

Newcomer Family Resource Network











BOARD CHAIR'S MESSAGE

I am honoured to present the Chair's message in this 10th anniversary year. During my time on the Board of Directors I have witnessed Mosaic exceed goals set by the strategic planning, while meeting the ever increasing needs of the community in ways I don't think could have been imagined 10 years ago.

In March 2014, Mosaic moved into its first permanent location at 397 Carlton Street. Later that same year the board, staff and volunteers undertook a multiyear strategic planning process that identified areas of strength and areas of potential. It is fair to say that all areas of potential were quickly explored and acted upon to propel the organization into a new funding realm of over \$1m. The last half of Mosaic's history has seen the budget grow to over \$3m in 5 short years. Budget numbers are one way to measure success and certainly there is no question about Mosaic's budget success; there is however, another story of success.

Mosaic achieved the priorities of the 2014 plan, putting in to place a new organizational structure to support substantial growth, while delivering high quality services, and creating a fair, just, democratic workplace. All of this effort, thoughtfulness and coming together resulted in Mosaic being the recipient of the Health, Wellness and Safety Workplace Award with CPHR Manitoba.

Congratulations to the team at Mosaic!

It's been a pleasure for the Mosaic board members to contribute to the setting of the stage for the next 10 years by participating in a new strategic goals identification process. Along with an extensive staff consultation and facilitated board process we have a new mission statement and identified shared values and priorities that are broadly defined as Staff Wellness, Integrating Inclusion, Sustainability, Innovation, and Collaboration. All of the board members are incredibly proud to be a part of this organization and continue to support the efforts and initiatives moving into the next 10 years.





Mosaic Board Members

Chair Jodi Funk-Clements

TreasurerOmena Babalola

Vice Chair Yusuf Kacamak

> **Member** Nidia Jones

Member Erika Frey

SecretaryLisa Passante

EXECUTIVE DIRECTOR'S MESSAGE

hen my colleague Frances Molaro at the Adult Language
Training Branch in the department of Labour and Immigration first
introduced me to the world of community based language training in
Winnipeg; I sensed that I had found my future. My previous experience
organizing English classes for refugees in Montreal and working with
newcomers in a community organization in Vancouver had prepared me for
the work; but those days travelling around with Frances into the corners of
the city and into the basements of many churches are when I discovered
an almost hidden world of people passionate and dedicated to providing
language training and informal settlement support to some of the most
vulnerable, and resilient women and their preschool aged children that you
could ever hope to meet.

The opportunity to incorporate an organization to serve these parents and children was easy to accept as a new challenge and a new chapter in my life. None of this would have been possible without Linda Xie. Linda's experience and financial expertise made the prospect of Mosaic viable and our natural friendship made it even easier. Like a snowball, slowly gathering pace down a hill and gathering like-minded people along the way we have grown into the amazing organization that we are. One of those people is Jean Tinling who developed our niche in family programs and who quickly went about identifying and developing opportunities for newcomer women to reach their potential and fulfill their dreams of success in a new country. These are just two early examples of partnerships that I share with many Mosaic staff and supporters, partnerships that I see reoccurring throughout our organization.

I am very grateful for a year that had poignant moments that brought us together, reminded us of our common goals, and values, and united us in the fight for justice in the world, on every stage, most importantly the small one that we have some control over. Since 2009, we have collected incredible people who have transformed Mosaic into the strong and resilient organization that it is today. I feel extremely privileged to be a part of this amazing collaborative project.

Many thanks to the outstanding people that I work with on a daily basis and who continue to inspire me. Thank you also to Mosaic's wonderful board of directors, funders, partners, supporters and friends - we deeply appreciate working together with you





FINANCIAL OVERVIEW

osaic has gone through a 10 year journey. With the financial support of two levels of government and other funders, especially the federal government, our funds have increased by an average of 28% from \$290,000 a decade ago, reaching \$3.1 million this year; with 93% of funds coming from Immigration Refugees and Citizenship Canada (IRCC). These stable sources of funding ensure that we can continue to provide high-quality services to help newcomers, especially those with pre-school aged children so that they can quickly adapt to Canadian society.

