
ANNUAL REPORT 2016-2017

SOMALI CENTRE FOR FAMILY SERVICES



**Somali Centre
for Family Services**

TABLE OF CONTENTS

Our mission, Values and Principles	3
Settlement Program	3-8
Seniors Program	8-9
NSP Program	9-10
Youth Program	10-11
Staff Members	12
Board Members	13
Funders and Partners	13-14
Contact Information	15



OUR MISSION

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

VALUES AND PRINCIPLE

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

SHARED PHILOSOPHY

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

Settlement Department

This report highlights the most significant activities, services and programs as well as Outcomes and results of the settlement and integration services that is offered by SCFS during the fiscal year April 2016 to March 2017.

Settlement workers undertook the needs assessment and referral services NARS. Information, orientation and one-one-one sessions were the core activities that Settlement Workers carried out during the fiscal year of 2016/17. The sessions covered different topics, such

as housing, banking, Canadian culture, law, financial literacy, health, weather, transportation, childcare services and job search skills. The goal of providing of information/orientation and referrals was to increase our client's awareness of services, connect them to community resources and support their settlement and integration process in Canada. In addition, it empowered our clients make informed decisions and improved their quality of life. Therefore, we can confidently say that these Programs and Services supported the client's successful integration.

Settlement workers focused on client-oriented services/programs that support unique settlement needs, integration process, language classes, labor market and making community connections. Our programs and services are geared towards supporting client's needs and concern during this crucial and different process of integrating into Canada. Just as our clients come from different walks of life, so do our settlement workers. We offer our services in English, French, Italian, Somali, Arabic Tigrinya and Amharic. This, in turn, allows the client to feel like they have a safe space to communicate their needs and concern in their mother tongue. This also gives the clients the confidence to access resources and achieve their settlement and integration goals whether they are long term or short term. Our Settlement Workers reached various newcomers from all ages and different origin including but not limited to Somali, Syria, Iraq, Eritrea, Ethiopia, Rwanda, Republic of Djibouti, Bhutan, Libya, Columbia and Lebanon.

The most common barriers that participants experienced in 2016/17 included the lack of language skills, lack of awareness Canadian culture of workplace and the lack of knowledge of the labor market. Settlement workers identified a huge increase in demand of interpretation services for newcomers particularly Newcomers from Syria for this fiscal year 2016/17. In response to the needs of Newcomers from Syrian, Somalia, Ethiopia, Iraq and other countries; SCFS developed a strategy to reach these diverse groups of new Canadians. The Centre launched an extensive information session information/orientation on different topics of aspects of daily life and developed resources that respond to their settlement needs. Eleven settlement workers who speak different languages offered interpretation services on site and on the phone. SCFS hired four qualified newcomers who speak Arabic to respond the needs of the clients from Syria. This assisted clients to ease accessing resources and improve their socioeconomic status in Canada.

