



**mosaic**

Newcomer Family Resource Network

**Annual Report 2019-2020**

What is Structure?					
What is Warmth?					

# BOARD CHAIR'S MESSAGE

This was an exceptional year in many ways. The financial situation for Mosaic was stable; however the plans that we had developed through our strategic planning sessions had to be put aside due to a funding reduction from our main funder, IRCC. There was a great sense of disappointment; our plans had included many great enhancements to the quality of service delivery for newcomers in Winnipeg.

The funding cut also required re-structuring the organization, and intensive negotiations with IRCC that resulted in the formation of new partnerships, and the ending of some program positions. We are fortunate to have been able to make decisions that were fair and sound; and will hopefully put the organization in a good position to rebuild.

The board this year tried to be supportive, as we continue to remark on the innovation and resilience of the amazing Mosaic staff members.

We are saying farewell to one board member this year, Yusuf Kacamak joined the board in 2016 and was a valuable member, providing guidance during our strategic planning sessions, and through negotiations with our landlord. We are going to miss Yusuf, he brought a lot of fun and business insight to the board.

## **Mosaic Board Members**

### **Chair**

Jodi Funk-Clements

### **Treasurer**

Omena Babalola

### **Vice Chair**

Yusuf Kacamak

### **Member**

Nidia Jones

### **Member**

Erika Frey

### **Secretary**

Lisa Passante

### **Member**

Elizabeth Huyng

### **Member**

Baris Yilmaz



JODI FUNK-CLEMENTS BOARD CHAIR 2016-2020



## EXECUTIVE DIRECTOR'S MESSAGE

This year started off with and ended with uncertainty. From April we awaited the results of our funding proposal and tried to anticipate all of the possible outcomes. We were informed in August that we would receive a new 5 year agreement, but that our budget would be reduced from the status quo. Our greatly anticipated increase that would allow us to fulfill our vision of creating neighbourhood service hubs using our extensive expertise in developing and following through on partnerships, delivering high quality services in multiple communities and using the successful neighbour helping neighbour approach, was quite suddenly swept away and instead we were left planning for survival of our existing programs and services.

Mosaic continued in the lead role at the newly named Pembina Trails Newcomer Service Hub at Ryerson School, and in a testament to successful integration, we expanded the mandate to serve the entire newcomer community not just the Yazidi residents.

We began the process of forming a strategic partnership with our sister organization, Family Dynamics to create a strong service hub in the southwest zone. This new southwest zone partnership is critical to be able to provide on-site Information and referral services at our LINC/CNC locations, hundreds of participants, mainly women, can easily access this service while we care for their child, and without any interruptions in their LINC attendance. We will work with Family Dynamics to preserve this service, and hopefully with a downtown partner as well.

Mosaic is a leader in the provision of Care for Newcomer Children in Manitoba and we have often been called upon to share our practices with other providers. Another element of our partnership with Family Dynamics will build on our success as we provide additional CNC services in the new south west zone.

On March 16 Mosaic launched an emergency service continuation plan in response to the Corona-virus pandemic. We suspended all in-person programs and services and moved to on-line and phone delivery. We continued to offer 27 LINC classes with settlement support on a variety of platforms; and our CNC staff continued a virtual connection to the kids. Our family programs offered 17 on line parenting groups that were highly successful and well attended. Our HIPPY home visitors continued connection in whatever manner possible and had materials mailed to participants' homes. Our admin team worked tirelessly behind the scenes to implement a series of new procedures.

I am enormously proud to be a member of a team of creative, resilient, and courageous co-workers who didn't hesitate to take up the challenge and to continue learning, and improving to make sure that we maintain a connection and relationship with the people at the centre of our work. I would also like to thank the Board for their tremendous support through this trying year.