During this fiscal year, aside from completing the daily work accurately and on time, we assisted with decision making by adjusting the budget according to IRCC's requirements and the organizational needs, rationally allocating funds, and arranging expenses. We successfully completed the year-end final claim by matching the funding received. We also successfully passed the financial monitoring conducted by IRCC.

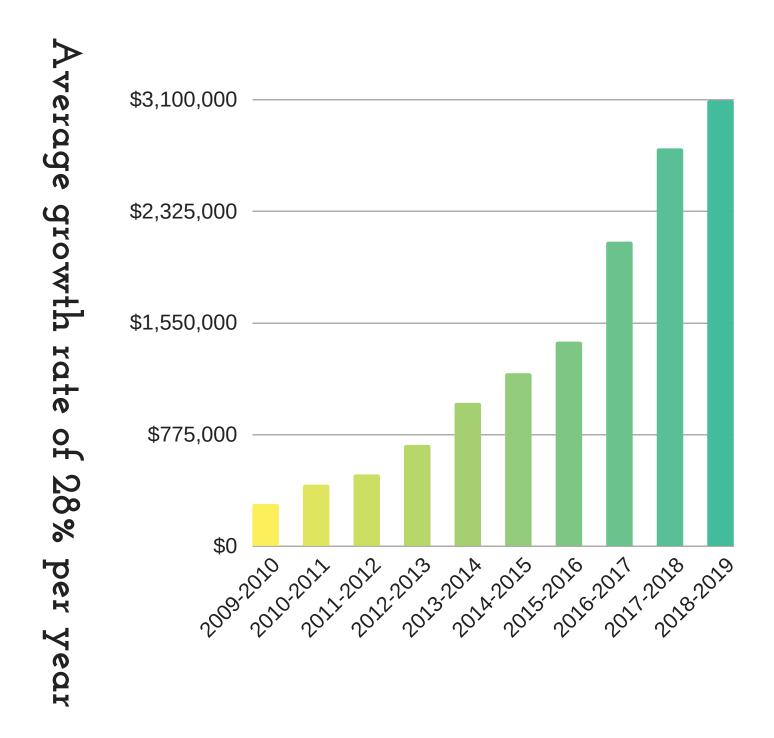
In order to adapt to the continuous expansion of the agency's activity and the increasing tasks, we developed and implemented an electronic Payroll Stub Emailing System (PSES) that automated the processing of the payroll system. This ensured that we could deliver payroll stubs to our many off site employees on time. It has not only improved work efficiency and saved expenses, but also protected the environment by going paperless.

We have also made a number of improvements in the development of employee benefits, reimbursement and time management, which made our financial and personnel policies more reasonable and applicable. Among them are; the Averaging Agreement, a flexible working time plan, ensures that the work arrangement is more convenient and in keeping with labour standards.

Looking forward to the coming year, we will continue to improve our work to meet the needs in all aspects. One of the tasks is to work to improve the inventory/asset internal control system, making it more efficient and user-friendly. We will try our best to be the logistics support and decision making support for the sustainable development of the agency.



