



Somali Center
for Family Services

SOMALI CENTRE FOR FAMILY SERVICES

ANNUAL REPORT

2011-2012

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ISAP
SETTLEMENT

YOUTH

SENIORS

VOLUNTEERS



SETTLEMENT PROGRAM

A) Immigrant Settlement Adaptation Program (ISAP)

Immigrant Settlement and Adaptation Program (ISAP) at the Somali Centre for Family Services has had an extraordinary year in service and organizational growth. This report highlights the achievements of the ISAP for the 2011-2012 fiscal years. The ISAP Program is a special program that assists newcomers settling in Canada. The beneficiaries of the ISAP program consists of women, children, youth, seniors, newcomers living with developmental challenges, permanent residents, protected persons, persons in Canada or overseas who are selected to become permanent residents, and live-in caregivers in Canada. Most of the settlement service recipients originated from **Somalia, Iraq, and Rwanda.**

ISAP settlement counsellors identified that almost 95% of service recipients encountered difficulties accessing basic settlement services due to lack of information, language literacy issues, and lack of understanding of Canadian culture. In response to this need, we created programs that respond to the needs of newcomers by increasing their awareness of resources, knowledge of the culture, and to develop skills appropriate to the Canadian labour force.

ISAP services/programs serve and impact over **3170** clients. In comparison to last year, the number of service recipients increased by **11.20%**.

Programs and Outcomes

Our program support and services increased awareness, knowledge and skills of our clients and participants. Also, newcomers developed positive attitudes and social skills that helped them improve their quality of life and social health; facilitating an easier integration to Canadian life.

Our programs included:

- Orientation
- information sessions
- Job search programs
- volunteer programs
- English conversation groups
- Canadian Citizenship Study
- Drop-in services
- Referrals



Our nine settlement counsellors at our centre conducted needs assessment, referrals, and support services; delivered one-on-one settlement counselling and accurate information orientation sessions.

Our Workshops and Informational Sessions:

- Life skills and Housing
- English and French learning programs
- Employment services
- Rights and Responsibilities of Canadian Citizens
- Law and the Justice System
- Money
- Financial Literacy
- Transportation
- SIN Card
- OHIP
- Driver's licensing
- Income improvement
- Domestic violence
- Parenting
- Healthcare

Information Orientation:

Support is only attained when there is an understanding and availability of such support. It is the belief and strategy of ISAP to make every individual, client and participants aware of all our programs and services. Participants increased their awareness of ISAP programs and demonstrated an ability to navigate through the resources, community events and civic activities. They attended English and French classes and English conversation classes at the Alta Vista Public Library. Furthermore, participants enhanced communication skills and increased their soft skills (language, social grace and personal habits).

Labour Market Access:

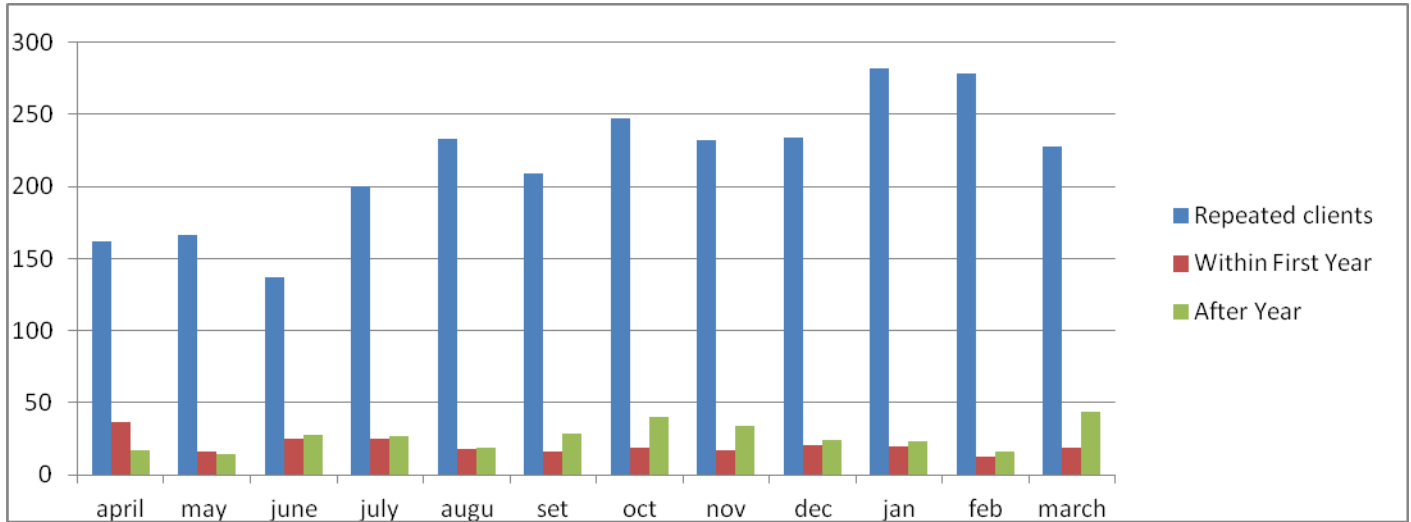
Almost all newcomers who participated in employment related programs attained the required support to find and apply for employment and obtained employment in general labour, construction industries, cleaning companies, local food stores, or through placement agencies. More specifically, we referred one hundred newcomer youth to the *Youth Summer Jobs Program*. Our employment counselling gave participants an opportunity to settle in and successfully contribute to the society socially, economically and culturally.

