



# Annual Report 2018-2019

## Stories of Impact

# Stories of Impact

The theme of this Annual Report, Stories of Impact, showcases examples of our multi-faceted approach to achieving the ultimate goal we at CIWA aspire to: meaningful integration of immigrant women and an inclusive and thriving Calgary community.

Those of us who work in the human services field know that measuring outcomes and impact of our work is essential for our mandate and accountability. We are fortunate to see the benefits of our work every day through outstanding examples of achievement, one client at a time.

Just like integration of newcomers is a two way street, so is the impact of successful integration. This document presents a variety of examples that highlight how settlement supports impacted our clients and their families and, by extension, all those who helped us in the process. Our employment and community partners had the opportunity to enrich their experiences and take pride in their unique contributions to supporting newcomers.

CIWA interventions build human capital of newcomer immigrant women and set them up for success. Through our collaborative work with others in the community, we enhance social capital of our clients, opening the way for their connections and contributions to the economy and our community. To move away from an aspirational tone to a factual one, we produced concrete examples of collaborations that show the value of newcomer impact on the community through opportunities provided for them.

We all benefit when we work together. CIWA has been impacted in many positive ways through the meaningful support our community partners, employers and collaborators provided for us over the years. We understand the importance of collaborations for our clients and for ourselves. Thus, this report presents examples of added values that we received through the engaged service delivery approach.

As you read the report, you will learn about the amazing amount of in-kind support that makes it possible for us to create such a strong footprint on the well-being of this city. At the same time, our powerful women-driven determination to succeed and make a difference ensures that all those who give immigrant women opportunities receive equal amount of assets in return, economically and, more importantly, through expanding their contribution to diversity of our city and Canadian nation. Immigration matters!

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# Board Impact



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Vice Chair  
Fund Development  
Chair



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**Ursula Ducatel**  
Human  
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**Sarah J.  
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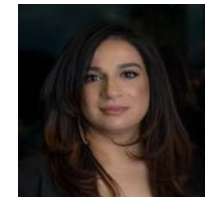
**Shirley Turnbull**  
Director



**Praneeta Kumar**  
Director



**Jade Duong**  
Director



**Zabeda Yaqoob**  
Director



**Ranju Shergill**  
Director

CIWA Board is deeply committed to ensuring that CIWA continues to have a transformational impact on immigrant women and the community. Accordingly, in 2018-2019, the Board focused on the sustainability of CIWA by reviewing governance practices and processes. The review was conducted by cross-functional Board committees. CIWA policies were reviewed to ensure that they were implemented in accordance with sector best practices. In addition, various financial processes and practices were reviewed to ensure efficiency and rate of return. The Board succession plan was reviewed to ensure that the Board is positioned to meet the changing needs of CIWA. In order to position CIWA to meet growing and diverse service demands, the Board has finalized the Fund Development Policy and the Fund Development Plan. In 2018-2019, in addition to Board level commitments, various Board members had personal impacts on CIWA by preparing family holiday hampers, soliciting donations for CIWA, connecting CIWA to in-kind donors, facilitating employer connections, attending client graduations and participating in outreach events. The Board appreciates the opportunity to be a part of a proactive and impactful organization.

The success of CIWA over the last thirty-seven years is due in large measure to the empowering leadership of the Chief Executive Officer (CEO), the proactive program development and streamlined operations by the management team, and the dedication and hard work of all staff. A special thank you to CIWA volunteers whose countless volunteer hours enable CIWA to have a broader reach in the community. CIWA customized and impactful programming would not be possible without the continuous support from funders and partners. To my fellow Board members, I appreciate your leadership and commitment to continuous improvement in governance and the sustainability of CIWA.

**Shairoze Damji, Board Chair**



Top row: Rekha Gadhia, Jenny Krabbe, Fatima Narvaez, Yulia Minakova, Jyoti Agnihotri, Leanne Casuncad  
Bottom row: Celestina Akinkunmi, Beba Svigir, Biraj Patel, Eva Szasz-Redmond

In the past year, the impact that CIWA produced on our clients, volunteers and stakeholders is the result of a well-planned implementation strategy that included all our staff, middle management team and senior leadership team. With the support from volunteers, CIWA staff delivered remarkable results for our clients and their families and equally remarkable impact on our community.

This past year was successful and productive for immigrant women in Calgary. Our agency received support from 26 funding partners, with the budget of \$14.5 million, to make sure newcomer women receive services they require for successful integration. Through 60 different programs, immigrant women accessed literacy and language training, health and family support, employment counselling, civic engagement, legal services, financial and housing support, specialized programs for seniors and youth, community development, in-home support, parenting supports and childcare services.

