

2023 - 2024

Annual Report

● Moving Ahead, Together



Who We Are

At the Immigrants Working Centre, we stand committed to partnering with newcomers and recognize their essential role in the growth and prosperity of Canada. From a grassroots operation, we've built a rich history spanning over thirty-five years, collaborating with newcomers to support their complete

social, civic and economic participation in Canada.

As one of Hamilton's only dedicated settlement service organizations, we take pride in offering a full range of programs and services designed to meet the diverse needs of our community.

Our Impact

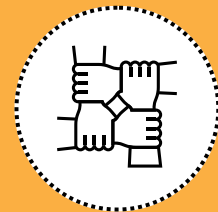
Year in Review

4697
clients served



81%

of clients feel more confident succeeding in Canada*



4.09

average satisfaction rate *

85%

of clients would recommend IWC to fellow newcomers*

*Results collected from our 2025 Annual Survey

Message from our Executive Director and Chair of the Board

Dear Members, Partners and Friends,

It is both an honour and a deep responsibility to present our 2023-2024 Annual Report. This year, like the one before it, has tested us in many ways. Across the country—and here in our community—we continue to witness mounting pressures on the immigration sector: policy shifts, uncertain funding landscapes, and growing needs among newcomers facing complex barriers to settlement and inclusion.

And yet, through it all, the Immigrants Working Centre has remained steadfast. Resilient. Grounded in our mission. In this year’s report, we will be launching our new Strategic Plan 2025-30. It is a roadmap to a future that is full of hope, innovation, and diversification in our programming and our clientele.

We have shown that when times are difficult, our strength lies in our unity — our dedicated staff, our committed Board, our community partners, and above all, the immigrants and refugees we serve. They remind us every day what resilience truly looks like: the courage to start anew, the strength to rebuild, and the determination to belong and contribute.

Over the past year, we’ve continued to adapt. We’ve innovated in our programs, deepened our advocacy, and leaned into the power of collaboration. Whether helping newcomers navigate employment pathways, learn a new language, or find a sense of belonging, we have remained a place of welcome, hope, and possibility. As we reflect on the challenges of this past year, we also recognize that our resilience is not just about surviving — it’s about transforming. It’s about ensuring that every newcomer, no matter their background or journey, can find a home and a future here.

Thank you for your unwavering support. Let us move forward—together—with purpose, compassion, and renewed commitment.

Sincerely,



Luc Bonaventure Amoussou, PhD.
Executive Director



Blake McCall
Board Chair

Board of Directors

Current

Natalie Charette
Daniella Girgenti
Zahra Ahmad
Noor Akhtar
Heino Doessing

Rob Andrews
Conny Lo
Vagish Sharma
Nidhi Nagori
Blake McCall

2024

Luc Bonaventure
Amoussou
Gentiana Collaku
Deepa Mathew
Shalini Duggal

A New Path Forward

Our New Five-Year Strategic Plan

Our Vision

Immigrants succeed socially and economically, contributing to Hamilton and Canada's prosperity.

Our Mission

We provide centralized and innovative employment focused settlement programs that build connections between immigrants and the community.

Our Values



Empowerment



Inclusivity



Innovation



Collaboration



Advocacy

Strategic Goals

Program Enhancement

IWC has a framework to monitor and evaluate what works and what doesn't and how to innovatively respond to clients' needs.

Partnerships & Collaboration

IWC has strong strategic partnerships and improved collaborations with community organizations to expand and improve services.

Revenue Diversification

IWC develops sustainable, unrestricted funding while exploring the possibility of earned income.

Community Awareness & Impact Reporting

IWC is widely recognized in the community and effectively shares its impact with diverse audiences and stakeholders.

Organizational Capacity-Building

IWC has sufficient resources and systems implemented at an organizational level to enhance service delivery across programs.

Settlement Services

Supporting New Beginnings



3097
clients received
settlement services



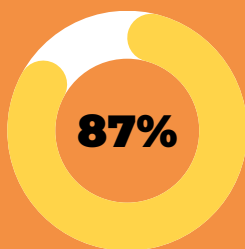
841
services provided for
short-term crisis
counselling



1485
settlement plans
generated



2673
clients accessed
information &
orientation services



87%

of clients received information and referrals
to enhance their knowledge of settlement
topics, services, and unique aspects of life in
Canada and their community.

