



CALGARY IMMIGRANT WOMEN'S ASSOCIATION

GLOBAL WOMEN

Local Changemakers

Annual Report 2022 - 2023

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A Message

from CIWA's Board Chair



Every Canadian is affected by immigration and Canada's immigration system is designed to be responsive to global humanitarian crises, national security concerns and labour market needs. CIWA continues to play a critical role in Canada's immigration and continues to evolve to meet the needs of our society. The CIWA Board is proud to have kicked off the first year of our 2022-2027 Strategic Plan, with the approval of the annual business plan and budget to support organizational changes, which will allow for increased capacity and resources to support our goals of diversifying revenues and expanding nationally.

We also continued to evolve in areas of governance and risk management with the strengthening of our Board policies, succession planning, and the completion of CIWA's accreditation application. Our highlight of the year was to host CIWA's 40th Anniversary Gala to celebrate CIWA's four decades of service to immigrant women and their families. With the theme of this anniversary event, *Global Women, Local Changemakers*, we brought together community partners, corporate supporters, CIWA staff, volunteers, and influential members of the Calgary community. Through this event, we were able to raise over \$167,000 and, more importantly, set the stage to expand CIWA's brand nationally.

The successes of the Board and CIWA are attributable to a strategic plan that guides our decisions and actions, the leadership of CIWA's CEO, Paula Calderon, and the dedication and efforts of all staff and volunteers. As a provincial and national leader in outcome-based gender-specific settlement services, CIWA will continue to shape the direction of our future in CIWA's plans to support immigrants, the workforce, and the economy across Canada. All this would not be possible without the continuous support from funders, donors, and partners. To my fellow Board and Committee members, your collective knowledge, experience, and expertise make you a team I'm proud to have worked with. I look forward to seeing the Board's commitment to continuous improvement in governance and the sustainability of CIWA as I finish my six year Board term.

Ranju Shergill 



A Message from the CEO

I am pleased to present my first annual report for the Calgary Immigrant Women's Association (CIWA). With great pride, I reflect upon the achievements and progress made during this period as we continue to work with and support immigrant women and their families in Calgary and beyond.

This was a year of internal reflection and transformation, we introduced a new organizational management system, the very first Organizational Effectiveness Survey, and rolled out a new organizational structure, that created a new layer of leadership designed to support our long-term sustainability, growth and support capacity-building efforts. We have created a culture of transparency and accountability and introduced the concept of a growth mindset across the organization as a whole. We are also proud to report a healthy financial position that allowed us to expand our programs and reach a greater number of women in need.



Throughout the year, CIWA continued to meet the evolving needs of immigrant women. We provided comprehensive settlement services, language training, employment support, and counselling support. Additionally, we introduced new initiatives to address emerging issues such as digital literacy, online safety, and entrepreneurship.

We actively collaborated with community partners, government agencies, and educational institutions to enhance our program offerings and ensure holistic support for immigrant women and their families. By fostering a culture of inclusivity, we helped our clients to build sustainable livelihoods, integrate into Canadian society, and achieve their full potential. Recognizing the importance of technology in our rapidly changing world, CIWA focused on digital transformation initiatives. We invested in upgrading our infrastructure, enhancing our online presence, and developing user-friendly digital platforms. This digital shift enabled us to offer virtual services, webinars, and remote counselling, ensuring accessibility for all.

Our dedicated volunteers played a vital role in the success of CIWA during this reporting period. Their passion and commitment helped us expand our reach, improve service delivery, and create a sense of belonging for immigrant women. We express our sincere gratitude to our volunteers for their valuable contributions.

As we move forward, CIWA remains focused on continuous improvement and addressing the evolving needs of the immigrant women we serve. We will further strengthen our partnerships, explore innovative solutions, and adapt to emerging trends to remain at the forefront of empowering immigrant women in Canada.

I sincerely thank our dedicated staff, Board of Directors, volunteers, funders, and community partners for their unwavering support and collaboration. Together, we have achieved significant milestones and positively impacted the lives of countless immigrant women and their families. I am confident that with our shared commitment and determination, we will continue to make a profound difference in the years to come.