We received and we gave back, all of us - our clients, our volunteers, staff and the leadership team. Our culture of sharing resources is aligned with the strategic priority to give back to the community. Mentoring and helping other organizations is our commitment to walking the talk of collaboration and supporting our partners in the sector. We provided assistance in the areas of program models, outcome measurement framework, organizational risk management, fiscal agency and mentorship. Knowing how our support benefited smaller agencies and helped them grow and develop has been a huge pride and joy for us. This is the impact that moves community ahead and nurtures values of integrity, equity, inclusiveness, innovation and leadership that CIWA stands for.

As always, we want to say a huge thank you to our funding partners, employment and community stakeholders, our trusted volunteers, and all of you who care for the well-being of immigrant families.

# Client and Alumnae Impact

## Top 6 Countries

Philippines  
India  
China  
Nigeria  
Eritrea  
Syria

## Top 6 Languages

Tagalog  
Arabic  
Spanish  
Mandarin  
Tigrinya  
Urdu

## Immigration Categories

Economic (29.4%)  
Refugees (18.9%)  
Citizens (19.5%) including children and youth  
Refugee Claimants (2.2%)  
Family (27%)  
Other (3%)



Himani Goyal, HIPPY Client acknowledged as Mother of the Year 2018-2019

Our customized approach to service delivery provided

**3,752** home visits to isolated immigrant women in the areas of counselling, in-home support, post-natal support and family literacy

Through individual donations and partnerships CIWA was able to give 8 clients and volunteers scholarships to pursue their education; cash value of

**\$7,500**

**18,504**

clients served through individual and group services





*“My shelter told me about CIWA [because] I had come to Calgary and could do nothing. [At] CIWA I felt happy and hopeful. I love learning how to cook [because] I cooked at home in Ghana. My teacher helped me learn everything. CIWA staff showed me how to apply for jobs. With my resume and certificate, I am now working every day. I am very busy now and my girls are very happy.”*

**Line Cook Training  
Program Student**



Upon graduating from our bridging programs, CIWA alumnae keep in touch with us through annual events and active participation in forging relationships with their employers to open doors for other immigrant women at CIWA.

One of our alumnae, Elena Esina, who works for the University of Calgary, has championed the notion of paying it forward and back in more than one way. As a graduate from the Links to Success Program and currently a manager at the University of Calgary, she has been a long-standing advocate for hosting work experience placements for immigrant women. Since 2014, Elena supervised 14 immigrant women who completed their work experience at the Faculty of Social Work. Despite numerous benefits of this partnership, hiring practices remained a challenge due to the lack of clear policies and procedures relating to work experience placements for bridging programs for immigrants. In January 2018, Elena wrote a proposal to the AUPE 052 Bargaining Committee outlining existing challenges and recommendations to improve hiring practices. In 2019, proposed recommendations were incorporated in a new letter of understanding that specifically focuses on “Immigrant Bridging Program Work Experience Placements”. New provisions resulted in immediate changes in hiring practices with clear and highly efficient procedures. Elena believes that this policy will play a crucial role in making more placements possible within the University of Calgary and can be used as a model for other unionized environments.

Elena’s colleagues at the Shift: The Project to End Domestic Violence and the Human Resources team at the U of C have been very supportive of her in this process. We are proud and inspired by Elena’s engagement, impact and advocacy for flexible hiring practices that allow newcomers broader access to job placements in Calgary.

*“The Special Needs LINC class at CIWA is very important for me because it helps me understand different (life) situations better. For example, calling my doctor to book appointments and completing medical forms has made my life better. Thank you very much. Now I speak and understand better. I have learned about my symptoms and the names of different diseases.”*

**LINC Student**

# Volunteer Impact



Over 900 volunteers  
contributed 25,570 hours  
supporting CIWA programs;  
in-kind value of

**\$639,250**



Community service  
organizations in Calgary  
received 251 hours  
of support from our  
volunteers;  
in-kind value of

**\$6,275**

Volunteer Program provides immigrant women, seniors and youth the opportunity to engage in the community, develop connections, mentor peers, gain Canadian work experience and reduce social isolation. The program also provides CIWA with the supports needed to deliver services for clients in the areas of interpretation and translation, one on one support in a classroom setting, ESL instruction, tax filing, computer instruction and employment support. Without the support of volunteers, CIWA would struggle to meet the growing demand for services.





41 agencies in Calgary benefited from 338 interpretation and 171 translation services provided by CIWA's certified translators and interpreters; total value of **\$158,475**



A total of 145 youth mentors volunteered over 940 hours to support immigrant girls adjust to life in Canada; total value of paying it forward **\$14,122**



19 senior immigrant women were involved in the donation of handmade blankets and beanies to the Calgary Women's Emergency Shelter and the Alberta Children's Hospital; in-kind value of **\$825**

In addition to supporting CIWA programs and services, volunteers also assist other agencies through participating in casino fundraising events and organizing community events and conferences. Additionally, participants of the Interpretation and Translation program, provide certified interpretation and translation support for individuals and organizations. Over the years, volunteers have provided interpretation support for court proceedings, medical appointments, parent-teacher interviews, individual appointments between newcomers and service providers, and support in translating agency brochures and booklets, program manuals, academic transcripts, drivers' licenses, passports, and birth, marriage and educational certificates.