Community Impact

The Power of Collaboration

Clients from our Settlement team took part in a co-design research project to help shape parenting resources that better reflect the needs and experiences of diverse communities in Hamilton. Their voices and contributions were vital in creating inclusive and relevant resources for local families.

Partnerships like these have been key to our work. The team has also collaborated with organizations like Hamilton Public Library (HPL), Hamilton Community Legal Clinic (HCLC), Centre 3, Neighbour to Neighbour (N2N), local academic institutions, the Women's Centre, Grandmothers of Steel, WAWG members, CAPC, and numerous departments at the City of Hamilton.

These partnerships have expanded our reach and widened access to services across the city.



New Initiatives

- ◆ Mental Health Peer Support Group
- ◆ Gender-Based Violence Peer Support Group
- ◆ Navigating Legal Supports (HCLC)
- ◆ CHAMPP4KIDS Project (McMaster)
- ◆ Complete Holiday Experience for newcomer families (Holiday Helpers)
- ◆ Information sessions for clients exiting RAP Program (Wesley)

Employment Services

Pathways to Opportunity



1716

clients accessed
employment services



349

refugee claimants
served



114

clients received support
to pursue skilled trades
licensing through the
Trades Equivalency
Assessment

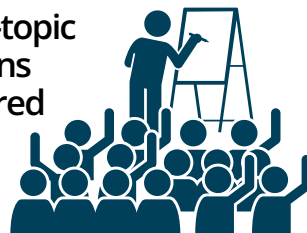


260

work permit applications
were processed

49

single-topic
sessions
delivered
with



518

clients in attendance

Program Highlight:

WorkLINK

WORKPLACE PREPARATION PROGRAM

Our WorkLink programs continues to be a trusted pathway for clients to connect with meaningful work and navigate the Canadian workplace with confidence.

This year, the Worklink program delivered five full-time, in-person cohorts designed to help newcomers and job seekers build skills, gain certifications, and move closer to their employment goals. A total of 58 participants successfully completed the program—each one gaining practical tools and support to launch their careers.

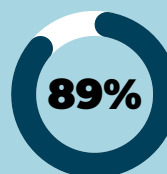
Participants trained for roles in key sectors of the labour market, including:

- ◆ Personal Care Attendant
- ◆ Customer Service for Financial Services
- ◆ Long-Term Care Careers
- ◆ Retail Customer Service
- ◆ Careers in Childcare



58

participants completed the program



of participants said they received appropriate help with their resume & cover letter



of participants said they understand the characteristics and requirements of their desired occupation



The IWC team is very professional and dedicated to helping us grow and be better every day.

-Participant of the WorkLink program





Language Programs

Language Skills for Life in Canada



582

students enrolled in the
LINC to Work program



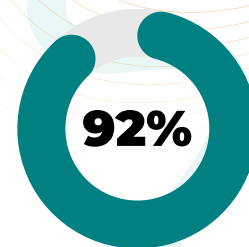
103

students enrolled in the
IWC Academy program

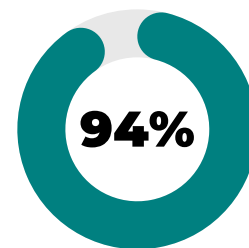


46

students improved their
CLBs through IWC Academy



of students liked the
topic of their course



of students said they
would recommend the
LINC course to others

Program Highlight:



In the 2023–2024 school year, 103 students enrolled in the Academy Program—a unique initiative that supports learners in earning high school credits while simultaneously improving their English language skills. In-class PBLA assessments supported students in advancing their CLBs while earning high school credits in ESL, English, and Career Studies.

We offered five classes in both Term 1 and Term 2, providing consistent and targeted instruction. Notably, 46 students showed

measurable CLB progress, and six students successfully graduated with Grade 12 English. In total, 83 students earned a high school credit, reflecting the program's continued success in integrating language development with academic achievement.



Thanks to the G12 English program, I was able to continue my studies at Mohawk College. Now in my second semester of the Business Accounting program, I am doing well in my courses and enjoying the opportunity to make new friends.