MOSAIC FUNDING

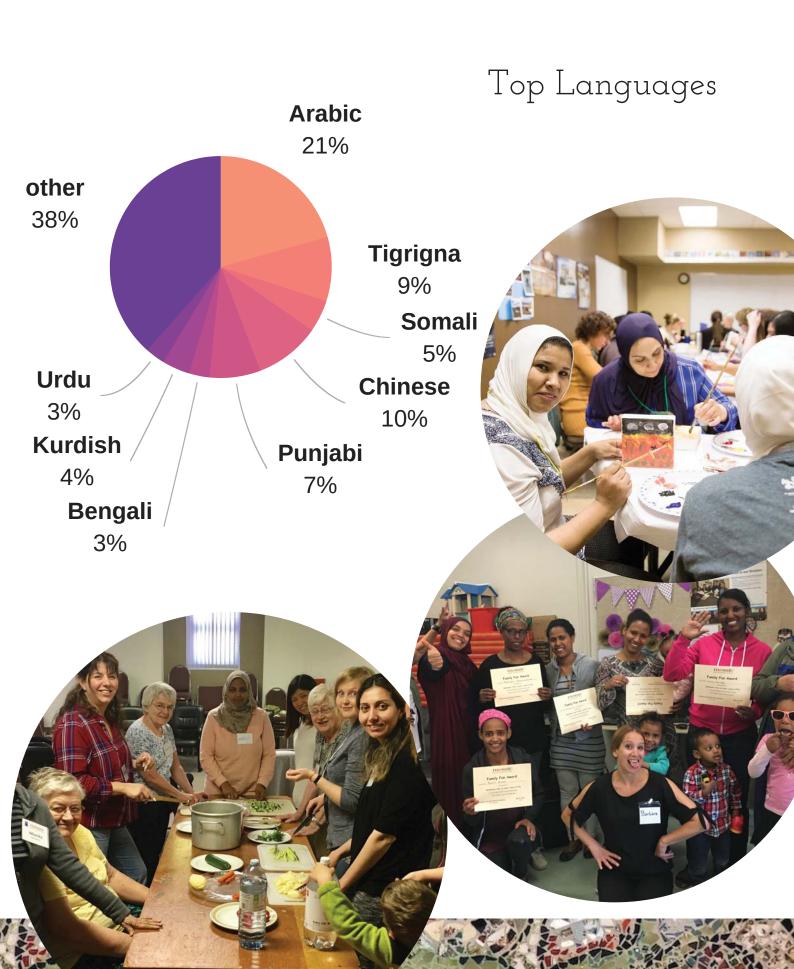


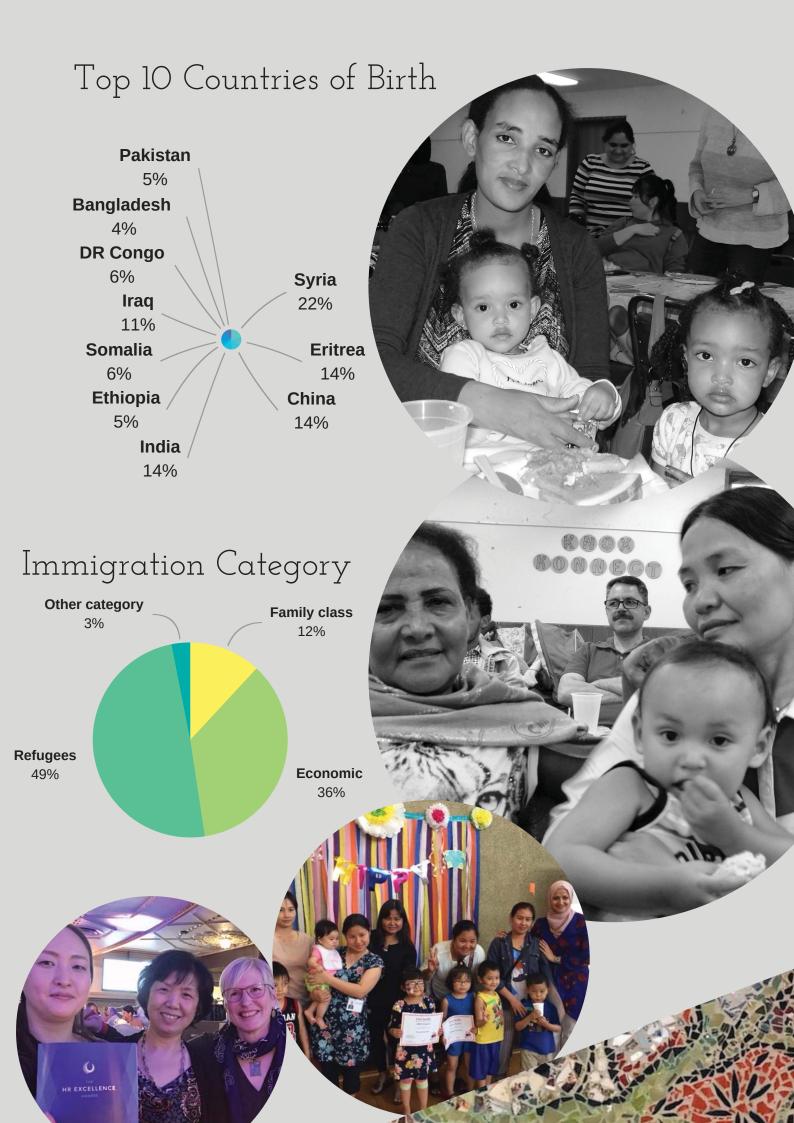
2,868,069.00 92%	2,506,738.00 91%
228,820.00 8%	251,502.00 9%
3,096.889.00 100%	2,758,240.00 100%
	228,820.00 8%