**Total  
Impact**  
**\$818,947**

# Labour Market Impact



*"It is rewarding to be able to assist CIWA candidates in gaining experience in the Canadian workforce. They are so willing and open to practicing their skills, learning new skills and taking on more responsibilities. CIWA clients graduate with confidence and eagerness to work. I am always proud to take CIWA candidates to meetings and conferences with me and introduce them to our colleagues and industry partners."*

Bow Valley College

*"Our team benefited from having someone with such strong professional experience come to help with daily operations. We learned as much from this participant, if not more, than she learned from us."*

YYC Calgary Airport Authority



*"[It is] always a pleasure to contribute to CIWA and be part of a great thing in redeploying talent within our great nation. Greatness comes from within when we invite those throughout and bring out the best in them so we all rise!"*

AVANTECH Inc.

This year, CIWA's collaboration with multiple business partners continued to benefit both our clients and partners. Our partners worked with us to help immigrant women transition into the Canadian labour market. They provided valuable experience and support to CIWA clients through work placements, interviews, training, mentorship opportunities and networking events. Many partners used their network connections to support clients to search for jobs after completing their work experience and graduating from the program.

Through collaboration and support for our clients, business partners not only benefited from the knowledge and experience of qualified and equipped immigrant women but quickly discovered the advantage of removing barriers in their recruitment process. Giving immigrant women a chance in the workplace results in access to a wider pool of talented, dedicated and loyal employees. Employers realized that hiring from a diverse range of talent helps them create a more progressive and inclusive workplace.

*"This partnership has proved our understanding that immigrant youth have a lot of talent and can prove to be great employees, if given a chance."*

Heart and Stroke Foundation, Calgary



**Total  
Impact**  
**\$18,694,065**

**347 low skilled immigrant women were successfully employed after completing training at CIWA; average annual income**

**\$23,400**

**162 professional immigrant women found employment; average annual income**

**\$47,000**

**250 immigrant women shared their expertise through job placements; in-kind value of clients' time and contribution to employers**

**\$1,456,775**

**96 employment partners provided CIWA clients supervision, mentoring, direction, and learning during their work experience; in-kind value of**

**\$1,490,500**

**56 professionals provided mentoring support to clients looking to enter the labour market; in-kind value**

**\$ 12,990**



# Settlement Sector Impact



One of CIWA's strategic priorities is "Giving Back to the Community". This reflects our appreciation for the level of capacity we were able to achieve over the years, as well as our commitment to support others to succeed and contribute to the well-being of newcomers across Canada. Our position as the leading settlement agency with gender specific focus and expertise, imposes on us the responsibility to give to others, to share our resources, mentor smaller service providers and promote best practices nationally and provincially. This past year tested our ability to implement this priority in many different ways. During the recent five-year funding renewal process with IRCC, we worked on preparing our funding renewals, while helping many agencies with their work on applications, taking on fiscal agency responsibility for new partnerships with settlement agencies including the Francophone sector, and service providers interested in successful employment program models, customized employment services for racialized immigrant women, as well as overall capacity in the outcome measurement area, and many other mentorship initiatives. We have been very vocal in encouraging the government to take advantage of proven best practices and successful program models we have at CIWA. Our dedication and commitment to supporting agencies in other cities in Canada to provide as successful programs for immigrant and refugee women as we do in Calgary, is rooted in our values, mission and vision that distinguish our work and prove the need for equitable supports for immigrant women. Yes, we did lots of extra work and made ourselves available to help others. That made us richer for the experience, happier for sharing our resources and prouder for the impact we achieved.

*"Central Alberta Immigrant Women's Association would like to acknowledge CIWA for the strong collaboration and advice they have provided to our organization over the years. Through "Train the Trainer" workshops, they have provided their expertise in Cross-Cultural Parenting and offered resources to enable our staff to now provide these workshops in several languages. Their resources are a great addition to our professional development package and programs."*


Halima Ali, Executive Director, Central Alberta Immigrant Women's Association (CAIWA)

