



2020



EMCN

COMMUNITY
REPORT

A photograph of children sitting at a table, working on a craft project. One child in the foreground is wearing a white shirt with a butterfly pattern and is focused on their work. Another child to the right is also working. The table is covered with various craft materials like paper and glue. The entire image has a warm orange overlay, and a purple triangle is in the top-left corner.

We see a future where many citizens walk with newcomers to bridge their transition into the community. To achieve this vision, we will serve as a key catalyst and leading collaborator in positively shaping the attitudes, behaviours and practices of organizations and individuals to value the diversity that newcomers bring to the community.

CORE PURPOSE — *To enhance the quality of life for Newcomers and all Canadians.*

MESSAGE FROM OUR BOARD CHAIR

It has been a momentous year for EMCN, and I am excited to share with you a few highlights with you!

After eight years of leadership, we said goodbye to our longtime Executive Director, Erick Ambtman. During his time at EMCN, he set us on a path of steady growth, created many partnerships (including the C5 Collaboration), and positioned us to be the leading settlement agency in Western Canada. Erick left his mark on EMCN and the benefits of his leadership will be felt for years to come. We thank Erick for his years of service to this organization.

As such, the Board of Directors searched nation-wide to fill the Executive Director role. While the board searched and hired the new Executive Director, Ricki Justice filled in as the Interim ED. I want to take this opportunity to thank Ricki for her steadfast leadership and guidance during this time. We could not have managed the COVID-19 shutdown (and subsequent issues) without her.

After months of searching for a new ED, it is with great excitement that we welcome Meghan Unterschultz Klein to the helm of EMCN. Meghan has joined our organization at an unprecedented time amidst the COVID-19 pandemic. She jumped in and started to lead while staff were already providing programs and services remotely from home. As challenging as this was, the team swiftly adapted to these changes to support our community members with minimal disturbance to program delivery. I

am genuinely impressed and thankful for a team that doesn't lose momentum when times are hard; instead, they work together to overcome adversity with the common goal of supporting newcomers to thrive.

The Board of Directors approved a Strategic Plan that focuses on setting EMCN up for success as it continues to evolve amidst changing funding and political climates. You will see more changes from EMCN in the upcoming year as we implement our organizational realignment, and as we diversify our fund development strategies. We want to ensure that EMCN maintains a strong internal culture so that they are well positioned to support newcomers.

On behalf of the entire Board of Directors, we are very proud of the EMCN team and their willingness to embrace change. I want to personally thank our Board of Directors who have left us this year – Herb Kuehne and Kevin Guenther-Trautwein – and I'd like to welcome our new board members – Harman Kandola, Alison Peters, Don Douglas – to the team.

DR. JENNIFER BRAUN

CHAIR, BOARD OF DIRECTORS

Jennifer Braun

BOARD OF DIRECTORS

- Dr. Jennifer Braun
CHAIR
- Nasim Charkhandeh
SECRETARY
- Paola Matallana
TREASURER
- Herb Kuehne
- Hilary Rose
- Kevin Gunther Trautwein
- Barry Andres
- Wray Steedsman
- Brian Ladd
- Bryan Kwan
- Anna Priemaza
- Paola Matallana
- Thomas Bumbeh



MESSAGE FROM OUR EXECUTIVE DIRECTOR

Hello friends,

My name is Meghan Unterschultz Klein and I am EMCN's new Executive Director. It is an honour to join this incredible organization that has been welcoming newcomers for almost 40 years. Our Annual Report highlights some of the many reasons EMCN is an integral service partner in our community.

The past year has been, in a word, eventful. EMCN took a huge step and purchased the 82nd ST. building, while simultaneously consolidating sites so we could expand service offerings at our new location at 112 Street, nicknamed "Central." We thank the Oliver Community for welcoming our staff, clients, and students to the neighbourhood. We have been renovating 82 Street to expand our classroom spaces and will soon be offering English language classes to hundreds of newcomers working toward their goals of prospering socially and economically in Canada. Thank you to everyone who supported this enormous undertaking.

Thank you to our dedicated Board of Directors for volunteering their time and expertise to EMCN. A special thank you to Ricki Justice, who no sooner stepped into the role of Interim Executive Director learnt she had to lead EMCN through the transition to virtual service delivery when the COVID-19 pandemic hit. I want to thank our devoted staff, loyal volunteers, incredible community partners, and generous donors, funders, and supporters who continue to step up to support Edmonton's newcomer community, including those most vulnerable and at-risk. Your support continues to build EMCN into one of our province's most esteemed settlement and newcomer serving agencies.

