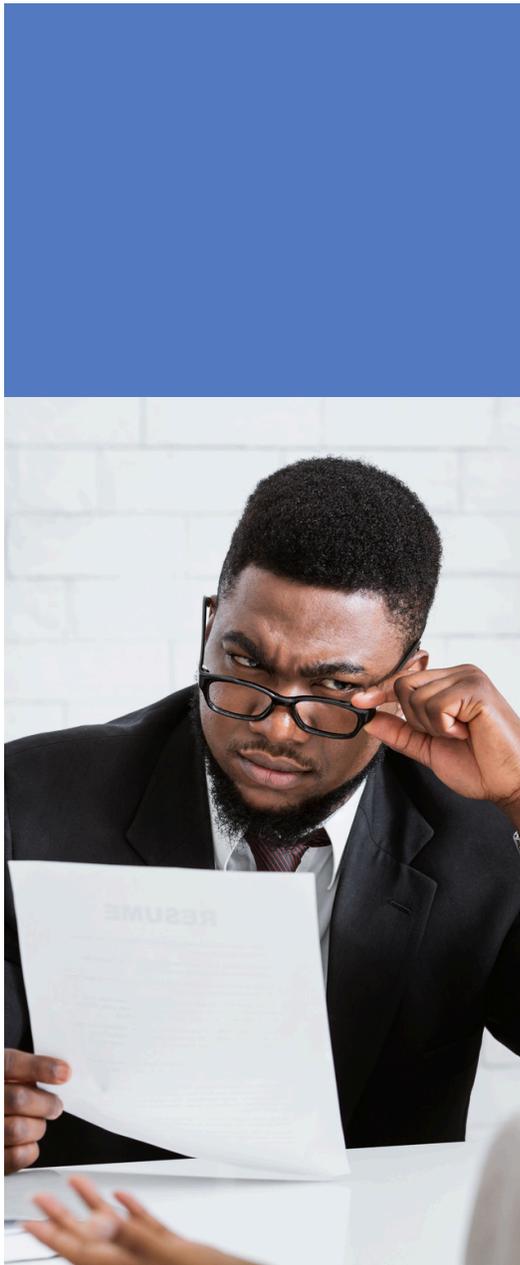
PROGRAM RESULTS

Number of Participants: 100 Black youth
 Client Age Group: 16–29 years
 Sex: Men and Women

Services & Activities	Number Delivered
Skill-Building Workshops	15
Community Dialogues on Anti-	6
Individual Coaching Sessions	100
Resource Guides Distributed	100



ENGAGEMENT



STAKEHOLDERS

- OCDSB
- ACB WELLNESS CENTRE
- SOYA

PROGRAM MANAGER QUOTE

“Empower You demonstrated that culturally responsive employment programming can shift not only skills but also confidence and belonging for Black youth. Our partnerships with employers and mentors were crucial, but the demand for year-round support is clear. With continued investment, we are ready to expand and deepen this impact.” — Mesi Haileyesus, Empower You Project Lead

CLIENT TESTIMONY

“Before Empower You, I didn’t know how to approach employers. Now I have a job in my field and the confidence to keep growing.” – Participant, 22

SETTLEMENT DEPARTMENT

OVERVIEW

Duration: April 1, 2024 – March 31, 2025

Goal: Support the integration of newcomers by reducing language and cultural barriers and enhancing access to essential services through needs assessments, referrals, orientation, information sessions, and community connections.

Funding Source: Immigration, Refugees and Citizenship Canada (IRCC) and local partnerships.

KEY ACHIEVEMENTS

- Tailored referrals provided for housing, language training, employment, healthcare, and immigration documents.
- 4,245 clients attended information and orientation sessions on Canadian systems.
- 2,974 clients engaged in community connection services, such as multicultural celebrations and volunteering.
- 1,669 families received family support services, including counseling.
- 695 clients received assistance with income tax filing.