*“La FRAP a reçu un soutien précieux de la part de CIWA l’année dernière tout au long de notre processus de demande de financement auprès d’IRCC. Nous avons besoin d’un mentorat et d’une orientation pour présenter notre demande et notre budget afin de nous aligner sur les exigences d’IRCC, et le soutien de CIWA a été extrêmement apprécié. Ils étaient disponibles pour des conseils et disposés à partager des idées avec nous. Nous avons réussi à recevoir des fonds de IRCC et CIWA a accepté de devenir notre agent fiscal et de nous appuyer en matière de programme et de gouvernance, alors que nous nous embarquons dans un ambitieux projet d’offre de services d’accueil et d’établissement pour la communauté francophone à Edmonton et Fort McMurray.”*

Alphonse Ndem Ahola, Président, Francophonie Albertaine Plurielle (FRAP)

*“EMCN and CIWA have developed a truly valued and meaningful collaboration that reaps many benefits for our clients and our employees. As the old adage goes, “A rising tide lifts all ships” and that rings true for us. As we work to achieve similar goals, integrating newcomers in the community and enriching the lives of all Canadians, our partnership magnifies the efforts and improves efficacy, impact and sustainability. When our employees collaborate to share skills, ideas and best practices, the well-being of our clients is increased because they are better supported. We are grateful for CIWA and look forward to achieving even more together in the upcoming year.”*

Marla Welk, Stakeholder Engagement & Communications Director,  
Edmonton Mennonite Centre for Newcomers (EMCN)



**Total Impact**  
**Pricele\$\$\$**

*“C’est avec plaisir que notre organisme PIA a pu développer une franche collaboration avec CIWA. Cette collaboration s’est inscrite dans le cadre des différents programmes que CIWA offre et que PIA a bien voulu en faire bénéficier à sa clientèle francophone. L’apport des idées et autres conseils pratiques reçus de CIWA pour l’élaboration des autres programmes à venir au sein du PIA sont appréciables.*

*Nous remercions vivement CIWA pour son appui et sa volonté à contribuer tant avec ses ressources qu’avec d’autres moyens au développement au sein du PIA des services pouvant répondre aux besoins des femmes immigrantes francophones.*

*Merci et longue vie à cette collaboration!”*

Michele Katuku N., Agente de Développement des Programmes, Portail de l’Immigrant Association (PIA)

# Staff Impact

Staff shared resources and best practices through **27** presentations locally, regionally, nationally and internationally

CIWA provided 235 staff with  
**6,035 hours**  
of professional development



CIWA staff led activities to raise funds to support United Way of Calgary and Area, Cure Foundation and other organizations in the community; cash value of  
**\$20,159**



CIWA staff engaged in 76 national, provincial and local initiatives that work to improve the lives of newcomers; in-kind value of time invested in these collaborations

**\$68,000**

Staff coordinated Speakers' Bureau, a monthly learning exchange in the areas of professional learning, project management, communication, self-care, teamwork and leadership



Over **50%** of CIWA staff are former clients or volunteers





CIWA staff do more than deliver programs to support the settlement and integration of clients. They share their knowledge, skills and interests with their peers through various internal and external committees. This year, staff participated in four internal committees: Staff Appreciation Committee, Learn it, Own it, Share it Committee, Outreach Committee and Safety and Security Committee. The committees focused on enhancing staff engagement and connection with CIWA, appreciating staff contributions, raising awareness of the agency in the community to recruit new clients and partners, and ensuring the safety and security of staff, clients and volunteers. As a way of giving back to the community, CIWA organized activities to raise funds for United Way of Calgary and Area, Cure Foundation and Violence Prevention Month.

CIWA believes in investing in the growth and development of staff. In the last year, over 200 staff received professional development opportunities in multiple areas of personal and professional growth. CIWA staff share their knowledge and expertise through participating in over 70 external committees, working collaboratively in support of the settlement, adaptation, and integration of immigrants and refugees into Canadian society, fostering welcoming communities, and measuring outcomes and impact of programming on the lives of newcomers to Canada.



*"My journey with CIWA started 11 years ago when I joined a bridging program for foreign trained professionals. A year after I graduated I returned to CIWA as a program coordinator. Since then I have been fortunate to learn and grow with and within the organization. During the last 10 years, I've learned a lot from all internal and external professional development opportunities and from daily work with amazing staff and clients. I am a life-long learner and CIWA has always supported me in the process of achieving my goals. Currently I am the Human Resources and Administration Manager who is committed to supporting CIWA staff, volunteers and clients in their professional growth and success."*

Yulia Minakova, Manager Human Resources and Administration, CIWA



# Program Impact



**616**

children were served through childcare services

**1,455**

youth were served through CIWA Youth Collaborative

**1,123**

seniors were served through senior initiatives

**8,558**

immigrant women were served through settlement and integration programs

**741**

immigrant women were served through language and literacy programs

**2,633**

immigrant women were served through employment services programs

**8,556**

clients were referred to CIWA by families, friends, and other service provider organizations