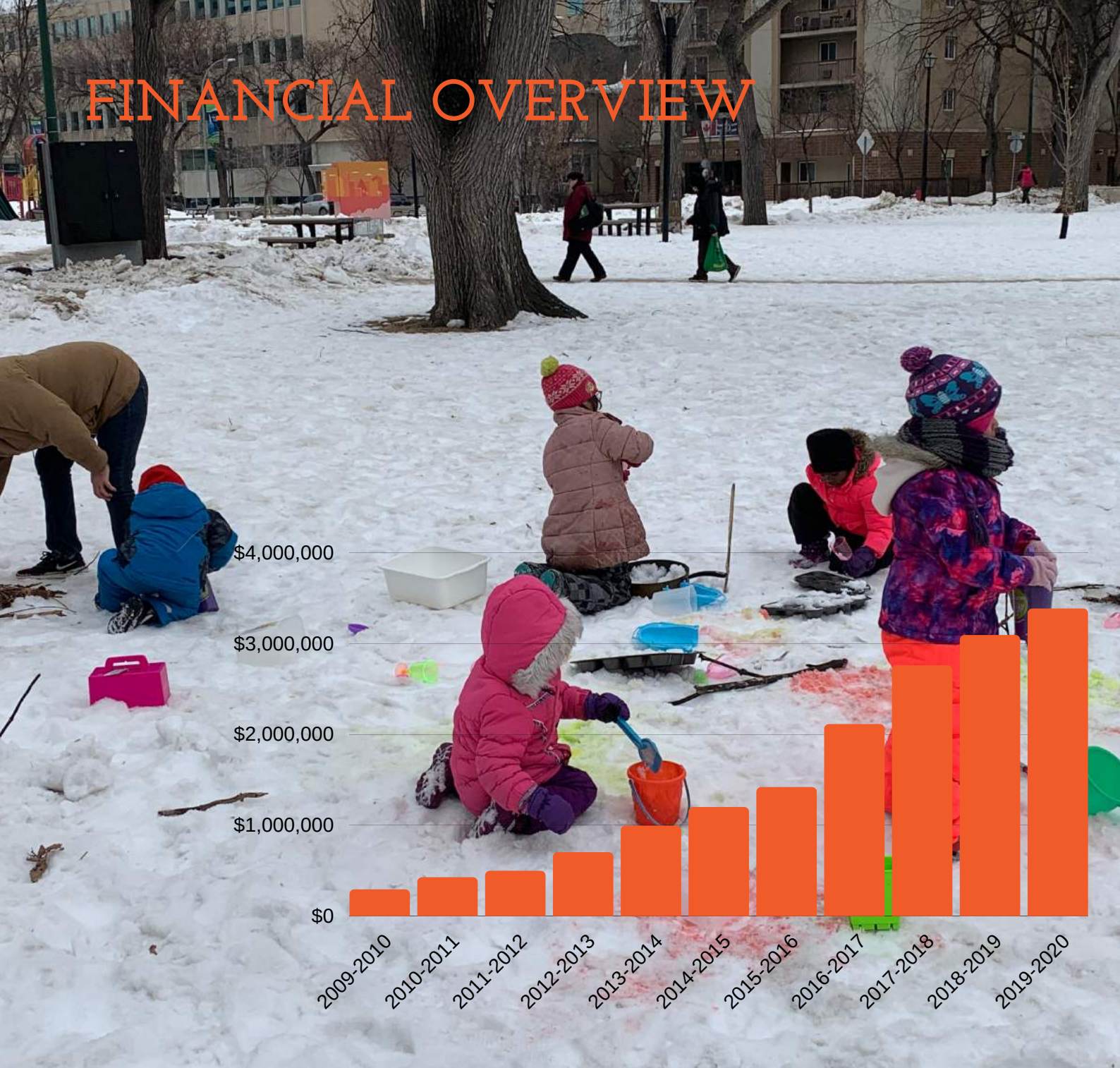
This year we said good-bye to colleagues whose positions were impacted by the funding cuts; and we supported our colleague through a personal tragedy that rocked our souls. We care about each other, and we are stronger for our struggles.