At the end of the 2019/2020 fiscal year, EMCN had to pivot from in-person to virtual services, adapting to the safety precautions mandated by the government to minimize the spread of the COVID-19 virus. Across all our programs, EMCN barely missed a beat between shutting down our physical locations and connecting with our clients in new virtual ways. We have continued to deliver services while working remotely and will be assessing how to leverage what we have learned to serve an even broader group of clients and students in the future.

By getting to the heart of what support looks like, EMCN continues to improve the lives of thousands of newcomer families in creative and constructive ways.

**MEGHAN
KLEIN**

EXECUTIVE DIRECTOR



SETTLEMENT

- Settlement and Orientation Services
- Complex Case Management
- Relentless Connectors
- Mental Health & Well-being Services
- Youth Multicultural Liaisons in Schools
- Community Outreach
- Rainbow Refuge

COMMUNITY ENGAGEMENT

- SKY Club
- Global Girls
- Global Choir
- Wintegration
- Community Garden
- Immigrant Women's Integration Network
- Safe Families
- Volunteer Services
- Parenting & Literacy
- Civic Engagement by Newcomer Youth
- Capacity Building for Ethnocultural Communities

EMPLOYMENT

- Job Ready
- Immigrant Women Employment Success
- Immigrant Youth Engagement Program

BRIDGING AND TRAINING

- Accountants' Bridging Program
- Engineering Technologists Integration Program
- Payroll Certificate Program
- Constructing Futures

LANGUAGE

- Language Instruction for Newcomers (LINC)
- Community-Based English as Another Language
- Advanced Consulting for Education TESOL
- Citizenship Preparation Program
- Care for Newcomer Children
- Community-Based Care for Newcomer Children



THOSE SURVEYED FOR OUR THERAPEUTIC SERVICES PROGRAM, REPORTED AN AVERAGE IMPROVEMENT IN THEIR MENTAL HEALTH OF

8.3/10

OUR SERVICES

Our efforts to be innovators and trailblazers in the employment and job search field prompted us to find solutions to address the gap between employers and the diverse Edmonton labour force. Volunteers and appointed members of the team dedicated time and effort to understand a Human-Centered Design approach and how it can contribute to our mission. The objective was to research effective methods and strategies that will bridge the gap between job seekers and employers. This was a collaborative process that took place on various levels, with the team and stakeholders, and resulted in the 'Job Ready' concept with a unique set of values and a focus on building the capacity in participants versus simply providing job placement.

Our job was by no means menial; given the changing demands of the labour market, the protocols of funders, and the sensitive nature of one-one work supporting individuals' livelihoods can be stressful at times. Indeed, we had a big job to do; nevertheless, any job--if viewed in its entirety—could always seem overwhelming and full of obstacles. Therefore, it was vital to divide tasks and create a way of addressing the challenges through a more focused process. The new Job-Ready structure brings the team together in a new way, which was developed from the research and collaborative program strategic planning and redevelopment process and industry best practices.

98% OF THE I-WIN PARTICIPANTS SAID THEY WERE CURRENTLY TAKING ACTIONS TO ACHIEVE THEIR CAREER GOALS

IN CANADA. OVERALL, THE WOMEN GAVE THE PROGRAM A RATING OF 9.5/10



JOB READY

I am Marwa Ismail,

I have recently moved to Canada as a refugee. Coming to a different continent by my self was hard and it was harder not knowing anybody in the city.

For a fact, i knew i needed to be able to stand on my feet and being able to provide my self, as i didn't had any in Canada.

It was in Feb 2020, the weather was very cold, I wasn't driving yet that didn't stop me from going different sides of the city to drop my CV to the stores.

Well, I am a nurse by profession back my home and i knew for a fact that for me to work as a nurse in canada i needed to have the licence, so I didn't bothered my self of dropping my CVs to the hospital.

I was looking for the kind of jobs that require only high school graduate level.

Two months of hunting a jobs and not receiving any response, I convinced my self that there was something wrong with my CV.

Of course I didn't had past experience of the kind of jobs i was applying for like stocking but I was very confident that i was resourceful and quick learner.

Alberta support suggested for me to go EMCN to get help with my CV.

I went there next day, they book me in for training about, CV writing, job hunting, interview skills and so much more.

The training was very resourceful . They also helped me with my CV. I have learnt alot of things that Canada do differently then where i came from like; one of my CVs for salesmen position i wrote as one of my skills "I have the skill to bargain with customer to buy with a reasonable price" which i was very confidence with my communication skill but here in Canada we don't bargain with customers on the price of the goods. Everything has a price tag attached to it.

Also anther major factor was that i wasn't looking a job on something that wasn't in line with my career, which was the health care sector.

In EMCN i learnt that i could work in the health care sector, as an healthcare aider or Personal assistant.

My second week with EMCN, i was lucky enough to participate a job fair in the health care sector.