**6,352**

clients were referred by CIWA to other service provider organizations

## CIWA Programs

Intake, Settlement and Referral Services 🌸 Newcomer Integration Supports 🌸 New Friends and Neighborhood Groups Volunteer Program 🌸 Find Me a Home Project 🌸 Filipino Community Development Program 🌸 Legal and Tax Clinic 🌸 Immigrant Women's Matched Savings Circle 🌸 My Community, My Home 🌸 Senior Divas on a Dime 🌸 Supporting the Economic Security of Unpaid Caregivers 🌸 Health Literacy Partnership 🌸 Employment Skills Program 🌸 Links to Success Office Administration Program 🌸 Bridging the Gap for Foreign Trained Accountants 🌸 Labour Market Bridging for Volunteers 🌸 Career Focus for Immigrant Youth 🌸 Bridge to Success Program 🌸 Child Development Worker Training 🌸 Employment Training and Support for Visible Minority Immigrant Women 🌸 Childcare Training for Low Literacy Immigrant Women 🌸 Retail Training Program 🌸 Modular Employment Training Program 🌸 Food Service Industry Training



Of the many programs and projects launched this past fiscal year none demonstrates resilience quite the same way as our Child Development Worker Training initiative. Having recently graduated the first cohort of 17 (two more than the contracted 15 clients) phenomenal women allows us to reflect on the amazing story of steadfastness and impact.

There was a time when the number and magnitude of hurdles to overcome in order to launch this program seemed almost insurmountable. In between the bureaucratic red tape of pre-qualification requirements and the unreasonable expectations of completing a college-level English course to commence the Early Learning and Child Care program of studies required for certification, CIWA passionately advocated and stayed the course in forging ahead with securing this one-of-a-kind training opportunity. And so, with support from Immigration, Refugees and Citizenship Canada and collaboration with Bow Valley College, the positive outcomes were about to unfold.

During the 11 months program, 13 of the 17 women kept full time employment and completed six months of practicum placements. Collectively, these students completed 75 essay-type and research assignments with A's and B's as average grades and improved up to two Canadian Language Benchmark levels in just 105 hours compared to the 250-500 hours it typically takes to achieve this feat. Two women completed the program while pregnant and giving birth to a baby boy each! Additionally, 7 of the 17 participants have already enrolled in the Early Childhood Education and Development Diploma program at Bow Valley College and will start classes later this year.

Impact comes in many shapes and forms. The results of the Child Development Worker Training program show that customized supports for newcomers coupled with targeted interventions yield impacts that are far reaching. Programs like this ensure that immigrant women can pursue meaningful opportunities for themselves and their families and that, in turn, allow them to build a brighter future in Canada for themselves and for many generations to come.



## CIWA Programs

Line Cook Training 🌱 Fast Track Employment Program 🌱 Digital Technology for Literacy Learners Working with Others and Numeracy Skills for Literacy Learners 🌱 Family Conflict Program 🌱 Youth Program 🌱 Cross Cultural Parenting Program 🌱 Civic Engagement Program 🌱 In-Home Support Program 🌱 Healthy Families Program 🌱 One-on-One Counselling for Immigrant Women 🌱 Hand in Hand Parent Link Centre 🌱 Grandma's Kitchen 🌱 Victims' Supports Outreach Program Project Footprint 🌱 After School Homework Help for Immigrant Girls 🌱 Inclusion for Disability is within Everyone's Ability (IDEA) 🌱 Employment Security Alliance for Vulnerable Immigrant Women 🌱 Pathways to Success for Immigrant Youth 🌱 Supports for Immigrants and Refugees with Mental Health and Addiction Issues 🌱 LINC Program SMILES Childcare 🌱 Pebbles in the Sand Program 🌱 HIPPY Program 🌱 Passport to Canada 🌱 Learning Support Services



# Neighbourhood Impact

We partner with schools, faith-based organizations, leisure centres, libraries, housing complexes in 96 community locations to bring customized programs and services to all isolated immigrant women; partners provide CIWA with free space to offer services; in-kind value of **\$336,798**

120 Calgary residents supported integration of immigrant women in their neighborhoods by facilitating group sessions in 16 community locations through the New Friends and Neighborhood Groups Program; in-kind value of **\$127,963**

125 individuals, local organizations and businesses donated goods (clothing, furniture, event tickets, Christmas gifts, toys and food) to support the integration of immigrant families; in-kind value of **\$234,474**

141 individuals and organizations delivered presentations to CIWA programs and services; in-kind value of **\$45,638**

Resilient neighborhoods create a stronger, more connected community where individuals share spaces and places and build social connections. They provide opportunities for people to engage in different ways, build their skills to effect change and have a positive impact within their own communities. Neighborhoods are strengthened when all of its members are engaged in building their community and working towards a common purpose. Neighborhoods matter for everyone and, for many individuals, they constitute a source of their identities and sense of pride.

