

Annual Report 2018-2019

*“What good, to what people, at what cost?”
– John Carver*



IWC | IMMIGRANTS
WORKING CENTRE

Funded by:



Immigration, Refugees
and Citizenship Canada

Financé par :

Immigration, Réfugiés
et Citoyenneté Canada

Message from the Executive Director

The year 2019 was substantial. We found a new 'north star,' the mission of the organization, and a strategic plan was drawn. The latest environmental scan captured many opinions about our work. Our pride was to know that this agency was known to be "ahead of the curve." Ahead of the curve in program innovation, ahead of the curve in our capacity to respond to new conditions.

Who is behind this work?

The team of front-line, Settlement Services staff. Our own first responders, who listen and carefully change the options in front of the client.

The Employment Services team who assess, prepare and support job seekers, towards the best-fit training and employment opportunities. These are the next Truck Drivers moving our supplies. The Personal Support Workers, taking risks to support the vulnerable. The Accountants, IT Professionals, Engineers...the new workers that keep our economy in motion.

The LINC Instructors, innovating in their field and responding to an evolving field of work. Our just-retired Isabella Marchese, who devoted most of her waking hours to shaping our LINC Program. For almost 10 years, Isabella continued innovating, reshaping of one of the backbones of settlement and integration.

The preschool children of those families are our clients too. Our team of Early Childhood Educators and Childcare Workers lead this brilliant work. Their accomplishments are praised by the school teachers when we graduate the children to the school system. Our joy and pride.

Behind the scenes, new technology is incorporated, creating in-house data management systems, a strong communication department, and the most excellent accounting department. There is on-going analysis, continuously taking a strategic approach and developing plans to maximize resources and accountability to our funders, our Board of Directors, our clients, and the Hamilton community at large. And to ourselves!

The year 2020 brought the news of a five-year contribution agreement with Immigration, Refugees and Citizenship Canada to continue our work. Canada is counting on immigrants, and immigrants are relying on our work. We will work harder to contribute to the formation of a just and equitable society.

Our immense gratitude to all who gave us life and opportunities to say 'yes we can,' to our partners in service, to our donors and funders, to our volunteer board, and mostly to the community of clients for having confidence in us.

Thank you!!

Ines Rios, Executive Director



Message from Chair of the Board of Director

I am proud to say that IWC continues to thrive and achieve its goals of delivering outstanding settlement and employment services to newcomers in Hamilton. By all accounts, last year was a very successful one. This would not be possible without the hard work and perseverance of this Board, IWC ED Ines Rios, and IWC staff all of whom have contributed their time and skills to improve and sustain IWC. I would also like to mention the support of LIFT, in guiding our Board to create and put in practice our Strategic Plan.

In 2019 the Board and staff developed IWC's new mission statement, vision and strategic objectives. Moving forward through 2020, the Board will prioritize enhancing governance structures, skills and capacity. I therefore welcome our new Finance and Audit Committee, which brings our Board to impeccable fiduciary responsibility.



I want to take the time to thank everyone who volunteered their time and energy throughout the year for your commitment to our strategic goals. I want to take the opportunity to specifically recognize the 2018-2019 Board of Directors for their contributions.

IWC continues to be in solid financial health. As a not-for-profit organization, our goal is to provide excellent services to newcomers to Canada while maintaining the financial strength and transparency this Board is committed to.

In closing, it has been my honour to represent this Board as Chair. I am proud to have this opportunity that is a collective effort to lead IWC its continued success.

Sincerely,
Maria Antelo, Chair



Accomplishments

Accomplishments reflect activities
for April 1, 2019 to March 31, 2020



Now, I can say that every day I am feeling more and more in contact with the city and my neighbours. I like Hamilton and I think it is a wonderful community, a receptive community.

– Adam, TradesLink participant

IWC supported

4,095

newcomers along their settlement path in Canada, through innovative models of integrated employment-focused settlement and language programming.



3,823

newcomer clients access at least one Immigration, Refugees and Citizenship Canada-funded Settlement Program service.

2,831

newcomers to Canada received one-on-one or family support to meet their settlement and pre-employment needs.

5,823

information and orientation services were delivered by IWC's Settlement Counsellors.

1,666

newcomers to Canada had their settlement and pre-employment needs assessed, and worked with their IWC Settlement Counsellor to create their settlement and pre-employment action plan.

29

Information and Orientation group sessions were delivered, providing key settlement and community information to a total of

435

participants.



814

Childcare services were provided through IWC's Care for Newcomer Children programming, promoting social, cognitive and motor skills development and school readiness for newcomer children.

24

CNC Parents' Connections sessions were delivered to

277

newcomer parents, providing practical parenting information and support, and key information on community supports and services for parents in Hamilton.