Next day after the job fair, i got a calls from two companies calling me for an interview. I had the interview with the first company, then took test, i passed and i was hired on the same day.

Since then i am working and i am really happy with my job and what i do.

I am so grateful for my counsellor Mr Durga and EMCN team as whole for their effort, time, advices, support and guidance.

Thank you all, i am forever grateful.





October 10, 2019 marked the 16th Annual RISE Awards Gala, which welcomed over 450 guests to celebrate the outstanding achievements and contributions of individuals, employers and organizations who create a welcoming and inclusive city for all.

EMCN would like to thank everyone who supported the 16th RISE Awards, whether you were a nominator, jury member, award recipient, presenter, sponsor, volunteer or guest, your presence and support makes it possible to Recognize Immigrant Success in Edmonton.

CONGRATULATIONS TO 2019 AWARDEES

- **Building Futures:** Free Footie & Edmonton Region Immigrant Employment Council (ERIEC)
- **Community Leadership:** Salam Seifeddine
- **RBC Rising Star Youth:** Athiang Makuoi
- **Arts and Culture:** Vasudha Tiwari
- **Welcoming Workplace:** Petro Canada
- **CPA Lifetime Achievement:** Jibril Ibrahim



CHARTERED
PROFESSIONAL
ACCOUNTANTS
ALBERTA



KONICA MINOLTA

RISE AWARDS



**92% SAID THEIR
CHILD'S SCHOOL
PERFORMANCE
HAS IMPROVED
SINCE JOINING
SKY CLUB.**

ALL OF THE PARENTS SAY
THEIR CHILDREN ENJOY GOING.



12,242

VISITS TO OUR
RESOURCE ROOMS

AT: WCI, NOVA, 82ND STREET
AND CENTRAL.

3,255

JOB APPLICATIONS

3,510

JOB SEARCHES



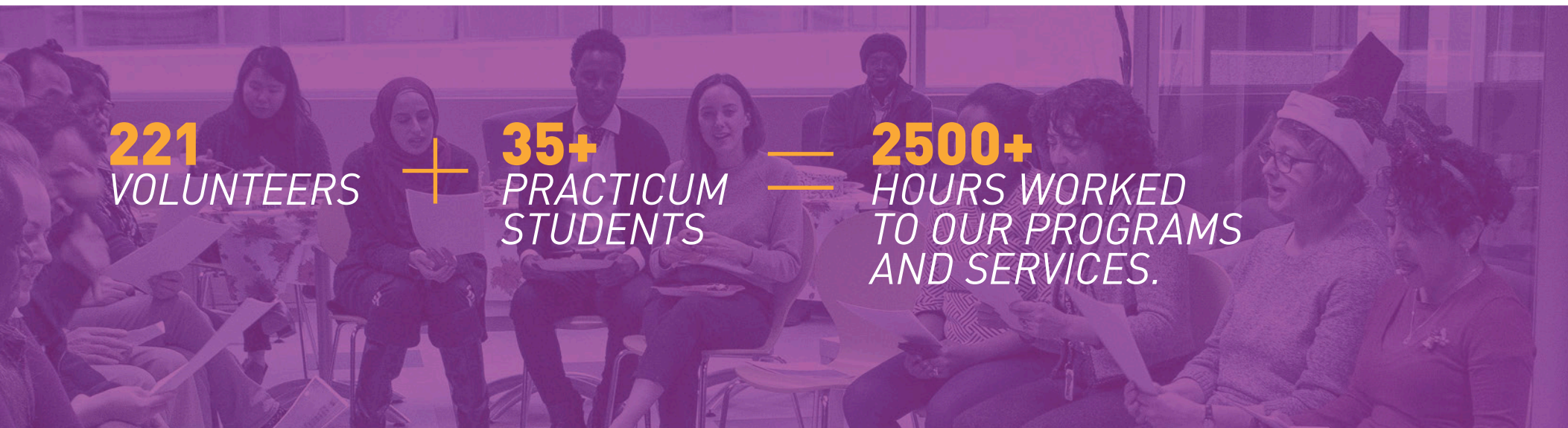
221
VOLUNTEERS



35+
PRACTICUM
STUDENTS



2500+
HOURS WORKED
TO OUR PROGRAMS
AND SERVICES.



In 2019, EMCN called on you to help make a difference. EMCN was outgrowing our space, with opportunities to bring programs together for new synergies. We imagined that with a move to Downtown, we would reach more clients who often start their time in Edmonton's downtown communities, as well as open up new partnership possibilities because of the expanded space.