Throughout the year, CIWA engaged with many local organizations, schools, community centres, businesses, residents and newcomers to work together in building welcoming communities. Partners provided space for community volunteers to help immigrant women and their families adapt to Canadian life by engaging them in programs that focus on social inclusion and neighborhood resiliency. Additionally, CIWA brought programs and services into client homes through home visits and work with the whole family to address settlement challenges. CIWA programs also worked within schools to create a welcoming environment for immigrant girls. Collaborative initiatives by and with members of the community have resulted in progressive advancement of diversity by integrating newcomers in society and building a robust support system for newcomers in Canada.

Businesses, individuals and organizations also donated goods that enabled immigrant women and their families to meet their basic needs, adapt to the Canadian environment, participate in events celebrated by all Canadians and visit Calgary's many landmarks. CIWA clients, volunteers and staff gave back to the community by engaging in activities to raise funds for organizations who support other vulnerable populations in Calgary. All these initiatives serve a common purpose: to effectively integrate all immigrant women and their families in Canadian society and strengthen the Calgary community overall.

**Total Impact**  
**\$744,873**



# Funder Impact

**Funder Investment into prevention supports for immigrant parents:**

**\$392,160**

The challenges immigrant families experience when settling into a new country negatively influence parents' ability to support the growth, development and integration of their children. To prevent high cost of intervention, CIWA has generated information and tools to support immigrant parents adjust to parenting expectations in a new country. Our unique approach to supporting immigrant parents includes:

- Customized manuals for parents with children ages 0-6 and 6-12, parents of teenagers, parenting for fathers and parenting for immigrant grandparents
- Train the Trainer course for service providers to build their capacity to work with immigrant families
- Parenting manuals available on website accessible by the general public
- Parenting manuals translated into Arabic, Dinka, Farsi, French, Korean, Spanish and Vietnamese to support participants in sharing parenting information with family members
- Confidence and trust building with clients to ensure parental transitioning without fear and intimidation
- Culturally sensitive solutions for court mandated client referrals to our services
- Customized in-home parent support for vulnerable families

Social value generated by investing into prevention services to support immigrant parents:

**\$1,107,925**

**Funder investment into programs for immigrant girls:**

**\$1,235,446**

CIWA delivers customized supports for immigrant youth through several programs and services. With these supports averaging about \$800/client, immigrant girls gain knowledge, skills, and confidence to successfully transition into adulthood, including graduating from high school. We achieved outstanding results due to:

- Collaborative initiatives where all youth programs, irrespective of the funder, work on optimizing the funding to expand service delivery and maximize outcomes
- Effective tools provided for immigrant girls to graduate from high school that prevent high costs of intervention services for high school drop-outs
- Intensive networking and employment opportunities for girls during the summer break
- Individual donations toward scholarships for girls to access post-secondary education
- Promotion of social value of immigrant girls' contributions to the community through Daughters Day awards sponsored by community members
- Connections to professional mentors to support immigrant girls with all their needs
- Sustainable access to funds to support immigrant girls that creates double and triple return on investment over the years as immigrant girls complete post-secondary education, find employment and become leaders

Social value generated from equitable supports for immigrant girls:

**\$6,154,650**

**Funder investment into immigrant women's employment:**

**\$4,861,116**

Investment into CIWA employment training programs is not only measured through the income generated after securing employment but also through the following:

- Impact of employment on achieving economic security and increasing the quality of life of immigrant families
- Value of customized and tested best practices in delivering training programs
- Ability and capacity to stretch every dollar and serve more clients
- Added value to our work by employment partners to achieve timely and equitable employment for clients
- Promotion of assets immigrants bring to Canada and the need to help them acquire jobs in line with their education and training
- Help for immigrant women to become role models for their children to achieve educational and professional goals
- Value of connections to other supports and resources for clients while they are receiving support from CIWA (referrals to community resources that enhance clients' integration)
- Contributions that immigrant women are able to make to Canadian society because they are actively engaged in the community

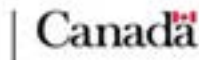
CIWA turned this investment into a whopping social value:

**\$16,878,198**





Government of Canada's New Horizons for Seniors Program.