## VAL CAVERS - EXECUTIVE DIRECTOR





# FINANCIAL OVERVIEW



Mosaic had another successful financial year. We received funding from all three levels of government, as well as other grants and donations. The total funding for the fiscal year was more than \$3.38 million, increasing by 9% from the previous year. \$3.1 million was from our main funder – Immigration Refugees and Citizenship Canada and \$169,000 was from the provincial government.

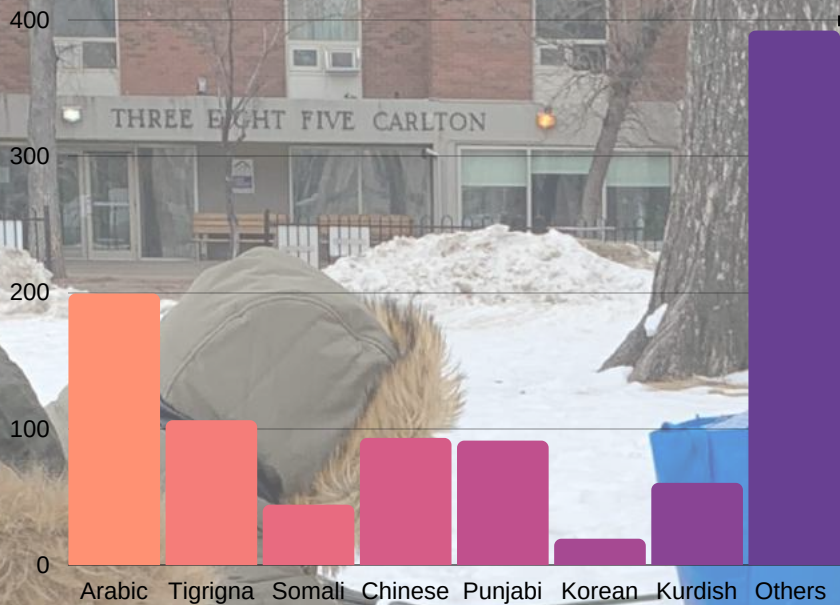
We also received \$114,400 from other funders and private donations, including the Winnipeg Foundation and Families Canada. Mosaic has built stable relationships with our funders. The agency's financial foundation was stable enough to provide high quality services, and support our continuous growth. In the new fiscal year we will be working hard to acquire more funding to cope with the challenge of a federal government funding cut to reach our goals of financial sustainability.