ABOUT US

Mission

National leader in transitioning immigrant women to success in Canada.

Vision

Empower immigrant women.
Enrich Canadian society.

Values

Equity. Excellence. Collaboration. Inclusiveness. Empowerment.



Emel Maqsood, Celestina Akinkunmi, Biraj Patel, Jyoti Agnihotri, Lindsay Bureaux, Punam Dalal, Paula Calderon, Kemi Awodein, Ellen Huynh, Fatima Narvaez, Eva Szasz-Redmond, Leanne Casuncad, Saifan Kosheryan

Senior Management Team

"WOMEN, WHETHER SUBTLY OR VOCIFEROUSLY, HAVE ALWAYS BEEN A TREMENDOUS POWER IN THE DESTINY OF THE WORLD." – ELEANOR ROOSEVELT

Top 3 Education Levels

Bachelor's: 28%
Master's: 15%
High School: 13%

Top 3 Age Categories

18 – 24 yrs: 9%
25 – 40 yrs: 48%
41 – 60 yrs: 28%

Top 5 Immigration Categories


Economic: 16%
Family Class: 25%
Citizens: 15%
Refugees: 25%
Ukrainians (CUAET): 9%
Claimants: 2%

 **15,885**
CLIENTS SERVED

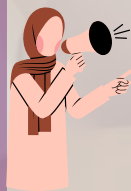
 **148**
COUNTRIES

Top 3 Countries of Origin

Ukraine 9%
India 9%
Afghanistan 8%

 **135**
LANGUAGES

Top 3 Languages Spoken



Arabic 11%
Spanish 11%
Ukrainian 9%

2022-2023 Client Profile

INNOVATE.

IMPLE

Our Services



Settlement & Integration



Literacy & Language Training



Employment Supports



Community Development



Violence Prevention

7,852

Referrals
Out

92%

Client
Satisfaction

259

Clients
Received
Emergency
Housing

1,253

Occupational
Skills
Certificates
Completed

202

Accessed
Domestic
Violence
Supports

332

Employment
Partners

2,827

Clients in
Employment
Programs

1,023

Education
Program
Clients
Served

77%

Employment
Rate

169

Community
Partners

MENT.

IMPACT.

Financial Literacy



Counselling Supports



Entrepreneurship



Basic Needs Supports



Volunteer Engagement



92%

Clients
Recommend
CIWA

55+

Programs

13,461

Volunteer
Hours

3,004

Clients
Received
Supportive
Counselling

419

Interpreters &
Translators

387

Counselling
Supports for
Seniors

61

Languages
Available for
Translation &
Interpretation

508

Volunteers

1,084

Received
Financial
Education

1,774

Families
Received Basic
Needs
Supplies

Initiatives



Immigrant Women's
Business Circles



Early Childhood
Education Training for
Immigrant Women



Pre-employment and
Skills Support for
Racialized Immigrant
Women



LINC
Provincial Online
Model

Volunteers



Calgary Immigrant Women's Association held a volunteer appreciation event to recognize the invaluable contributions of our volunteers. CIWA provided a platform for staff, volunteers, and supporters to come together and celebrate their accomplishments, exchange stories, and create new connections. Volunteers are essential to CIWA and play a crucial role in our organization. We are incredibly fortunate to have such dedicated individuals who have generously donated their time, energy, and skills to support immigrant women.

Gala



CIWA's 40th Anniversary Celebration Gala, *Global Women, Local Changemakers*, was held on September 29, 2022. The ambiance of the gala was truly inspiring, as guests came together to champion the resilience, strength, and accomplishments of immigrant women within their local communities. Over 400 individuals, along with 50 sponsors and donors, gathered at the Hudson Conference Centre to support the empowerment of immigrant and refugee women, girls, and their families. The event raised over \$167,000, enabling CIWA to continue delivering essential gender-specific services to address the emerging needs of immigrant women.