TARGETED OUTCOMES

- Increased awareness of settlement services, housing, healthcare, education, and employment.
- Enhanced understanding of Canadian citizenship, rights, and civic processes.
- Improved digital literacy from computer classes, aiding access to online resources.
- Stronger social networks through language training and volunteer engagement, reducing isolation.





CHALLENGES AND LESSONS LEARNED

CHALLENGES FACED

- Limited resources (financial and human) to meet high demand for settlement services.
- Barriers for clients in housing, employment, language training, and mental health support.
- Increasing frustration and isolation among newcomers when service demand outpaced program capacity.

HOW CHALLENGES WERE ADDRESSED

- Collaborated with local providers like YMCA, Employment and Social Services Ottawa, and school boards.
- Strengthened referral systems for housing, employment, legal aid, and healthcare.
- Partnered with Canada Revenue Agency to improve access to tax filing and benefits navigation.

LESSONS LEARNED

- Cross-sector partnerships are essential to bridging service gaps.
- Digital literacy is a critical need for newcomer integration and must be integrated into programming.
- Addressing systemic barriers such as housing insecurity and unemployment requires both service delivery and policy advocacy.

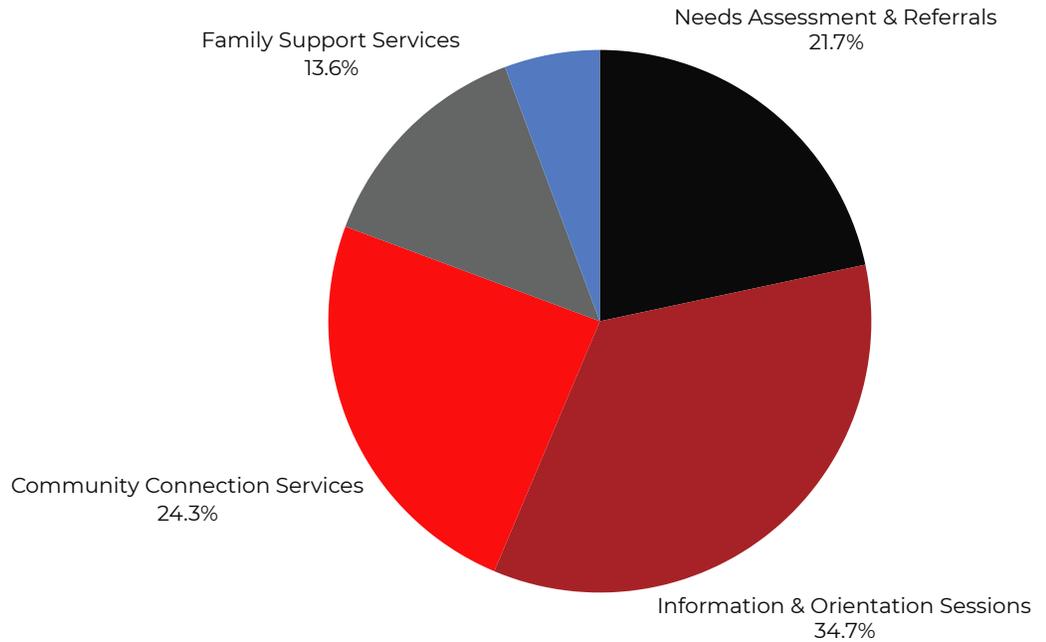
PROGRAM RESULTS

Number of Participants: 11,537 newcomers served (April 2024 – March 2025)

Client Age Group: 20–64 years

Sex: Men and Women

Services	Clients Served
Needs Assessment & Referrals	2,649
Information & Orientation Sessions	4,245
Community Connection Services	2,974
Family Support Services	1,669
Income Tax Filing	695



ENGAGEMENT



STAKEHOLDERS

- YMCA
- ELTOC
- Ottawa-Carleton District School Board
- Ottawa Catholic School Board
- Sharing and Caring Agency
- Landlords and housing partners
- Canada Revenue Agency
- Local libraries and community hubs