2018-2019

2017-2018

SOME FACTS ABOUT OUR PARTICIPANTS





FAMILY PROGRAMS

Highlights

It's the Relationship that Counts

This has been a special year in Family programs where; because each team member had developed many skills and grown so much in their ability to handle their positions; we restructured the Family Program Team. The restructuring of the team gave each member a much more clearly defined role as a Family Program coordinator for their designated programs and with that, more responsibility. The restructuring also provided a great deal of autonomy to the team members and allowed for more individual creativity. This proved to be a good decision as we have now seen not only expanded growth but also a great depth of quality in our programs, our relationships with our partners, and in our training structure for new mentee facilitators and childcare workers. We truly have a "pay it forward" mentorship training program in place where each person who has received support is highly invested in supporting and training the next individuals entering the program.

The professionalism of the team and their ability to work so well independently have allowed for even more expansion in what we are able to do as a team. We have undertaken a few new initiatives this year. One of these is coordinating the Newcomer service hub at Ryerson School in the south end of the city. We have a coordinator, a lead mentor and a childcare worker on the team that ensures the successful implementation of Mosaic programs as well as coordinating the use of the hub by all of our partner agencies.

Another new initiative this year has been working closely with Families Canada, a national organization which supports Family Resource Centres from coast to coast. We have, in partnership with PDEL, supported Families Canada in a new pilot project which focuses on reducing isolation of newcomer seniors through building relationships with preschoolers. Our responsibilities in this project have been to organize and deliver training for all the facilitators across Canada who will be piloting the project and to support the research team in ongoing program development and program management.

We are also very excited at the bridges we have been building within Mosaic. Family Programs has been able to work closely with LINC/CNC program providing professional development sessions on trauma and on Positive Discipline in the childcare room.

Most importantly, even with this expansion and growth we have still managed to maintain the integrity of our programs, always keeping relationship as the core value.



JEAN TINLING - DIRECTOR OF FAMILY PROGRAMS

Parents who participated in a group parent program = 781

Parents who received a home visit program = 70 families received 700 individual visits Parents who participated in the HIPPY program = 115 families received 1,652 individual visits

Newcomers who were mentored and trained to facilitate parent programs = 16





Mosaic's LINC, Language Instruction for Newcomers to Canada program is now the fourth largest program in the city with about 440 students and 250 pre-school children in 26 part-time classes at five locations.

Mosaic is so fortunate to have wonderful teachers that are dedicated to create rich and meaningful learning opportunities for our students – every minute of class time counts, time is so precious for our students!

Surprisingly we did not move this school year – all classes started and finished at the same location! Construction at Carlton is scheduled for this summer....just to keep us on our toes.

One big accomplishment for this year was the introduction of a Leaner Management System that tracks attendance, hosts our class lists and waitlists, allows uploading of information to the government's iCARE system and can even generate report cards. We were very happy to work in partnership with the developer and our own Queehyung tested and retested all of the components until they were perfect.

Three teachers at our Knox site experimented with blended learning options and provided additional content that is accessible outside the classroom. This is a very hopeful option for those who are unable to attend a face to face class for various reasons.

Change is the only constant at Mosaic...so we are looking forward to the next school year!

Mosaic means for me very good atmosphere with very good teacher and baby room care. It gave me a great opportunity to learn English and make friends. Also my baby boy also enjoy being at Mosaic. Thank you for organization such a nice and useful classes.

I am very happy to know that Mosaic will celebrate 10th Anniversary. I wish successes and prosperity to Mosaic.

Feruza - participant



A place where I found people who shares my belief about positive guidance, and positive parenting. All Mosaic's values are amazing. I love to work where I feel respected and I really believe we are making a positive change on the people. I feel proud of being a member of Mosaic

All Mosaic's values: tolerance, diversity, integration, respect of diverse cultures, and the positive guidance we bring to the participants

Barbara Sewrjugin – employee and participant

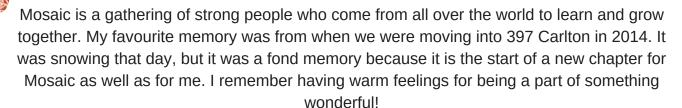


My lovely workplace My first work in Canada Shler Ali - employee

I'm learning English without fee. This's special for me. Thuy Anh Vuong - LINC student Mosaic is an institution that is rooted on love which is being shared to immigrants and newcomers. I feel privileged to share this love for the integration of families to Canadian society.