**LINDA XIE - DIRECTOR OF FINANCE**

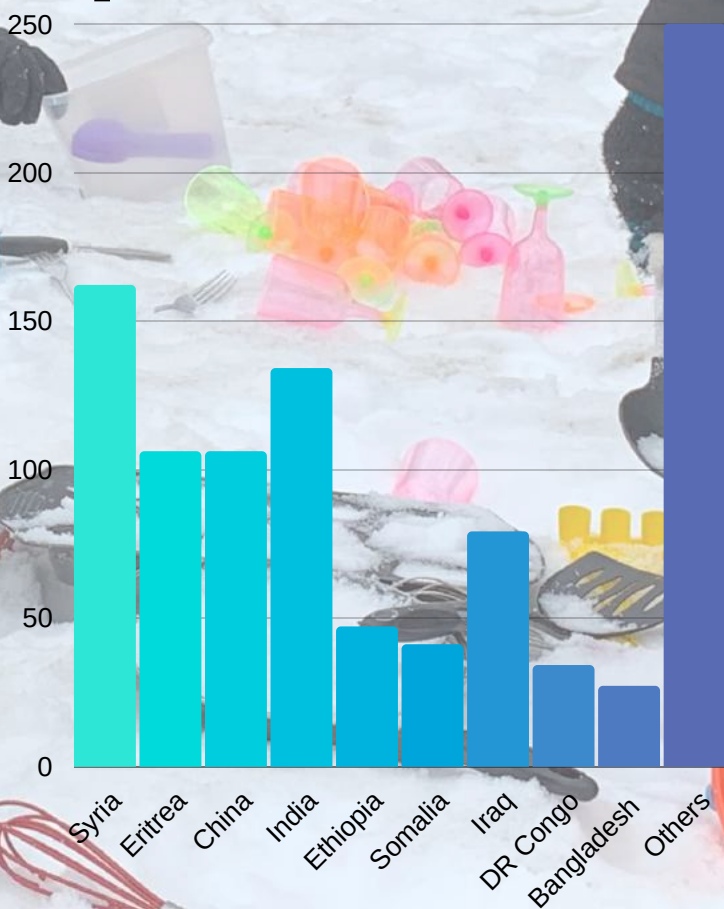


# SOME FACTS ABOUT OUR PARTICIPANTS

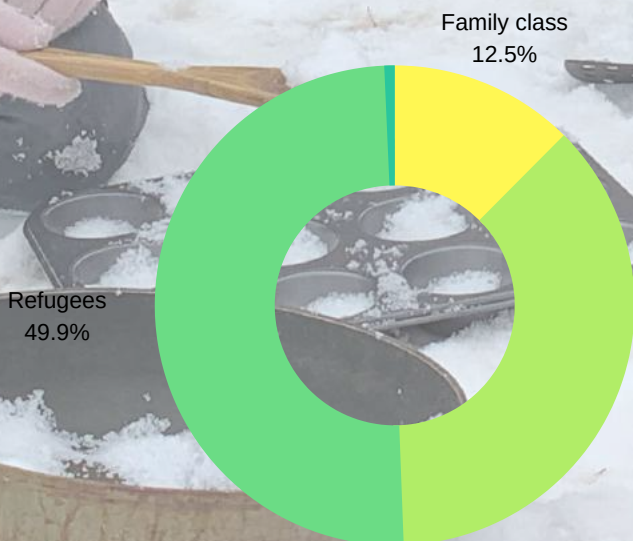
## Top Languages



## Top Countries of Birth



## Immigration Category







## FAMILY PROGRAMS Highlights

"It always seems impossible,  
until it is done." Nelson Mandela

Eleven years ago, I told Val that I wanted to do Family Programs for Mosaic. She asked me to write a job description for myself and we'd get started finding the funding. I did, and since then, Mosaic has created a Family Programs department with a team of incredible family program coordinators: Gabriela Galli, Laura De LaRosa, Maisa'a Haj Ahmad, Melinda Pascual, Reem Abdulkader, and until this year Amna Burki. We have gone from one parenting program to running 70 group programs and 80 home visits every year.

Even in the face of Covid -19 this incredible team almost overnight converted in person programs to online programs, offering 17 programs in the spring and 10 programs in the summer. As a team, we did what would have seemed impossible in the beginning. I am so proud to have been in the role of Family Program Director and so honoured to have worked with the Family Program Team, the staff at Mosaic and all the participants.

It is time now that I pass the baton, with pleasure, to Shereen Denetto. I have no doubt this skilled and passionate woman will lead the Family Program team with warmth and skill. I am not going away, but stepping aside into a new position as Director of Training and Mentorship. I look forward to continuing to work with all of you in this new role.

**JEAN TINLING - DIRECTOR OF FAMILY PROGRAMS**



# LINC & CNC Highlights

Playing online Bingo with Foundations students, creating daily videos using all kinds of different apps, exploring different online learning platforms on the go, assessing students in listening during a zoom session, organizing drive-through material pickups, printing marathons...our amazing Mosaic teachers did it all!

Had someone told me in February of this year that Mosaic would switch to online teaching..... I sure would have laughed! But after March 18, 2020 we all had to. It certainly was not easy and demanded an enormous amount of extra work and time commitment from our determined Mosaic LINC and CNC teachers and childcare workers.

There was a wonderful sense of support and sharing during our weekly zoom meetings. We managed to stay connected with about 80% of our 450 students during the COVID-19 lock down, which is amazing considering that only 30% of our students have access to a computer or lap top, most of them use their phones for their daily online learning.