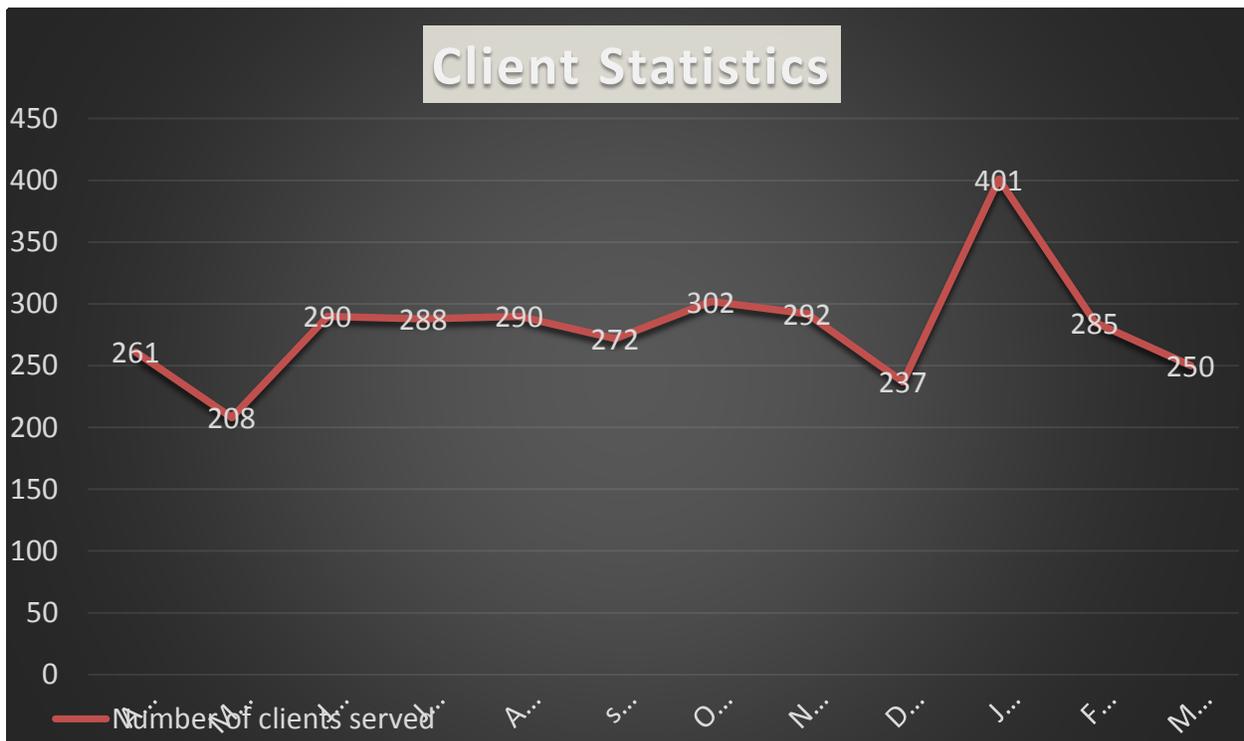
KEY FACTS OF SETTLEMENT OUTPUT AND OUTCOME

In addition to the Programs and services mentioned above, settlement workers recruited volunteers, developed Free Income Tax Clinic, Canadian citizenship classes and computer literacy class for newcomers from Syria. The participants were from all age groups and ethnicities. Our Settlement workers were able to facilitate 41 Group information sessions that had 458 participants.

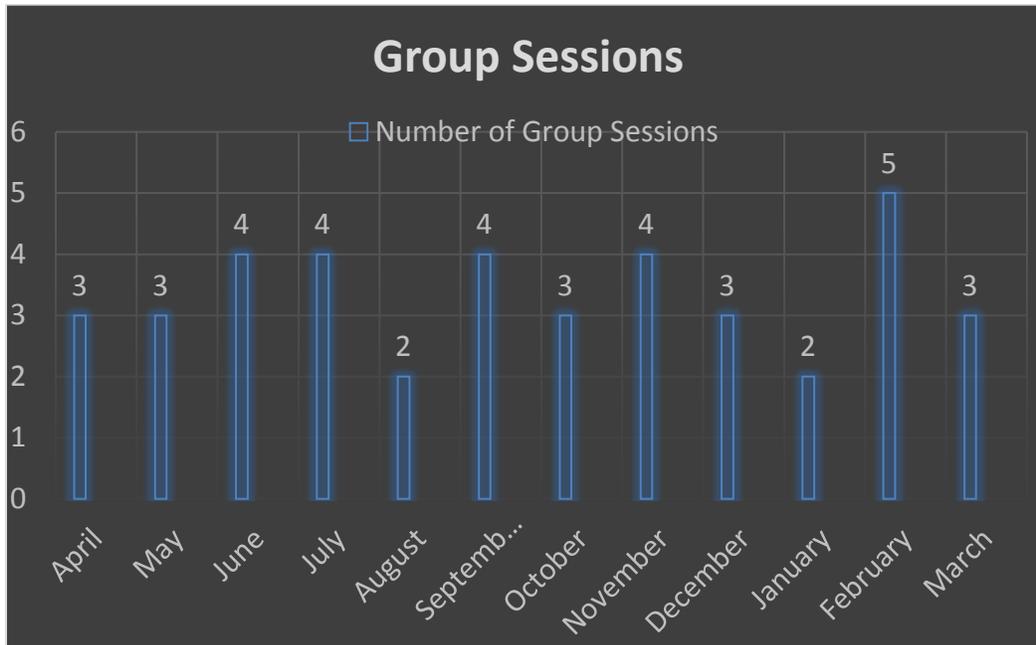
The figures below show the number new clients in the fiscal year of 2016/2017.