I feel special being part of the Mosaic family.

Cora Llorico - employee



At Mosaic, I had the opportunity to discover positive parenting. Although I am not a parent, I was able to use the lessons from that experience in my personal relationships. I matured greatly mentally during my time at Mosaic, and I discovered a good version of me that I haven't met before.

Kezia Abueg (neé Malabanan) – former employee

Mosaic was window to the world following the isolation I felt after immigrating to Canada and having a baby The first day of English class was a field trip to the Manitoba Museum. Even though the weather was so cold but it was the first day I really felt happiness in Canada after six months I was in Canada. Mosaic's staff and my classmate were so friendly and kind to me . They tried to make me feel at home and part of the group.

The friendliness of Mosaic was my first encounter which has left an impression to me which made me interested to go any class even now

Golrokh Salehian - participant



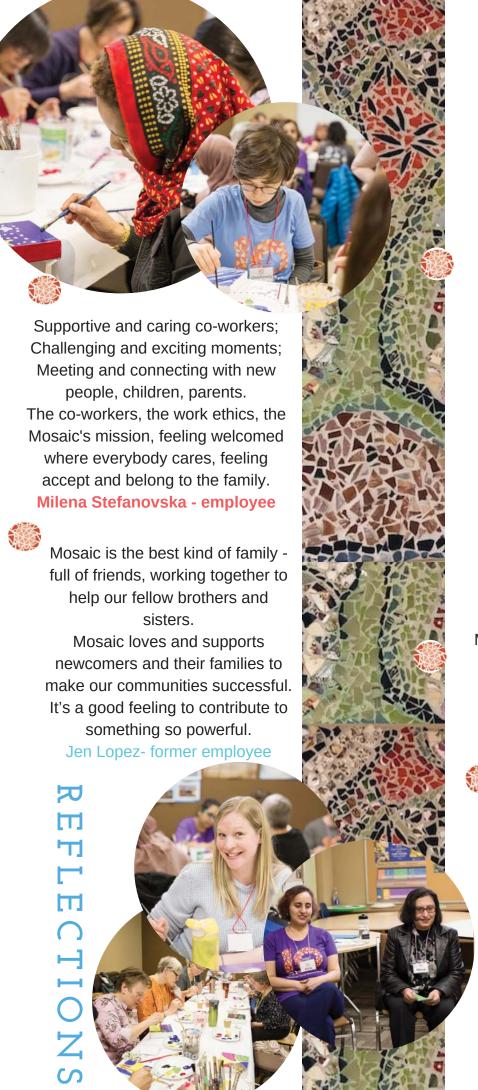
Mosaic's Care for Newcomer Children program is the largest in the city! We are very proud of the role that we play not only providing high quality care for children ages 6 months to 5 years old; but also for the employment opportunity that we offer to newcomer women. Our childcare workers bring unique experiences, language ability, a sense of fun and love to the hundreds of children that attend our program every day.

Of Mosaic's 80 employees, nearly half of them are childcare workers. This year we offered a 40 hour course for childcare workers from the Science of Early Child Development at Red River College; an excellent learning opportunity and another example of our mutually beneficial partnership with RRC.

Our childcare workers are extraordinary, and have had to work with children who have experienced trauma and who have never been away from their parents. They model play, and have fun, they sing and tell stories and most of all they engage children in early learning that will assist the whole family in the settlement process.

Moms and dads are able to concentrate on learning themselves knowing that their child is happy and having fun in a stimulating and loving environment.





Mosaic means a lot to me. It's the place I started to work and I was proud to be part of the great stuff that they have.

What makes me special is because I always know that I receive great compliments of the job I had to do.

Fardpwsa Botan - former employee

Mosaic was my alternative family in Canada.It gave me all kind of support that I needed to stablize my new life in Canada. Especiall thanks to my teacher Barbara, Val and Jane.