IWC helped me to take the next step in continuing my career in architecture and enter the labour market. Now, I am a certified trainer and I have my own business.

– Fabian, Employment Services participant



882

newcomers to Canada accessed IWC's range of Employment Services, receiving specialized, target supports for economic integration in Canada.

610

Newcomers to Canada accessed IWC's IRCC-funded employment services, and received a total of

1,766

employment support services.

48

targeted employment group sessions were delivered to

350

job-seeking newcomers. Specialized group sessions include the multi-day JobPrep for Newcomers workshop, networking-focused sessions with local employers, and demand-driven topics for job search and employment readiness.

IWC's team of Employment Specialists engaged over

200

employers to develop employment opportunities for newcomers to Canada in Hamilton.



NEWCOMERS CLUB

232

job-seeking newcomers developed job-search skills, gained first-hand labour market information, and make employer connections at **10** Newcomers Club events, including **4** job fairs.

TRADE CERTIFICATIONS

46

internationally-trained tradespeople were supported to engage in the Ontario College of Trades Trade Equivalency Assessment Process. So far, **4** have become certified in their trade in Ontario and **17** have received approval to take the Certificate of Qualification Exam.

PERSONAL SUPPORT WORKER

26

newcomers completed the multi-phase Personal Support Worker Program, delivered in partnerships with Central Health Institute, becoming work-ready in this in-demand field. **88%** secured employment.

There are two things about IWC that have impressed me: my teachers because they provide us with the support to go to real life, and my classmates because they have strong educational background.

– Fusako, LINC student

607

newcomers to Canada enhanced their English communications skills in IWC's Employment-focused LINC English classes, including

107

in the specialized Fast Track to Work LINC pilot project.



44

newcomers completed the WorkLINC program, gaining functional, industry-specific English Communications skills, industry knowledge, employer connections and key work-ready certifications.

42

Learners completed a total of 44 Ontario Secondary School Credits through the IWC Academy.



100%

of WorkLINC participants completed work-ready certifications for their industry:

44

Globally Harmonized WHMIS

44

Working at Heights

44

Health and Safety Awareness for Workers



We were able to meet wonderful people who were also participants in the workshop, some of them became our good friends.

– Sheryll, program participant



348

unique newcomer clients participated in Community Connections activities. A total of

837

Community Connections services were delivered.

15

skill-building Community Connections events were delivered, including computer skills training sessions, G1 drivers' license preparation and Canadian citizenship preparation sessions.



Partners and collaborators

ACCESS Employment	Hamilton Immigration Partnership Council	McMaster University
Adult Basic Education	Hamilton Midwives	Mohawk College
Advanced Welding Techniques Inc	Hamilton Police Services	Neighbour 2 Neighbour
Care for Nurses	Hamilton Urban Core Community Health Centre	Ontario Council of Agencies Serving Immigrants
Catholic Family Services	Hamilton Wentworth District School Board	Ontario Energy
Centre de santé communautaire	Holiday Helpers	Ontario Works, Hamilton
Hamilton/Niagara	St. Charles Adult Education Centre	Ontario Works, Halton
Central Health Institute	Housing Help Centre	Refuge Centre for Newcomer Health
City of Hamilton	Interpretation and Translation Services	Skills For Change
Commercial Heavy Equipment Training Ltd. (CHET)	Iron Workers Local 736	Social Planning and Research Council of Hamilton
Community Action Program for Children (CAPC)	IMDS International Medical Doctors	St. Matthew's House
Community Midwives of Hamilton	Interval House/Women's Centre of Hamilton	Stoney Creek Community Food Bank
Colombian Refugees Association	Liaison College	United Way Simcoe Muskoka
Compass Community Health Centre	LIFT Philanthropic Partners	Welcome Inn
Empowerment Squared	LiUNA Local 837	Wesley Urban Ministries
Good Shepherd Centre	Legal Aid Clinic	Workers Health and Safety Centre
Halton Multicultural Council		Workforce Planning Hamilton
Hamilton-Brantford Building Trades		YMCA of Hamilton, Burlington, Brantford
Hamilton Community Legal Clinic		YWCA of Hamilton
Hamilton Food Share		

Donors

Donor list reflects donations made from January 2019 to April 2020.

Canada Helps	Ever Perez
Helen Carating	Daniella Prado
Leanne Cecil	Gentiana Rezhda
Lauren Dayes	Jean Simpson
Eshe Despress	Miekela Singh
Courtney Earl	Patricia Strachan
Laura Fenwick-Sehl	John Vedell
Nisha Fernandes	Kathryn Webb
Ekrem Kolcuoglu	Wish and Give
	Allan Yee

Funders