Looking forward we all will have to embrace the new reality, change a lot of behaviours and stick to diligent cleaning and distancing guidelines. In the recent months, we all learned many new skills, equipped with these new competences we will be able to maintain effective and exciting learning opportunities for our students in the upcoming school year.

All of Mosaic's childcare staff also reinvented themselves and turned into on line stars. It was reassuring for the children to see familiar faces on videos and to do fun activities with their parents. We are so fortunate to have such resourceful and talented co-workers!

## STEPHANIE STETEFELD - DIRECTOR OF LANGUAGE TRAINING



# MOSAIC EMPLOYEES

Adam Abbas  
Adelaida Ramos  
Alex Jaworski  
Allison Wilcox  
Amelia Bordeos  
Amna Burki  
Arinder Dhaliwal  
Ashley Sleva  
Barbara Coombs  
Barbara Sewrjugin  
Bebe Tao  
Bela Shah  
Bethany Stephens  
Cale Mclellan  
Carolyn Braun  
Christensen Charlene  
Christina Sikorsky  
Cora Llorico  
Cynthia Fines  
Dhelal Al-Dulaimi  
Diane Labelle  
Elsa Gebreamlak  
Emily Maiers  
Etienne Robin  
Eun Ah Lee  
Eunhee Song  
Eyerusalem Gulma  
Faiza Khawar  
Farhana Helal

Florence Skakum-Lewis  
Frances Biela Mary  
Friba Ghafari  
Gabriela Galli  
Genet Gebrekal  
Geraldine Gruszczyk  
Gina Denby  
Hayat Abbas  
Heather Marshall  
Hee Sun Choi  
Henghui Chen  
Hong Chang  
Htoowah Hserhtoo  
Hyunjung Lee  
Intisar Mohamed  
Irin Islam  
Irina Loginova  
Jagdish Kaur Bharwal  
Jasmeet Kaur  
Jean Tining  
Jessica Reimer  
Joanne Butcher  
John Vasquez  
Katherine Cullihall  
Khounaf Khalaf  
Kirsten Freed  
Kit Lin Chin  
Kym Bottomley  
Laura Wischnewski  
Letifa Abajobir

Lilian Wasef  
Linlin Xie  
Lisa Cariou  
Lois Goertzen  
Luzviminda N. Guzman  
Maisa Haj-Ahmad  
Manahil Ayoub  
Laura De La Rosa  
Maria Shah  
Mariam Rezkalla  
Martha Helgerson  
Mary Ashibuogwu  
Masoma Behsodi  
Medhanit Gilamichael  
Melinda Pascual  
Melissa Crittin  
Merlina Jimenez  
Mihret Tekie  
Milena Stefanovska  
Monika Chakraborty  
Moolweh Bright  
Mounira Ajenkar  
Nadia Awasif  
Nebila Abdu Said  
Neveen Fanous  
Nigisty Abraham  
Patrice Poirier  
Patricia MacRae  
Purnima Mandal Singha  
Queehyung Nam  
Rabeeya Mohsin

Reem Abdulkader  
Rim Gebrehiwet  
Roula Assaf  
Rukhsana Rukhsana  
Ruth Rennie  
Saadia Abduliahi  
Sabrina Deforest  
Sandhyakumari Patel  
Sandra Sikora  
Shahnaz Arain  
Sheila Indar Singh  
Shler Ali  
Shoko Arakawa  
Skylar Kiran Nowrang  
Sofiya Volosozhar  
Song Tao Liao  
Souada Bauer  
Sriyani Achchillage  
Stephanie Stetefeld  
Tetiana Makhmud  
Truptiben Patel  
Tsega Weldegebrial  
Valerie Cavers  
Vijay Kumar Nair  
Viktoria Bokova  
Wah Eh  
Wah Wah Moo  
Yayan Subradjat  
Zeinab Ayache

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Newcomer Family Resource Network



# MOSAIC VOLUNTEERS

This year the number of active volunteers has grown and we are continually thankful for the contributions of our many and diverse volunteers. We reached our goals this year which included; digitizing all of the non-active volunteer files from 2016 to present, implementing an integrated intake process and recruiting system, and doing more outreach to Mosaic's 5 community based LINC/CNC locations. These achievements were made possible with the incalculable help from our amazing and professional administration volunteers. We have also continued strengthening our partner relationships with the community by supporting students in practicums, and participating in a number of community events including Sakihwe festival, World Refugee Day, and Winter fest, all of which featured Mosaic's amazing volunteers.