Maryam Chamaa - former LINC student

It is my first job when I came to Canada and hopefully my last before I retire.

I had a lot of good memories that I will treasure throughout my life as Mosaic became my second home when I came here to Canada.

Melinda Pascual - employee

Mosaic means an English school that I can study English and my child can get good care.

I'm lucky!

Qi Zhu - LINC student

For me, Mosaic is a place where I meet a very good teacher Heather and many people from different countries. Our group has a cute and helpful volunteer Jenifer. Friendly staff stay with my baby when I have a class and it's awesome!

Mosaic helps to learn English free and with good teachers. It's a really big chance for all people who need to learn.

Iuliia Voroninskaia - LINC student



Mosaic is a gathering of people unlike any organization I have had the pleasure of working with in my career. My most touching memory was the AGM in 2016 or 2017, where the final founding board member Briar Jamieson left the board to move to another province. It was a very emotional AGM for some of the board as well as the keynote speaker. But what touched me the most, was the true ability to be our authentic selves with openness and acceptance of all of the emotions and laughter that was felt that day. Mosaic truly creates an atmosphere of kindness, caring, and acceptance.

The theme helps me reflect on how I have supported the organization in their success, but also how I have grown as an individual. I really love the theme as without every individual Mosaic wouldn't be what it is today.

Jodi Funk Clements - board member

After came to Canada I started my journey with mosaic. I'm really really appreciate to mosaic to teach me English language. Without mosaic's help I can't adopt in my new country. Also, They teach us Canadian culture and society.

That's very important for every newcomers to adopt in new society. Mosaic is my second home. I'm proud myself to be a part of mosaic my family. Go MOSAIC go. To stay beside lots of new comers family.

Razia Sultana - student

I am an immigrant. I was very confused and not sure what I could do in Canada when I just arrived here. I was a certified professional accountant in China. I loved my profession. However, with a language barrier and totally different culture and society, would I be able to work in my field and integrate into this society? I seriously doubted it. To be able to work on my profession and to be an independent working woman in Canada was my dream.

Ten years ago, a great opportunity came to me. I was so lucky to meet with Val, the nicest person that I have ever seen! Val has very strong leadership and sharp eyes for the agency's vision and mission. Under her leadership and guidance, Mosaic was formed. I was chosen to be an accountant for Mosaic, which was what I really wanted to be! I was very happy and honoured that I could use my knowledge and skills in work. I loved my job.

Mosaic welcomes immigrants to join its team. It provides a lot of opportunities to newcomers. 75% of our staff identify themselves being born outside of Canada. Many of them are newcomers and this is their first job in Canada. Working in this respectful and multicultural environment makes me feel this is where I belong. I am trusted and respected. My work is highly valued and recognized. I have regained my confidence and no longer feel that I am a "person on the edge", which means that I am neither a Chinese nor a Canadian. I am finding myself in Mosaic!

Over the past ten years, with Val's excellent leadership and all Mosaics' hard work, we have been growing from 20 staff to today's 72 staff. Our annual funding income increased from \$260,000 in 2009 to 3 million now! We are serving hundreds of newcomers to become one of the largest LINC with CNC service provider across Canada! We grow with Mosaic, too. Many newcomers including the previous participants were trained to be our child care assistants, program coordinators, family program facilitators and lead mentors. We have developed useful skills through the work. Today some of us (including me) are in the agency's management team. We found and realized our own value in Canada! Looking back on it, joining Mosaic ten years ago was a significant milestone in my life journey. Thanks Mosaic, thanks our amazing ED Val and all wonderful colleagues, you make my dream come true!

Linda Xie - employee







In October 2017, I started at Mosaic when I attended PDEP. In one of the last sessions, I was enlightened and I was sure that I had found my place. I'd never experienced that before, but I was confident about my guts.

On January 2018 I got a job as a Volunteer Coordinator at Mosaic and that's when my journey started. I finally realized that that place, which I was dreaming for a long time, actually existed. It confirmed me that it is possible to work in a place with a coherent mission statement, values and facts. A place where feelings, thoughts and acts go together; where the help is not only delivered to the clients but, most importantly, it starts with the staff. Mosaic teaches me about respect: respect yourself, respect others and grow strength from the difference.