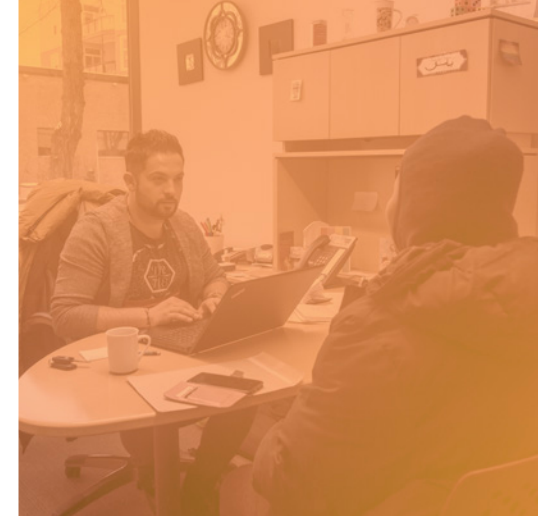
Thank you for joining and supporting our dream! The response from staff, community members, partners and contractors was incredible, and we are grateful that with your support, we reached our goal of expanding services and to purchase our 82 street building.

By expanding services to Downtown, we now offer the spectrum of services and programs that allow newcomers to move seamlessly between them. A client who sees an employment counsellor but who is interested in our I-WIN women's program can now easily move from one area of our work to another. This experience is reflected in a recent comment made by an I-WIN graduate who said, "I don't just want to thank I-WIN, but also EMCN for

their employment counselling and the government for funding these programs."

By purchasing 82 street and transforming it into a language centre, we are set up for long-term sustainability and have more flexibility to provide on-demand services.

The benefits of this project will extend for generations, providing families with readily accessible programming in the downtown area, near many other critical services. EMCN will also be able to collaborate with other partners and service providers more effectively. We were able to share our 82nd street offices as we awaited the start of construction with Norwood who had severe flooding that compromised their ability to continue in their building. Our C5 partnership allowed for seamless planning to fill their space needs for two months. In our new downtown space, we are exploring the possibility of collaborations with sister organizations that will benefit the newcomer community in untold ways.



**SINCE MOVING INTO CENTRAL,
73% OF CLIENTS TOLD US
THEY EASILY FOUND OUR NEW
LOCATION AND MANY PREFER
THE NEW BUILDING BECAUSE
IT IS MORE SPACIOUS AND
FEELS PROFESSIONAL.**



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



United Way
Alberta Capital Region



FIRST
MENNONITE
CHURCH

SAWATZKY
SPECIALTIES
FOUNDATION

DONORS

Thank you to all our supporters who have volunteered, donated, attended an EMCN event or contributed in a meaningful way. It is because of your generosity that we can support newcomers to thrive in Edmonton!

A special mention of:

- Anna Priemaza
- Crystal & Blair Willie
- Havilah Jespersen
- Herb Kuehne
- Hilary & Robert Rose
- Mark Chiang
- Mary Kutschke
- Patricia Hartnagel
- Paul Arnold-Schutta
- Valerie & Morley Blanch
- Wendy & Gordon Baergen

Thank you to our anonymous donors as well! All contributions make a meaningful impact in the lives of our community members.

SOURCES OF SUPPORT	2020	2019
Federal	11,954,807	11,801,352
Provincial	3,804,227	3,966,433
Other Organizations	1,349,747	1,084,098
Local Government	245,234	361,096
Amortization of Deferred Lease Inducements	246,841	-
Fundraising Events	74,559	93,509
Rent	67,514	46,838
Donations	51,432	52,246
Investment Income	30,339	29,897
Course fees	28,788	42,860
Amortization of Deferred Capital Contributions	14,994	-
	17,868,482	17,478,329

USE OF RESOURCES	2020	2019
Salaries Wages Benefits	12,095,540	11,678,023
Contracted Services	2,189,461	2,709,304
Rent Utilities and Maintenance	2,588,305	1,772,011
Administrative	598,796	544,474
Resources	405,386	454,122
Amortization	390,372	131,999
Interest and Bank Charges	166,436	11,081
Supplies	79,918	89,133
Bad Debt Expense	36,218	8,419
	18,550,432	17,398,566

In 2019/2020 the financial results of EMCN reflect the organization's move toward growth, sustainability, and efficiency. EMCN acquired the 82 Street property which serves EMCN in a number of ways. EMCN also entered into a new lease for space at our 112 street location.

This growth in capital assets allows EMCN to consolidate operations from 5 locations to 3, which will lead to efficiencies in administrative overhead and achieve economies of scale in program operations. Purchasing the property on 82 Street provides EMCN with a tangible asset that can be configured and managed in a flexible way to meet program and community needs as they evolve over time.

93%
OF SETTLEMENT
CLIENTS SAID
THAT THEY WERE
ABLE TO SOLVE
THE PROBLEM
THEY CAME TO
US WITH.



EMCN.AB.CA