PROGRAM MANAGER QUOTE

“Our settlement services have given newcomers confidence and independence by providing practical tools and connecting them to trusted resources. While demand often exceeds our capacity, our partnerships have been key in helping families navigate housing, employment, and education. Moving forward, we will deepen these collaborations and scale our supports to ensure every newcomer feels empowered to thrive in Canada.” — Abdulkadir Yussuf, Settlement Manager

CLIENT TESTIMONY

“I was overwhelmed when I first arrived, unsure where to begin. The settlement team guided me step by step—from finding English classes to filing my first taxes. Their patience and support made me feel welcome and gave me the confidence to build my new life here.” — Newcomer Client, 2025

SENIOR DEPARTMENT

OVERVIEW

Duration: September 2024 – September 2025

Goal: To reduce isolation, promote health and mobility, and enhance the quality of life for Ottawa's senior population—particularly within the Somali community—by offering culturally responsive, accessible, and supportive services.

Funding Source: City of Ottawa and community partnerships

KEY ACHIEVEMENTS

- Conducted 6,800 assurance calls and 490 volunteer calls to reduce isolation.
- Organized 100 social events, including health workshops and cultural gatherings.
- Completed 236 home visits providing cleaning support, PSW services, and medication follow-ups.
- Launched a weekly six-hour exercise program, supported by Ottawa, to enhance health and mobility.

TARGETED OUTCOMES

- Increased social engagement and reduced isolation among seniors.
- Improved access to health education, reducing unnecessary ER visits.
- Strengthened community bonds through culturally relevant gatherings.
- Raised awareness of elder abuse, legal rights, and power of attorney.





CHALLENGES AND LESSONS LEARNED

CHALLENGES FACED

- Persistent language barriers limiting access to services.
- Difficulty with volunteer retention due to competing responsibilities.
- Gendered perceptions of health reduced women's participation in physical activity.

HOW CHALLENGES WERE ADDRESSED

- Offered PSW and home support in seniors' language of choice.
- Implemented flexible scheduling and recognition strategies for volunteers.
- Designed gender-specific health workshops to encourage senior women's participation.

LESSONS LEARNED

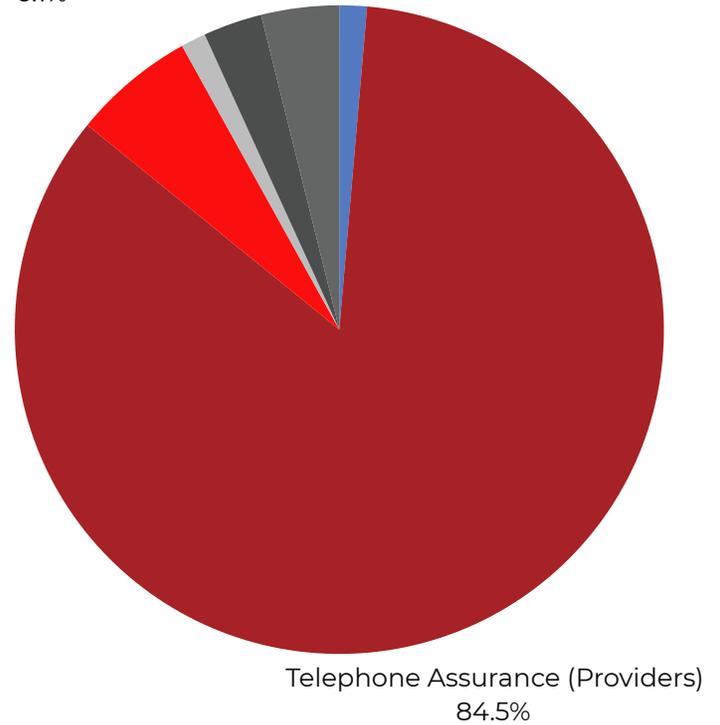
- Sustained volunteer engagement requires recognition and flexibility.
- Culturally sensitive health education can challenge stereotypes and increase participation.
- Dialect differences must be accommodated to ensure inclusivity.