Welcoming Communities:

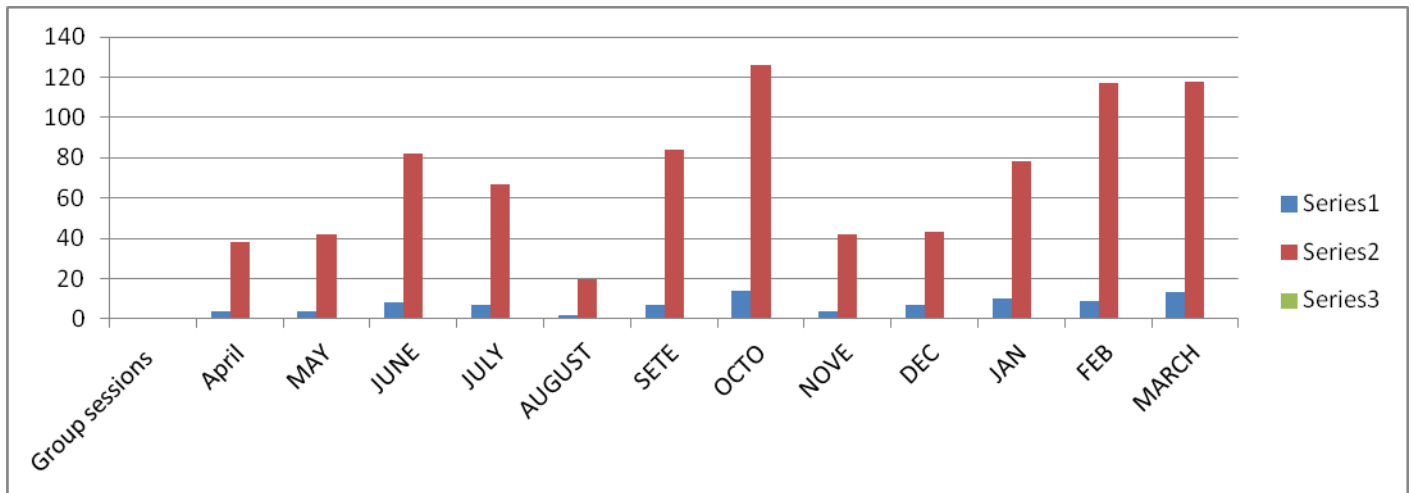
Almost 50% of participants developed and established social and professional networks. They engaged in volunteer programs and developed many friends.



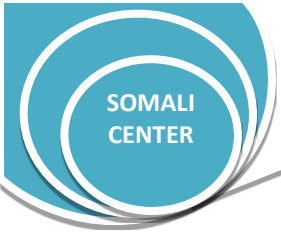
	Subsequent Year												
Month	April 2011	May 2011	June 2011	July 2011	Aug. 2011	Sept. 2011	Oct. 2011	Nov. 2011	Dec. 2011	Jan. 2012	Feb. 2012	March 2012	Total
Number of Clients	162	166	137	200	233	209	247	232	234	284	278	228	2608



Month	April 2011	May 2011	June 2011	July 2011	Aug. 2011	Sept. 2011	Oct. 2011	Nov. 2011	Dec. 2011	Jan. 2012	Feb. 2012	March 2012	Total
Number of Sessions	04	04	08	07	02	07	14	04	07	10	09	13	89
Number of Clients	38	42	82	67	20	84	126	42	43	78	117	118	857



Graph2: Group Sessions



B) Library Settlement Program (ISAP)

This report shows quantitative analysis of settlement services to clients eligible under the ISAP Program and group sessions (ESL and FSL ‘Chat & Social Group’, Homework Help, Canadian Citizenship workshops, and other workshops as well) that have been served at Alta Vista Ottawa Public Library and Elmvale across Ottawa Public Library.