A place that helps me grow both professionally and personally. It is a place where you are considered a human being, and what I mean by that, is a person with a mind, body and heart integrated.

As a newcomer I had the blessing to find such a great team of

As a newcomer I had the blessing to find such a great team of human beings working together towards the help in settlement and adjustment to a new country.

Now, looking back I can see how Mosaic has helped me in my own settlement process as well as challenging my disbelieves, discouragement, distrust, sadness and voidness, and putting in that place motivation, training, encouragement, joy, compassion, kindness, support, warmth and structure but most importantly confidence in myself.

I am the witness of a lot of success' stories where the most horrific beginnings finally found a happy ending. A place where I breathe gratitude no matter what your background was; there is always a new chance for you. There is always a new fresh start.

A place where there is no need to travel to live different cultures; where I can smell different perfumes or eat diverse foods and learn about languages, customs and similarities among us.

Finally, it is also a place where I have found new friends and an amazing, exceptional and remarkable management.

A place to feel loved and empowered.
Too many wonderful memories to
share but I think the first PDEP
session by Shamail almost 3 years
ago where she showed the stress
volcano was mind blowing...and the
discussion on self care.

It means get involved in Mosaic at any level like a participant, volunteer, contractor, staff etc. Reinforces the fact that I'm involved in an organization that supports so many families.

Amna Burki - facilitator





REFLECTIONS

Mosaic means very much to me and forever stays in my heart. Mosaic is where a life long career developed from a small seed. It is where I learned how to support the most vulnerable learners and helped bridge the strongest learners to new opportunities. I felt connected to a team dedicated to supporting immigrants and refugees in need of social connection and language. So many wonderful programs began at Mosaic from people with vision, passion, and dedication. Mosaic is truly a special place, a home, a heart, and very much a part of mine.

I feel very much woven into the thread that makes up Mosaic, just like the quilt. It is a part of me, and I in it.

Tara Penner – former employee

There is a sanctuary for me. they help me a lot of things such as English, problem solving.

I am glad to join to learning English here. I would like to keep joining with Mosaic. It's not only helping me learn English, but it also advises me on safe settlement.

Minji Kim - participant

Mosaic is so special for me. It's helped me a lots to improve my level, my daughter is so happy when she comes to childcare at mosaic Learning, make a new friends, The special thing is I am part of mosaic, practise English with others. because before I came to Mosaic I was

Yassmine Abehay - participant

how to handle family kids. Mosaic to me is like my country my home and my family

empty. But now I have lot of experience

Sara Gebrehanise - participant

MOSAIC EMPLOYEES

Adam Abbas Adelaida Ramos Alex Jaworski Allison Wilcox Amelia Bordeos Ariet Opodhi Ashley Sleva Barbara Coombs Bela Shah Bethany Stephens Cale Mclellan Carolyn Braun Chandra Kharel Christina Sikorsky Cora Llorico Cynthia Fines Dawna Smith Dhelal Al-Dulaimi Diane Labelle Elsa Gebreamlak Emily Maiers Eun Ah Lee Eunhee Song Eyerusalem Gulma Farhana Helal Florence Skakum-Lewis

Cynthia Fines Frances Biela Mary Friba Ghafuri Gabriela Galli Geraldine Gruszczyk Gina Denby Hafiza Yusra Ali Hanna Lynn Fiesta-Reyes Hassania Ajenkar Hayat Abbas Heather Marshall Hee Sun Choi Henghui Chen Hong Chang Htoowah Hserhtoo Iman Khayyat Intisar Mohamed Irina Loginova Jagdish Kaur Bharwal Jasmeet Kaur Jean Tinling Jennifer Lansang Jennifer Lopez John Freddy Vasquez Saiz Jourdan Gray Kandice Knapp Katherine Cullihall Kirsten Freed

Kit Lin Chin Kym Bottomley Laura Wischnewski Letifa Abajobir Lilian Wasef Linlin Xie Lisa Cariou Maisa Haj-Ahmad Laura De La Rosa Maria Shah Mariam Rezkalla Martha Helgerson Masoma Behsodi Medhanit Gilamichael Meena Upadhyay Melinda Pascual Melissa Crittin Merlina Jimenez Mihret Tekie Milena Stefanovska Mounira Ajenkar Nadia Awasif Nan Anderson Neveen Fanous Nigisty Abraham Oyekunle Oyediran Patrice Poirier Patricia MacRae Purnima Mandal Singha