The below figures show the number of clients served and number of session per month 2016/17



These below figures show the number of information sessions per month 2016/17



Visible outcome of these group sessions:

- Participants attained awareness of different resources, gained knowledge of life in Canada
- They acquired the knowledge and skills to access health care and language classes which helped them improved their socioeconomic status
- Demonstrated the ability to navigate into the resources
- Gained access jobs search services and social network such as communities and public institution
- Participants received appropriate information about job search
- Connected to Ontario employment Centres and received employment opportunity
- Entered the labor force and accomplished their ultimate personal goal to settle in Canada.

Outreach and Partnership

Work with Multi-service providers in Ottawa to strength collaborative and coordinated services that address the needs of clients and newcomers

Settlement workers reached out to different community groups in various neighborhood. They visited different community groups and local social service providers, language classes, and high schools. Settlement Worker in partnership with local service providers including but not limited

to: YMCA, Queen of The Angeles, St. Patrick Adult High School, St. Joseph High School, Charles Hulse School, Ridgemont High School, South East Community Health Centre. We also recruited volunteers from Algonquin College who assist newcomers. This year we had volunteers. One student from Algonquin College attained experience through their coop program.

Testimonial:

“My name is Warsame and I came Canada in 2017. I fled from civil war in Somalia and lived in refugee camp in Kenya. My relatives sponsored me as a group five sponsorship program in Ottawa. When I came, I started looking for a job .I spent months looking for a job as a warehouse worker and labour jobs. I did not have enough financial support to survive in Canada.

One day I met a friend and referred me to SCFS. They then assisted in preparing my resume and connected me to different local employers. Finally, I got a fulltime paid job. I pay my rent and other expenses. My dream is to go school, finish high school, and go university in the future.

I have one advice to newcomers: Do not give up and look for opportunity in Canada.”

Challenges

The need of ongoing and availability of interpretation services support and guidance is very critical for newcomers. Many newcomers demanded support services that help access resources that ease their settlement and integration process in Canada. For example, many newcomers youth group experienced difficulties finding a job due to lack of social network. However, Partnering with local employment services Settlement Workers assisted and supported newcomers using our services which included information about job search process, requirements, resume preparation. This enabled clients to attain knowledge and information to navigate into different labour markets and to connect to various employers.

Most of the participants (youth, women and adult job seekers) were in dire need of language training programs and employment services. However, SCFS lacked resources/capacity to deliver these services.

Lack of Childcare services is one of the major barriers that many participants experienced during settlement and integration process in Canada. SCFS has inadequate resources to accommodate families with pre-school children during information and orientation sessions. Affordable Childcare services plays very essential role to the success of the newcomers’ families in Canada.

Strategic Plan:

SCFS will continue to deliver services that respond the diverse needs of the different immigrant groups and clients.

SCFS plans to implement a service-delivery policy that presents the best practice of settlement services for newcomers that will lead a positive outcome of the eligible clients and service users.

SCFS anticipate important changes. SCFS is on threshold of identifying new emerging issues /era and new direction that focused on support of newcomers. The Centre will develop partnership with more local shareholders such as Employment agencies, schools and other multi-ethnic community centres.

Senior’s Program

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

- Provide essential health information sessions to reduce ER visits.
- Provide information sessions on power of attorney and legal issues that concerns them.
- Provide awareness about elder abuse.
- Provide weekly exercise program at their residences.
- Establish a walking club during the spring, summer and fall.
- Provide sewing classes and traditional crafts at our Russell site.
- Provide telephone assurance by service providers or volunteers.
- Provide two way transportations to Mosque for Taraweeh prayers during the month of Ramadan.

Achievements of 2016-2017

Service	Number of times provided
Workshops/information sessions for Seniors	12
Telephone assurance by service providers	2400
Telephone assurance by volunteers	40
Events and activities	120
Transportation by volunteers	364hrs

Home visit by case manger	164
---------------------------	-----



■ Workshops

■ Telephone assurance by volunteers

■ Transportation by volunteers (hours)

■ Telephone assurance by service providers

■ Events and activities

■ Home visit by case manger

NEWCOMER SETTLEMENT PROGRAM

NSP

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

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

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

YOUTH DEPARTMENT

At Somali Centre for Family Services (SCFS) we offer a wide range of programs for youth aged 8 to 19. The goal of our program is to enhance the intellectual, physical, and social development of the participant. We provide age appropriate activities in a safe and fun environment. Our program empowers youth to make healthy choices and to demonstrate leadership in their communities. Our approach is simple; we do not aim to fix troubled youth, but rather focus our energy on supporting and providing opportunities to all youth, troubled or not. We believe it takes an entire community pulling together to develop healthy, competent, and self-empowered youth. The fiscal year of 2016-2017 was an exciting one for our youth department.