PROGRAM RESULTS

Number of Participants: 450+ seniors benefited from tailored services
 Client Age Group: 65+ years
 Sex: Men and Women

Services	Number Delivered
Bi-Weekly Quran Recitation	110
Telephone Assurance (Providers)	6,800
Telephone Assurance (Volunteers)	490
Events and Activities	100
Home Visits by Case Manager	236
Weekly Exercise Program	312

Telephone Assurance (Volunteers)
6.1%



ENGAGEMENT



STAKEHOLDERS

- City of Ottawa Senior Services
- South East Ottawa Community Health Centre
- Local mosques and community centres
- Islamic Relief
- Jewish Family Services
- Volunteers and local businesses

PROGRAM MANAGER QUOTE

“Our seniors program continues to play a critical role in reducing isolation and fostering well-being. This year, we witnessed seniors reconnecting not only with their peers but also with their health, culture, and community. Looking forward, we will build on this momentum by expanding health education and creating stronger volunteer supports to ensure our seniors remain active, connected, and celebrated.” — Ifrah Mahamoud, Seniors Department Lead

CLIENT TESTIMONY

“The Quran recitation sessions and exercise classes have given me both peace of mind and better health. I feel cared for and connected. The Somali Centre makes me feel like I belong.” — Senior Program Participant, 2025

DAALO WORKFORCE SOLUTIONS

OVERVIEW

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

Goal: To train and employ newcomers while generating a sustainable revenue stream to support SCFS's community programs.

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

KEY ACHIEVEMENTS

- Successfully operating for 6 years, solidifying Daalo's reputation as a trusted social enterprise.
- 42 newcomers hired in part-time and full-time roles, providing meaningful employment opportunities.
- \$20,000 reinvested back into SCFS, directly benefiting community programming.
- Expanded service delivery under long-standing contracts with the City of Ottawa and private sector partners.

TARGETED OUTCOMES

- Sustain and expand existing contracts.
- Increase the number of staff trained, hired, and supported in long-term employment pathways





CHALLENGES AND LESSONS LEARNED

CHALLENGES FACED

- High turnover in Solid Waste Labourer positions due to the demanding nature of the work.
- Difficulty competing for contracts against highly specialized and experienced companies.

HOW CHALLENGES WERE ADDRESSED

- Improved the training process, allowing Daalo to better screen and prepare candidates for success.
- Rebranded from Daalo Property Maintenance to Daalo Workforce Solutions, clarifying our identity and emphasizing our social enterprise model.

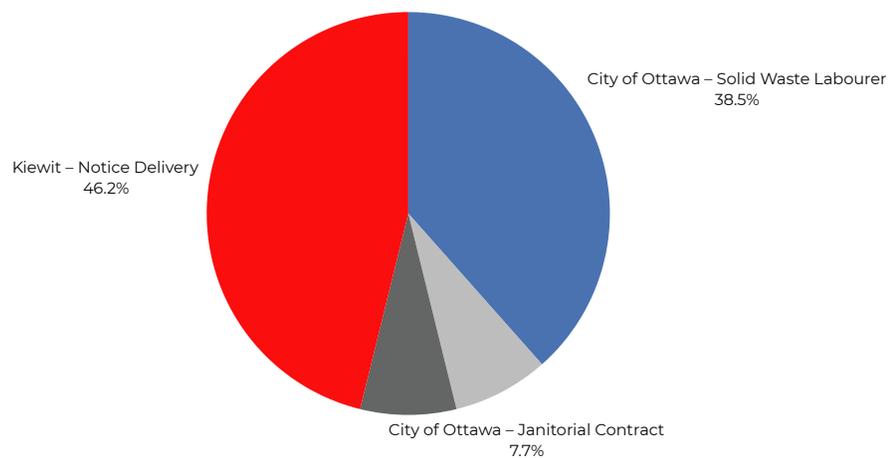
LESSONS LEARNED

- Thorough training and recruitment processes ensure stronger employee retention and job performance.
- By defining a clear niche as a community-focused social enterprise, Daalo can position itself more effectively in the market and avoid competing directly with industry specialists.