-Graduate of IWC Academy

Community Connections

Building Community Together



244

clients participated in
newcomer networking
groups



50

digital literacy
sessions facilitated



36

skills-based information
sessions facilitated



16

Citizenship Preparation
workshops facilitated with



86

total participants

Program Summary

Empowering Women through Crafting with “She Makes”

This year, the Community Connections department launched SheMakes—a program designed to support immigrant and racialized women in building financial independence through creativity and entrepreneurship.

Over three months, participants gain hands-on experience with Cricut technology to create custom products, while also learning essential business skills like marketing, budgeting, and digital literacy.



The SheMakes program is more than a training program. It builds confidence, connection, and a path to self-employment. With strong community interest, we're proud to continue welcoming new participants into future cohorts.

We thank our funders, the Hamilton Community Foundation (HCF) and Immigration, Refugees and Citizenship Canada (IRCC) for their generous support in bringing this vision to life.



Care for Newcomer Children

Nurturing the Next Generation



344

children supported
through the program



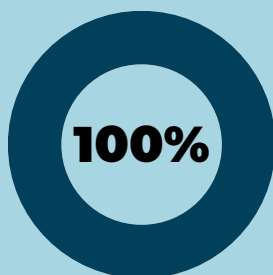
218

short-term services
provided



126

long-term services
provided



100%

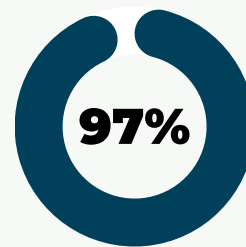
of parents agreed that the CNC
program is helping their children build
skills to prepare them for school



of parents agreed that their children are learning how to communicate with different people



of parents agreed that they learned helpful information about their children's growth, development and behaviour from the CNC staff



of parents agreed that their children are learning new things at IWC's CNC program (i.e. colours, shapes, animals)

I want to express my happiness because my daughter has made a lot of progress, the team is very professional and trained to care for all of your children.

-Parent of child enrolled in IWC's CNC program

Looking Ahead: Our Future Focus

Key Priorities



MENTAL HEALTH

Enhance mental health supports by working closely with community partners, and service providers to deliver accessible, culturally appropriate care for clients of all ages.



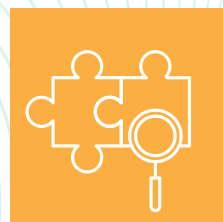
EXPANSION OF SERVICES FOR REFUGEE CLAIMANTS

With a growing number of refugee claimants arriving in our community, our goal is to expand our services to address urgent needs and support their long-term settlement.



LANGUAGE TRAINING & EMPLOYMENT

Expand our language training programs to better support clients in gaining the communication skills needed for employment, including occupation-specific language and workplace readiness.



INCREASED COLLABORATION

Grow and deepen our collaborations across the sector by building strong partnerships that enhance service delivery, reduce duplication, and better meet the diverse needs of our community.



Our Partners

ASCY
BGCHH
Canadian College of Educators
CAPC
CarePartners
City of Hamilton - ATH
City of Hamilton – Early Years Program & Services
City of Hamilton – Hamilton Housing Help Centre
City of Hamilton – Hamilton Public Library
City of Hamilton – Ontario Works
City of Hamilton – Public Health
Conestoga College
Connex Ontario
Copley Industries
CPA Ontario
Empowerment Squared
Grand Mother of steel
Grandmothers of Steel
Green Linings
Green Venture
Hamilton Centre for Civic Inclusion
Hamilton Community Foundation
Hamilton Community Legal Clinic
Hamilton Family Health Team
Hamilton Police Services
Hamilton Public Library
Hamilton Wentworth Catholic District School Board
Hamilton Wentworth District School Board
HealthForceOntario
Gelderman Landscaping
Global Experience Ontario
HHSC - Ron Joyce
HIPC
Holiday Helpers
Homewood Suites by Hilton Hamilton
Interval House of Hamilton
ITS Hamilton
LiUNA Local 837
MacMaster- SCORE
Marriott Hotel
McMaster Hospitality
McMaster University – CHAMPP4KIDS
McMaster University – School of Social Work
Micah House
Ministry of Health – MIREC Project
Mishka Social Services
Mohawk College – City School
Neighbour 2 Neighbour
Neighbour to Neighbour
New Canadians' Center of Excellence Inc.
Nisa Homes
OCASI
Ontario Energy Board
Parkland Retirement Living
Rafiki Hamilton
Refuge Newcomer Health
Riverside Construction
Royal Bank of Canada
Seasons Retirement Communities
Sheraton Hotel
Sheridan College
Skills Ontario
Sofina Foods Inc.
Solidarity Place
SPRC
St. Joseph's Health Care
St. Matthew's House
Suk Marketplace
TRIOS Collage
United Way of Halton & Hamilton
University of Ottawa – Environmental Toxins
VPI Working Solutions
WAWG
Wee Watch Home Childcare
Wesley Urban Ministries
Workers Health & Safety Centre
Workplace Safety & Prevention Services
YWCA

...17...