It is also important to highlight the quick adjustment, resilience and good heart from our volunteers that immediately offered their support in these exceptional pandemic times.

*Thank you amazing volunteers!*

A background photograph showing a group of diverse people, mostly women, at an outdoor community event. Some are wearing headscarves. They are gathered around tables, some looking at the camera and others engaged in conversation. The setting appears to be a sunny day outdoors with a tent structure visible in the background.

Abraham Duot	Elsie Epp	Jinyan Xue	Meenu Kapoor	Satinder Kahlon
Adebisi Gafarr	Etienne Robin	Joan Cormie	Mieke Wernham	Seema Rani
Agustina Mestola	Fahmida Ferdous	Joanne Butcher	Mo Klippenstein	Seungnyeo Hong
Ali Muhammad	Faiza Khawar	Kakkat Santha	Md Rabiul Islam Khan	Sevi Khudaidda
Alice Hill	Fatma Alzahraa	Katherine Cullihall	Monica Hatlangh	Sidney Cunha
Almaz Goitom	Fegadu Bare	Katherine Himelblau	Most Shanjida Akt	Simone Barreto
Amena Akter	Fran Friesen	Kelsie Barnard	Nan Anderson	Sunny Miller
Ametetsion Zeweldemariam	Frances Biela	Kerri Bryan	Nancy Clendenan	Tania Rahman Tain
Aminat Adedara	Frank Friesen	Khounaf Khalaf	Nancy Stewart	Tetiana Makhmud
Anita Cohen	Gofun Fambulleh	Kim Dutta	Nasra Bashir	Thamar Mukamusoni
Anna Melizza	Grace Ong	Klo Paw Klo	Nebila Said	Velvet Peters
Asma Abada	Habib Khanam	Lahsay Heh	Neha Gajpal	Wah Wah Moo
Asma Abada	Hafsa Mohamud	Lan Zhang	Neil Block	Wendy Boyd
Awak Duot	Hamda Ahmed	Latifat Oyewole	Nellie Livingstone	XunXun Wang
AZM Obaidullah	Haneen Almekhlabi	Leila Alizaden	Nhat Ha Nguyen	Yanit Ronning
Baimba Fambulleh	Harjeet Kaur	Leon Li	Nofa Omar	Younghwa Shim
Baoping Nie	Heba Al Mokdad	Leonie Ndayishimiye	Oksana Tarabanovska	Zahra Taqui
Baran Khuthar	Hien Le	Leonie Brennsteiner	Olena Sanina	Zeinab Ayache
Bebe Tao	Hoor Sultana	Letifa Abajobir	Phung Tang	Zenab Lory
Belinda Duncan	Hulya Yildirim	Lili Rempel	Purna Rai	
Benoit Ntirushwa	Hyunjean Ryu	Linda Barth	Rehana Bano	
Beth Johnson	Hyunjung Lee	Madthil Choyi	Reuben Adeoye	
Beth Verry	Irin Islam	Maha Farid	Rimaz Boustani	
Carol Moeller	Isabel Melendez	Marlene Enns	Robert Crooks	
Chantal Green	Jacki Koven	Martha Helgersen	Ruth Rennie	
Christiane Voss	Janice Kroeker	Mary Ashibuogwu	Saima Faisal Ali	
Christine Mckee	Jin Ying Huang	Maryam Abdile	Santha Kakkatumeethal	
Cletus Ashibuogwu		Maureen Monson	Sasha Penell	
Diane Wood		Md Mobarok Hossain		