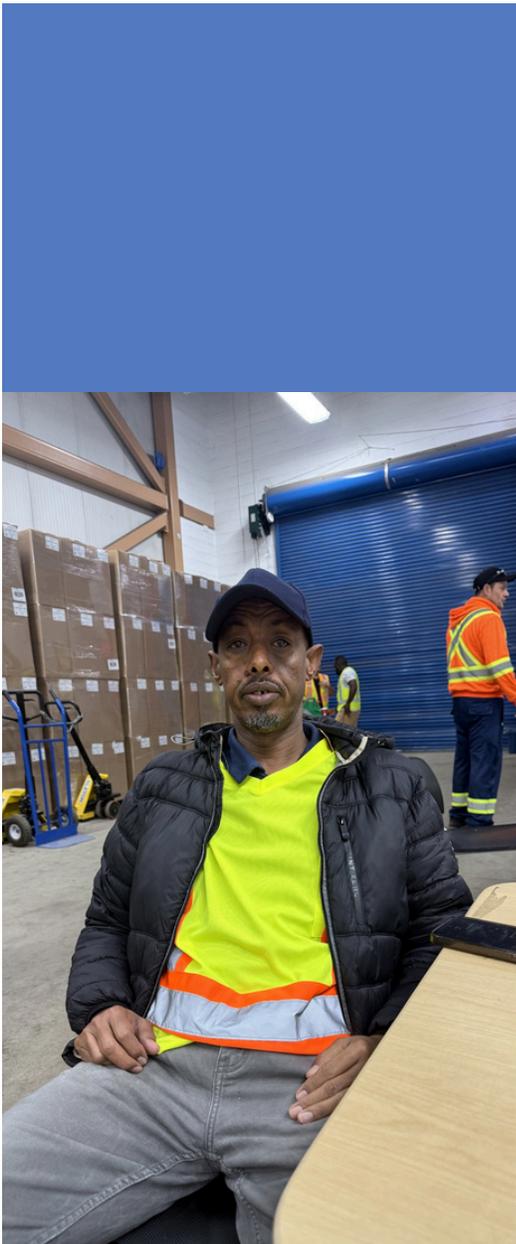
PROGRAM RESULTS

Number of Participants: 450+ seniors benefited from tailored services
 Client Age Group: 65+ years
 Sex: Men and Women

Contract	Staff Assigned
City of Ottawa – Solid Waste Labourer	5
City of Ottawa – Janitorial Contract	1
Ottawa Community Housing – Notice Delivery	1
Kiewit – Notice Delivery	6



ENGAGEMENT



STAKEHOLDERS

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

PROGRAM MANAGER QUOTE

“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, Project Manager

CLIENT TESTIMONY

Daalo is my first job in Canada. It has allowed me to develop my communication skills and time management skills. - Daalo Staff, 2025

FINANCIAL STATEMENT

Somali Centre for Family Services
Statement of Operations
Year Ended March 31, 2025

	2025	2024
Revenues		
Grant revenue (Note 6)	\$ 2,842,377	\$ 2,732,011
Donations	6,301	25,434
Other	2,410	4,500
	<u>2,851,088</u>	<u>2,761,945</u>
Expenses		
Salaries and wages (Note 7)	2,155,572	2,105,712
Rent	215,664	206,490
Professional fees	169,736	145,679
General and administrative expenses	140,664	151,654
Workshops, training & development	41,898	9,936
Amortization of tangible capital assets	33,855	45,213
Events & hospitality	33,773	39,887
Supplies	18,607	470
Travel	11,998	11,751
Insurance	7,983	7,602
Honorariums	7,514	7,633
	<u>2,837,264</u>	<u>2,732,027</u>
Excess of revenues over expenses	\$ 13,824	\$ 29,918



LOOKING AHEAD

As SCFS reflects on three decades of service, our vision is to grow into a leader in grassroots mentorship and community advocacy, shaping institutions that amplify Black, newcomer, and marginalized voices in Ottawa.