RBC Foundation®



Nickle Family Foundation



Along with:  
Tamaratt Endowment Fund at the Calgary Foundation  
Turner Family Foundation at the Calgary Foundation  
DT Kayra Fund at the Calgary Foundation



## Scholarships and Awards Contributors

**Gerda R. Bloemraad Scholarship Fund**

**Shirley Turnbull**



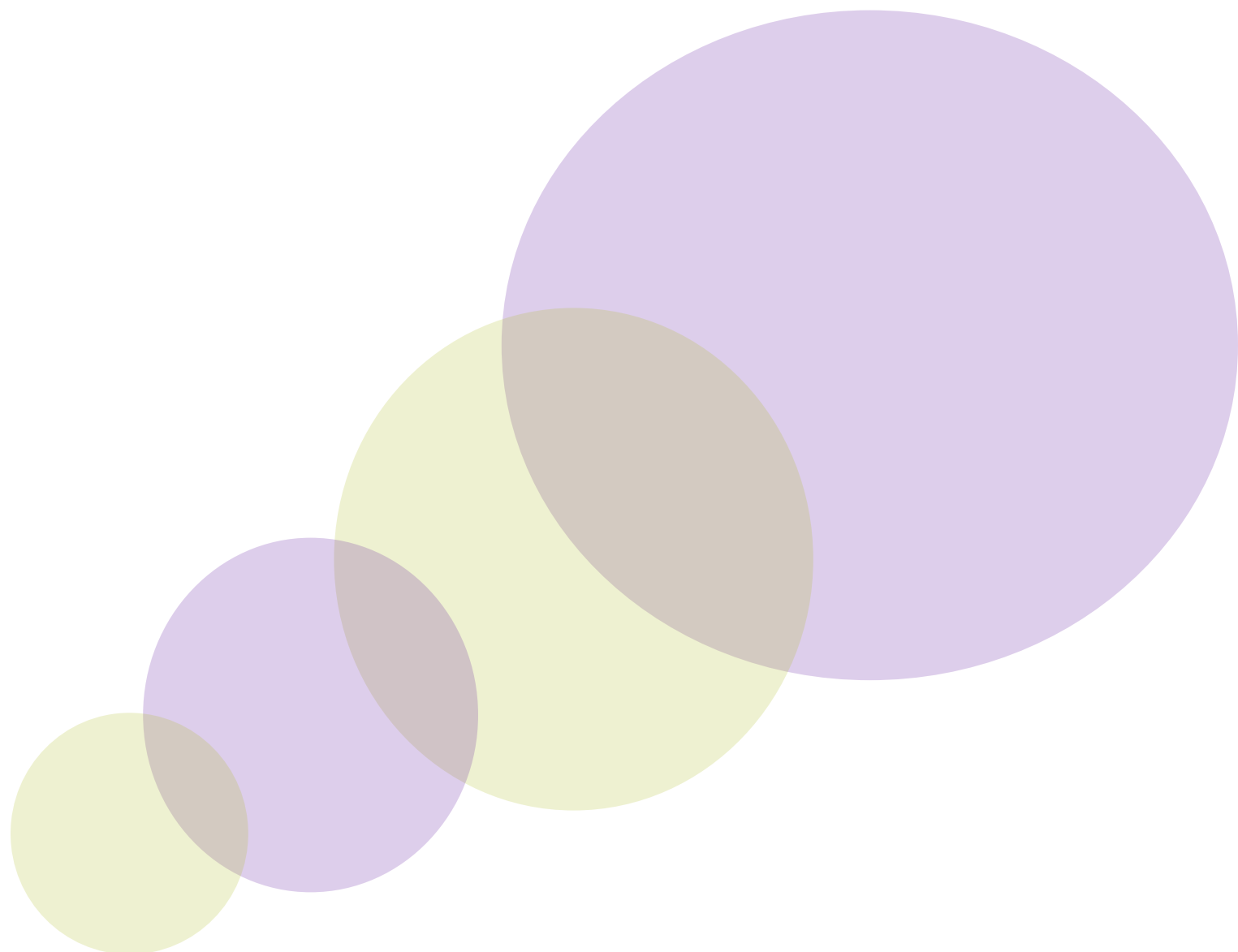
# Donors and Supporters' Impact

A&W  
ABM College  
Achieve Daycare Centre  
Age Care Corporation  
Aida's Bistro Restaurant  
Alberta Advanced Education (CALP)  
Alberta Children's Services  
Alberta Community and Social Services  
Alberta Health Services  
Alberta Theatre Projects  
Alberta Workforce Essential Skills  
ATCO Group  
Basha Foods International  
Best Western Hotel  
Big Bucket Car Wash  
Big Fish Restaurant  
Boston Pizza  
Bow Valley Christian Church  
Bow Valley College  
Bowen Group Employment, Recruiting & Staffing Solutions  
Brentwood Childcare Center  
BrightPath Childcare and Daycare Centres  
Burns Memorial Fund  
Calgary Catholic School District  
Centre for Sexuality  
Calgary Food Bank  
Calgary Immigrant Educational Society  
Calgary International Airport – Concorde Airport Services  
Calgary International Film Festival  
Calgary Parking Authority  
Calgary Philharmonic Orchestra  
Calgary Police Service  
Calgary Public Library  
Calgary Stampede  
Canada Post  
Canadian Mental Health Association  
Canadian Pacific Railway  
Carbert Waite LLP  
Carewest  
Cassis Bistro  
Centre for Sexuality  
Certified First Aid Inc.  
Certus Developments Inc.  
Child Development Dayhomes  
Chi's Tea Company  
CIBO Calgary  
Clarion Hotel & Conference Centre  
Clownaroun Before and After School Care  
COBS Bread Bakery  
Commissionaires Inc.  
ConocoPhillips Canada  
Costco Wholesale Corp.  
Covenant Christian Reformed Church  
Dairy Queen  
Dalhousie Community Church  
Davar Child Development Centre  
Davids Tea  
Days Inn by Wyndham  
Diner Deluxe  
Direct Energy Canada  
Discover Y Childcare Care Centre  
Distress Centre Calgary  
Domino's Pizza  
Don Bosco Elementary School  
Downtown Children's Place Daycare  
Dress for Success Calgary  
Empower Me Program: Energy Social  
Equation Staffing Solutions  
Extendicare  
EFW Radiology

Family Foods  
Family Resource Facilitation Program  
Fantastic Kidz Daycare  
Finney Taylor Consulting Group Ltd  
First Book Canada  
Four Points By Sheraton Hotel & Suites Calgary West  
FunnyFest Calgary  
G4S Secure Solutions Canada  
Genesis Centre for Community Wellness  
Girl Guides of Canada  
Glenbow Museum  
Good Food Market Corp.  
Grey Eagle Resort & Casino  
Grow and Learn Childcare and Preschool  
Hakim Optical  
Hallmark Housekeeping Services Inc.  