Thank You

To our volunteers and donors

Our Volunteers

Kiana Johnson-Portillo
Manal Ali
Luma Rayyan
Sha Sha Galway
Zeynep Yilmaz
Samia Alli-Shaw
Theresa D.C Koyzis
Elizabeth Lopez Rodrigoz
Anita Yaqubi
Hamid Faizi
Mais Abdulkarim
George Oraha
Ramena Esho
Razia Barak
Tola Meora
Sima Ehsani
Kenza Taarji
Israa Al jebur
Sonja Herrera
Marzieh Hossein

Our Donors

Sara Kam
Laura Fenwick -Sehl
Kristine Gold
Colling Bell
Richard Balett
Patrick Faller
City of Hamilton
Canada Helps
IBEW Local 105 General Fund
DeSantis Real Estate
Victoria Wong
Congregation of the Sisters of St. Joseph
Canada Gives
Diego Gonzales
CCXIT Computer Services



2023-2024 Financial Statement

Summary

[Click here](#) or scan the
QR code to view our full
Financial Statement



KPMG LLP issued a clean audit opinion, stating the financial statements present fairly, in all material respects, the financial position of the Centre as of August 31, 2024, in accordance with Canadian accounting standards for not-for-profit organizations.

Year ended August 31, 2024, with comparative information for 2023	2024	2023
Revenues:		
Citizenship and Immigration Canada	\$ 4,749,794	\$ 4,393,168
Other	582,917	314,318
CIC service delivery improvements	110,235	187,196
The Ontario Trillium Foundation	101,254	90,065
City of Hamilton / Ontario Works	69,224	53,978
United Way of Halton & Hamilton	22,486	690
Hamilton Community Fund	11,765	87
Social planning and research council	9,123	8,329
Ministry of Labour, Training and Skills Development	1,747	1,747
Ministry of Citizenship and Immigration	—	500
Social and enterprise development	—	9,237
	5,658,545	5,059,315
Expenses:		
Salaries and benefits	4,402,200	4,039,022
Rent	547,043	501,065
Office and general	135,849	71,447
Repairs and maintenance	113,223	77,939
Amortization of capital assets	52,056	55,306
Telephone	34,675	33,573
Travel	33,729	6,118
Other	33,277	32,728
Insurance	25,040	24,154
Materials and supplies	24,015	12,473
Professional fees	16,420	28,546
Property taxes	13,735	36,072
Advertising	12,414	4,621
Interest and bank charges	10,382	8,618
Child minding	6,971	6,275
Utilities	5,178	24,835
Board	205	220
Donations	—	400
	5,466,412	4,963,412
Excess of revenues over expenses	192,133	95,903
Net assets, beginning of year	669,997	574,094
Net assets, end of year	\$ 862,130	\$ 669,997

IWC | IMMIGRANTS WORKING CENTRE

2023-2024 ANNUAL REPORT

The Immigrants Working Centre is proudly funded by:



Funded by:

Immigration, Refugees
and Citizenship Canada

Financé par :

Immigration, Réfugiés
et Citoyenneté Canada



United Way
Halton & Hamilton



Social Planning and
Research Council of
Hamilton

Ontario
Trillium Foundation



Fondation Trillium
de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

HAMILTON
COMMUNITY
FOUNDATION



Hamilton

Main Site

8 Main St. E. Ste. 101
Hamilton, ON L8N 1E8

Downtown East

100 Main St. E. Ste. 210&250
Hamilton, ON L8N 3W4

East Mountain

1119 Fennell Ave. E. Ste. 234
Hamilton, ON L8T 1S2

Centennial Site

160 Centennial Pkwy N #7
Hamilton, ON L8E 1H9