This year not only did we enhance and improve all of our existing programs, but through new partnerships we were able to provide brand new programs for our youth. We had more 20 youth programs running and more than 200 youth participants from April 1, 2016 to March 31, 2017. In November of 2016, the Youth Department successfully hosted the fourth Somali Centre for Family Services gala.

SCFS Literacy Program at Charles H. Hulse P.S continue to grow and help support newcomer youth facing difficulties with their literacy. We also had a summer session of this program where we continued to enhance their literacy skills and combine it with our summer camp.

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

Members

150 Participants

92 Boys

85 Girls



Volunteers



80 Volunteers

25 Males

55 Females

Programs



Boys Basketball / Girls Basketball / SFCS Soccer League / Boy's House League / Basketball Ball Fundamental Skills/Summer Day Camp / March Break Camp / Ski Trips/ Girls Program/ Mental Health Workshop / Basketball Summer Camp / Victoria Day Weekend Tournament / SCFS Soccer Tournament / Friday Night Drop-in / Youth Gala/ Indoor soccer/ Somali Festival

Staff Members

Names and Titles

<ul style="list-style-type: none">• Abdirizak Karod <i>Executive Director</i>• Abdulkadir Yussuf <i>Settlement Program Manager</i>• Ahmed Nor <i>Job Search Worker Settlement</i>• Bille Abdalla <i>Project Manager</i>• Dianne Webb <i>SCFS Financial Consultant</i>• Dr. Nimo Abubakar <i>Senior's Case Manager/Health Consultant</i>• Dr. Radiah Joaud <i>Worker/Health Consultant</i>• Makeda Leul <i>Settlement Counsellor</i>• Amal Othman <i>Settlement Counsellor</i>• Jim Downey <i>SCFS Accountant</i>• Ali Malash <i>Settlement Counsellor</i>	<ul style="list-style-type: none">• Kaltoun Mussa <i>Senior Outreach Worker</i>• Manar Nasser <i>Settlement Counsellor</i>• Mahmoud Haji Aden <i>Consultant/Advisor</i>• Makris Mohamud <i>Settlement Counsellor</i>• Marian Farah <i>Settlement Counsellor</i>• Muhubo Muse <i>Settlement Worker</i>• Asha Kayd <i>Youth Program Coordinator</i>• Rukia Warsame <i>Settlement Counsellor</i>• Samir Al-Jwabi <i>Settlement Counsellor</i>• Rama Alsafadi <i>Settlement Worker</i>• Intisar Farah <i>Admin Assistant</i>• Ikram Ahmed <i>Project Manager</i>
--	---

BOARD MEMBERS	<i>TITLE</i>
Mohamed Dahir Mohamed	<i>President</i>
Shoon Omar	<i>Vice President</i>
Mohamoud Hassan	<i>Treasurer</i>
Abukar Mohamed	<i>Board Member</i>
Farhia Abdi	<i>Board Member</i>
Abdinassir Ali	<i>Board Member</i>
Abdirahman Hilowle	<i>Board Member</i>
Mohamed Islam	<i>Board Member</i>
Guled Musa	<i>Board Member</i>

THANK YOU TO OUR PARTNERS



THANK YOU TO OUR FUNDERS!



Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario



LEGAL AID ONTARIO
AIDE JURIDIQUE ONTARIO



OTTAWA
COMMUNITY
FOUNDATION

invested for good



Immigration, Refugees
and Citizenship Canada
Immigration, Réfugiés
et Citoyenneté Canada



CONTACT INFO

*Somali Centre for Family Services
1719 Bank Street, Suite 200
Ottawa, ON K1V 7Z4
TEL: (613) 526-2075
FAX: (613) 526-2803
Website: www.scfsottawa.org
Email: info@scfsottawa.org*



***WE TAKE PRIDE IN
SERVING OUR COMMUNITY***