Queehyung Nam Rabeeya Mohsin Reem Abdulkader Rim Abraha Gebrehiwet Roula Assaf Rukhsana Rukhsana Ruth Rennie Saadia Abduliahi Sabrina Deforest Sandhyakumari Patel Sandra Sikora Shahnaz Arain Sheila Indar Singh Shler Ali Shoko Arakawa Sofiya Volosozhar Song Tao Liao Souada Bauer Sriyani Kuruppu Achchillage Stephanie Stetefeld Truptiben Patel Tsega Ghezehey Weldegebrial Valerie Cavers Viktoria Bokova Wah Eh Yayan Subradjat

MOSAIC CONTRACT FACILITATORS

Alysha Jones Amal Mahadi Amna Burki Araya Merhawit Barbara Sewrjugin Emilienne Minani Gia Ly Htoowah Hserhtoo Intisar Mohamed Leslie Barker
Lois Goertzen
Lorieta Fallaria
Luzviminda Guzman
Monika Chakraborty
Monika Singla
Moolweh Bright
Ndashimiye Mukankubana
Reem Mohamed

Sabrina Deforest
Sappfyre Mcleod
Senait Mesfin
Th'lay Htoo
Ting Hang
Vijay Kumar Nair
Winifred Vugampore

Mosaic Employees Would you describe yourself as a newcomer?

Yes = 30% No = 24% No, but I was not born in Canada = 46%

MOSAIC VOLUNTEERS



came to a Mosaic EAL class, in part, to pay

back for the kindness and hospitality shown to my own parents and grandparents when they

were newcomers to Canada almost 100 years ago. I continue to come as a volunteer because

Find yourself in Mosaic – 10th Anniversary Volunteer and Community Engagement Co-ordinator's Report

This past year working at Mosaic, has been a year coloured by motivation, fun and resilience.

My role expanded as a Volunteer and Community Engagement Coordinator bringing in experiences of connection, engaging with other newcomer serving and community organizations and nourishing our network. It was very pleasant to partner in different events during the year and encouraging to see all the work that the sector is doing. Co-ordinating the volunteers, gave me the privilege to discover little gems every day in the interviews that become part of our family and also show us clearly the power of starting all over again.

We have also been impacted by the grief and loss that made us grow in our confidence and resilience as a part of a natural process of healing within a group.

This special 10th Anniversary makes me reflect on my experience being part of Mosaic. Mosaic has given me the chance to shine and thrive, to cure old injuries and grow in wellness and confidence, to know wonderful people and professionals from different cultures by walking through a clear mission and values of respect and confidentiality. Mosaic is the living example that when you have room for accepting the differences they become a stronger organization.

African Communities of Manitoba (ACOMI)

Altered Minds – Entry Program

Art Beat Studio - Studio Central

Sexuality Education Resource Centre MB (SERC)

Sister MacNamara School

South Winnipeg Family Information Centre (SWFIC)

Southlands Community Church

Spence Neighbourhood Association

Sport Manitoba - Fit Kids Healthy Kids

St. Mark's Coptic Orthodox Church

University of Manitoba, Family Social Sciences- Research Department

University of Winnipeg Rec Plex

West End Biz

Winnipeg Central Park Women's Resource Centre

Winnipeg English Language Assessment and Referral Centre (WELARC)

Winnipeg Regional Health Authority – Access Fort Garry, Access Downtown East



FUNDING PARTNERS 2018-2019

- Government of Canada Immigration, Refugees and Citizenship Canada, Canada Summer Jobs
- Jewish Foundation Women's Endowment Fund
- Private Donations
- Province of Manitoba Department of Families Early Learning and Childcare Program, Healthy Child Manitoba Coalitions: Communities 4 Families and Families Forward
- Spence Neighbourhood Association Community Small Grants
- United Way of Winnipeg Organizational Development Grant
- Winnipeg Foundation Multiyear Community Grant, One Time Community Grant, Youth in Philanthropy, Literacy for Life, Professional Development Grant
- Winnipeg Regional Health Authority Handle With Care Grant, Healthy Together Now