Number of Visits by ISAP Eligible Clients:

Newcomers (within first year of arrival to Canada)	37
Immigrants (after 1st year of arrival to Canada)	56
Subsequent visits by ISAP Eligible clients	838
Total Number of ISAP Eligible Clients	151
Total Number of Group Sessions	159



YOUTH PROGRAMS

The Somali Centre's Youth Program is designed to give youth the tools to make informed decisions and to better themselves, their families and communities. Our programs also provide parents and children with strong defenses against environmental risk factors by teaching appropriate skills for personal growth and family enhancement. We understand that youth face unique challenges. The decisions and path they chose at this time will direct their lives. This is why our programs are designed to give these amazing youth positive choices.

At the Somali Centre we offer a wide range of programs as part of our youth engagement strategy. Our target for youth in 2012 was to promote participation in community leadership for action on social determinants.

As part of the SCFS Youth Strategy, we choose sport and recreation programs as our process of engagement. There is an increasing body of evidence to show that values learned from sport and recreation such as fairness, honesty, fun and respect; impact individual values, behavior and decision-making. More and more research points to participation in sport and recreation by new

Canadians helps integrate them into Canadian society.



Supporting Our Youth:

- Provide youth with a low cost or at no cost, community based programming in a supervised setting.
- Building capacity for interaction between youth to generate social development, community awareness, and health.
- Provide participants with essential information to pursue activities of their choice.
- Meet the needs of youth of different ability/disability levels, ages and cultural backgrounds.
- Ensure a fun and inviting atmosphere along with opportunities for youth to socialize and meet new people.



Program	Participants	Program duration	Age Group
Summer Employment (students)	11	6-8weeks	15-26
Soccer League	210 (14 teams)	10 weeks	10-16
Summer Day Camp	40	4 weeks	8-15
Girls drop-in	15	6weeks	12-19
Soccer Tournament	180 (12 team)	1day	10-15
Toronto Soccer tournament	70	1day	10-16
Charles H. Hulse School- Boys Basketball	52	24	9-13
Ridgemont High school-boys Basketball	55	17	14-19
Brookfield H.S.-Boy Basketball	48	21	14-16
Glebe H.S. -Boys Soccer	40	19	8-15
Ridgemont (Sat) H.S. Boys Basketball	20	16	14-16
Charles H. Hulse School-Girls Basketball	20	24	9-11
Charles H. Hulse School-Girls Basketball	21	25	15-21
Ski Trip	40	1	13-25
March break Day Camp	32	4days	9-15
Annual Youth Banquet (Youth conference)	300	1	9-30
Total	1154		