Happytime Daycare  
Healthy Babies Network  
Heritage Canada  
HIV Community Link  
Holy Cross School  
Hotel Alma  
Hotel Blackfoot  
Hotel Elan  
House of Mandi  
Hyatt Hotel  
Immigrant Services Calgary  
Imperial Order of the Daughters of the Empire  
Indigo Spirit  
Indulge Catering  
Italian Super Market Ltd  
Jays Care Foundation  
Jelly Modern Doughnuts  
Community Kitchen Program  
K-Bro Linen Systems Inc  
Kids & Company  
Kids R Fun Daycare  
Kids Up Front Calgary  
Kidsland Daycare Centre  
Knox United Church  
Law Society of Alberta  
Lead Foundation  
Leftovers Foundation  
Life Savers Canada  
Lina's Italian Market & Cafe  
Little Scholars Daycare  
Little Treasures Inc.  
LP Family Foods  
Lush Cosmetics Ltd.  
Making Changes Association  
Mandoria Yoga Institute  
McDonald's  
Meiga Development Corporation  
Memorial Square Dental Clinic  
Michaels Arts and Crafts  
Milestone Restaurants  
Momentum  
Money Mentors Calgary  
Monsignor Hetherington Elementary School  
Montreux Child Care Centre  
Mount Royal Daycare  
Mount Royal University  
MTG Healthcare Academy  
Nuvo Hotel Suites  
Oasis Wellness Centre and Spa  
Old Dutch Foods Ltd.  
Paladin Security  
Panda Child Development Centre  
Philippine Cultural Centre Foundation  
Pita Corner Shawarma & Donair

Play 'N Learn Childcare Centre  
Popeye's  
PWM Loss Prevention Services Inc.  
Randstad Staffing Agency  
Real Canadian Wholesale Club  
Remedex Remediation Services Inc.  
Robert McClure United Church  
Rocky Mountain Chocolate Factory  
Royal Bank of Canada Foundation  
SafeCheck Food Safety  
Safeway Inc.  
SAIT  
Salvation Army  
Sandman Hotel Calgary  
Sarah's Gourmet Gifts and Gadgets  
Scotiabank Saddledome  
Scott Land & Lease Ltd.  
Second Cup Coffee Co.  
ServiceMaster of Calgary  
Silvera for Seniors  
Sinbad Shawarma  
Sistership Dragon Boat Association  
Social Research and Demonstration Corporation  
Spring Board Performance  
St. Henry Elementary School  
St. Mark Elementary School  
St. Monica School  
St. Peter Elementary School  
St. Wilfrid Elementary School  
STING Trainmyguard.com  
StoryMusic Creations  
Subway  
SUM Canada Enterprises Ltd.  
Summit Kids  
Sunshine Daycare  
Sunterra Market  
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Taylor Centre  
TD Bank Group  
TELUS Spark  
The Calgary Bridge Foundation for Youth  
The Child Enrichment Centre  
The City of Calgary  
The Eden  
The Family Resource Facilitation Program  
The Lunch Lady South  
The Magic of Christmas  
The Shoe Project  
Theatre Calgary  
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Value Village  
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