**GERALDINE GRUSZCZYK - VOLUNTEER AND COMMUNITY ENGAGEMENT CO-ORDINATOR**



# COMMUNITY PARTNERS & NETWORKS



ALTERED MINDS - ENTRY PROGRAM  
 ART BEAT STUDIO - STUDIO CENTRAL  
 AURORA FAMILY THERAPY CENTRE  
 BETHEL MENNONITE CHURCH  
 BOOKMATES  
 BRIDGE CARE CLINIC (WRHA)  
 CDI COLLEGE  
 CENTRAL NEIGHBOURHOODS  
 CHILD AND FAMILY ALL NATIONS COORDINATED RESPONSE  
 NETWORK (ANCR)  
 CHINESE FAMILY CENTRE, FORT GARRY EVANGELICAL  
 MENNONITE CHURCH  
 CMAS  
 COMMUNITIES 4 FAMILIES - DOWNTOWN HEALTHY CHILD  
 COALITION  
 EDULINK/ LEARN IT2 TEACH  
 ENHANCED ENGLISH FOR SKILLS AND EMPLOYMENT (ESEE)  
 FAMILIES CANADA  
 FAMILIES FORWARD RIVER HEIGHTS HEALTHY CHILD  
 COALITION  
 FAMILY DYNAMICS  
 FILIPINO WOMEN'S INITIATIVES  
 FORT GARRY MENNONITE BRETHERN CHURCH  
 GENERAL AUTHORITY OF CHILD AND FAMILY SERVICES  
 GRAND MOSQUE, WAVERLEY  
 GURUDWARA NANAK DARBAR  
 HEALTHY START FOR MOM & ME  
 HEART ACRES FARM  
 HERITAGE PARK FAMILY CENTRE  
 IMMIGRANT CENTRE  
 IMMIGRATION PARTNERSHIP WINNIPEG (IPW)  
 IRCOM  
 JOHN M KING SCHOOL  
 KNOX UNITED CHURCH  
 LIFESAVING SOCIETY  
 MANITOBA ASSOCIATION OF NEWCOMER SERVING  
 ORGANIZATIONS (MANSO)  
 MANITOBA INTERFAITH IMMIGRATION COUNCIL - WELCOME  
 PLACE  
 MANITOBA ISLAMIC ASSOCIATION  
 MOTHERS MATTER CENTRE  
 NEWCOMERS EMPLOYMENT AND EDUCATION RESOURCE  
 CENTRE INC. (NEEDS)  
 NETWORK OF ORGANIZATIONS FOR WAR AFFECTED  
 NEWCOMERS (NOWAN)  
 NEW JOURNEY HOUSING  
 NOBODY'S PERFECT MANITOBA  
 NOR'WEST CO-OP COMMUNITY HEALTH, IMMIGRANT  
 WOMEN'S COUNSELLING SERVICES  
 PEMBINA TRAILS SCHOOL DIVISION - RYERSON SCHOOL -  
 NEWCOMER COMMUNITY SERVICE HUB  
 POSITIVE DISCIPLINE IN EVERYDAY LIFE (PDEL)  
 PUBLIC HEALTH NURSE, WRHA, ACCESS DOWNTOWN  
 PRAIRIE ACTION FOUNDATION  
 RED RIVER COLLEGE - ENGLISH FOR EMPLOYMENT  
 PROGRAM, SCIENCE OF EARLY CHILD DEVELOPMENT  
 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  
 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 2019-2020

***Thank you to our many funders and donors for their continued support***

Canada Helps - Private Donations

City of Winnipeg - Community Incentive Grant

Communities 4 Families Parent-Child Coalition

Families Canada

Government of Canada - Canada Summer Jobs Program.

Government of Canada - Immigration Refugees and Citizenship Canada (IRCC)

Province of Manitoba - Building Sustainable Communities

Province of Manitoba - Economic Development and Training

South Winnipeg Family Information Centre

Winnipeg Foundation Community Grants

Winnipeg Foundation Literacy for Life

Winnipeg Foundation Youth in Philanthropy Grants

Winnipeg Regional Health Authority - Healthy Together Now



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