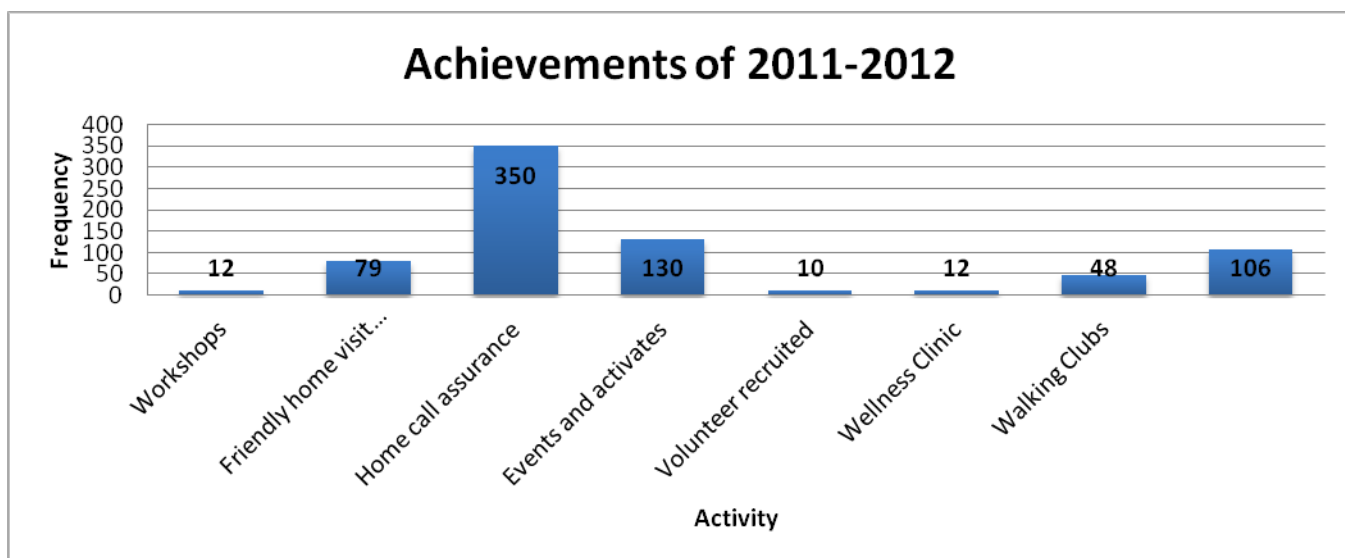
SENIORS PROGRAM

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

- Provide essential supportive services to help reduce isolation.
- Provide information sessions regarding different health issues.
- Weekly exercise program at three different locations.
- Provide information about diet and healthy eating.
- Provide telephone call assurances.
- Settlement and integration for new seniors

Achievements of 2011-2012

Achievements of 2011-2012	
Workshops	12
Friendly home visit by volunteers	79
Home call assurance	350
Events and activates	130
Volunteer recruited	10
Wellness Clinic	12
Walking Clubs	48



VOLUNTEER PROGRAM

2011- 2012 were both challenging and rewarding years for the volunteer program. With more newcomers expecting services from the volunteers, the recruitments of volunteers became more crucial.

Our goal was to recruit talented and devoted volunteers who have a gained lifetime of skills and experience and now want to put into good use. The volunteer program gives a chance for experienced individuals to give back to society and gives newcomers a chance to adapt and integrate into our community. Our volunteers play a key role to help the newcomers overcome language barriers that they might face on their journey to integration, adaptation and settlement.

Volunteer programs

- Chat & Social Conversation groups
- Newcomers English Youth Summer Class
- Newcomers French Youth Summer Class
- Homework Club for Youth
- Newcomers Youth March Break Class
- One on One Tutoring
- Group Tutoring
- Citizenship preparation test class
- Driving Licence preparation test class
- Basic Computer class
- Participation In Community Cup
- Participation in M.A.C event
- Participation in Multicultural Event

WHO IS MOST LIKELY TO VOLUNTEER?

- University Students
- Seniors
- Parents with only school-aged children
- High school students
- Teachers

STAFF

- **Abdirizak Karod**
Executive Director
- **Abdulkadir Yussuf**
Settlement Program Manager
- **Abdullahi Ali**
Library Settlement Officer
- **Ahmed Nur**
Job Search Worker Settlement
- **Amina Deria**
Youth Program Coordinator
- **Dianne Webb**
SCFS Financial Consultant
- **Ikram Ahmed**
Settlement Volunteer Coordinator
- **Jeanine Uwatese**
Settlement Outreach Counsellor
- **Jim Downey**
SCFS Accountant
- **Kaltoun Mussa**
Senior Outreach Counsellor

- **Mahamoud Hassan**
Assistant Youth Program Coordinator
- **Mahmoud Haji Aden**
Consultant/Advisor
- **Makris Mohamud**
Senior Settlement Counsellor
- **Marian Farah**
Settlement Counsellor
- **Naima Shegow**
Project Manager
- **Dr. Nimo Abubakar**
Senior's Case Manager/Health Consultant
- **Dr. Radiah Joaud**
Settlement Outreach Worker/Health Consultant
- **Rukia Warsame**
Settlement Counsellor
- **Zeinab Sh. Dahir Abdi**
Admin Assistant







BOARD MEMBERS

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- **Shoon Omar**
Vice President
- **Mohamoud Hassan**
Treasurer
- **Hibo Ismail**
Secretary

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- **Mohamed Elmi**
Board Member
- **Abdirahaman Hilowle**
Board Member
- **Mohamed Islam**
Board Member



THANK YOU TO OUR FUNDERS

Funded by:		Financé par :
	Citizenship and Immigration Canada	Citoyenneté et Immigration Canada
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	 THE ONTARIO TRILLIUM FOUNDATION LA FONDATION TRILLIUM DE L'ONTARIO	

THANK YOU TO OUR PARTNERS

LASI Organizations in Ottawa	South East Ottawa Community Health Centre	Overbrook Forbes Community Health Centre
Ontario Work	Hunt Club Community Centre	Cité Collégiale
St. Patrick Adult School	Ottawa Public Library	Ottawa Housing Community Corporation