We will expand volunteer engagement by bringing in professionals, entrepreneurs, and students to mentor youth and foster intergenerational leadership. At the same time, we will integrate AI, digital, and media literacy into our programs so youth, seniors, and newcomers can thrive in a changing world and tell their own stories.

In settlement and workforce development, we will strengthen pathways into trades, childcare, food services, and the digital and green economy, while giving staff the tools to better guide clients toward sustainable employment. Seniors' programming will emphasize technology access, health, and wellness to support independence and connection.

To sustain this vision, SCFS will build stronger partnerships with funders, universities, tech hubs, and grassroots networks. Our goal is not only to deliver programs but to lead coalitions and create lasting platforms for systemic change.

By prioritizing mentorship, digital empowerment, and leadership, SCFS will continue to evolve into a community institution that grows leaders and equips our community to thrive in a rapidly changing world.



GOVERNANCE, MANAGEMENT & STAFF

BOARD OF DIRECTORS

Mohamed Yussuf- President
Shoon Omar - Vice President
Mohamud Hassan - Treasurer
Zahra Ahmed
Ayan Awad
Abdinassir Ali
Mohamed Islam
Abukar Mohamed
Muna Khalif

MANAGEMENT TEAM

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

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 DEPARTMENT

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
Meseret Haileyesus - Project Manager

GOVERNANCE, MANAGEMENT & STAFF

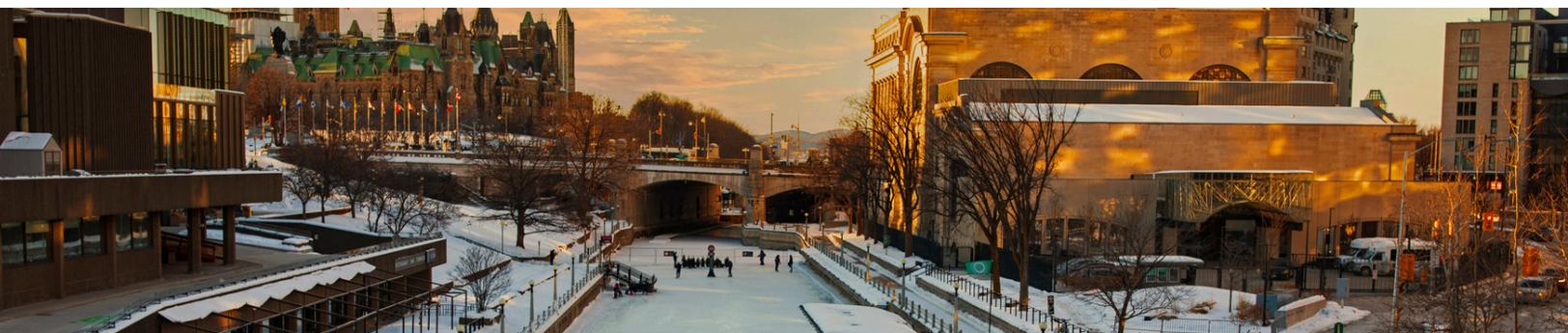
SETTLEMENT DEPARTMENT

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

Makris Mohamud - Settlement
Counsellor
Manar Nasser - Settlement Counsellor
Nilofar Samsur - Settlement
Counsellor
Nasra Ali - Settlement Counsellor
Aduei Riak - Settlement Counsellor
Said Jama - Settlement Counsellor
Houda Basti - Settlement Counsellor
Fadumo Mussa - Settlement
Counsellor

SENIORS DEPARTMENT

Kaltoun Mussa - Outreach Coordinator



COMMUNITY PARTNERS



The Children's Aid Society of Ottawa | La Société de l'aide à l'enfance d'Ottawa



Conseil des
écoles publiques
de l'Est de l'Ontario



CONTACT US

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.

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 info@scfsottawa.org

 [scfsottawa](https://www.instagram.com/scfsottawa)