Awards

Journee International Des Femmes

Employee of The Year Award
Recipient: Marie Solange Evehe

Immigrant Champion Awards Inclusive Organizational Award

Recipient: CIWA

Inclusive Professional Award
Recipients: Savita Singh | Nada Haider

Queen Elizabeth II Platinum Jubilee Medal (Alberta)

Recipients: Ranju Shergill | Shairoze Damji

Donors

Abundance Canada
Alberta Civil Trial Lawyers Association
Bank of Nova Scotia
Becky Rogala
Calgary Board of Education
Canyon Meadows Golf & Country Club
Capital Power
Certus Developments Inc.
Cindy Rutherford
Elmien Wingert
EFW Radiology
Enterprise Holdings Foundation

Hedkandi Salon
Honeycomb Solutions
Horizon Compliance Group Inc.
Lindsay Eewns-Jones
Maria Kudienko
Spectrum Hospitality Canada
Steven Harding
TD Canada Trust
Tetyana Simpson
The Auxilium Foundation
Walsh LLP
Wolf Midstream Inc.

Event Sponsors

Alsa Road Construction
Beyond Networks
Boardwalk
Calgary Catholic Immigration Society
Day One Media
Hopewell Capital
IFP Solutions



Ovintiv Canada ULC
Pekarsky & Co
Pembina Pipeline Corporation
Pipestone Energy
Preventous Cosmetic Medicine
SophieGrace Designs Inc.
Tamarack Valley Energy Ltd.

Scholarship and Awards Donors

- Daughters Day Awards through Gerda R. Bloemraad, Shirley Turnbull, Jivanya Reddy, Lise Poirier, Elena Esina and The Calgary Bridge Foundation for Youth
- Gerda R. Bloemraad Educational Scholarship through Gerda R. Bloemraad
- Ron Ghitter CM Scholarship Fund through Ronald Ghitter
- Siebens Jeam International Women's Day Scholarship through Jeam Dream Fund
- Yvonne Nhan Scholarship Fund for Young Immigrant Mothers through James Mitchell

Scan for a complete list of our
donors & supporters



Funding Partners

Funded by:

Financé par :



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada



Advanced Education
Children's and Family Services
Health
Jobs, Economy and Trade
Seniors, Community and Social Services

Funded by the Government of Canada
Financé par le gouvernement du Canada



Canada Summer Jobs
Employment and Social Development Canada
Future Skills Center
Justice Canada
New Horizons for Seniors Program
Prairies Economic Development Canada
Service Canada
Women and Gender Equality Canada
Youth Employment and Skills Strategy



DT Karya Fund
Like a Rock Fund
Liu SuQing Memorial Educational Fund
Maria K. Eriksen and Harold Hanen Fund
Reid Family Fund
Sir Wilfred Laurier School
The Seaview Fund
Turner Family Foundation



RBC Foundation®



Financial Statement

CALGARY IMMIGRANT WOMEN'S ASSOCIATION

Statement of Operations

Year ended March 31, 2023, with comparative information for 2022

	2023	2022
Revenue:		
Program grants (notes 7 and 10)	\$ 16,426,646	\$ 14,126,072
Donations	278,007	246,365
Amortization of deferred contributions related to property and equipment	243,443	223,842
Service fees	178,690	130,843
Fundraising (note 11)	169,975	25,278
Partnership grants	144,130	98,222
Interest income	96,517	2,517
Casino	18,140	16,219
Other income	18,102	25,284
Merchandise sales	7,128	762
Membership	310	975
	17,581,088	14,896,379
Expenses:		
Salaries and benefits	11,761,769	11,195,128
Materials and supplies	2,125,117	1,313,739
Rent	1,170,602	706,648
Contract fees	475,223	394,563
Repairs and maintenance	318,098	248,293
Travel	264,977	179,697
Amortization	243,443	223,842
Equipment and equipment rental	183,848	48,083
Professional fees	181,554	142,919
Telephone, postage and courier	126,667	70,845
Miscellaneous	86,875	69,979
Staff and volunteer development	51,319	56,691
Insurance	49,754	40,043
Photocopying and printing	34,652	40,821
Goods and service tax	30,110	24,784
Advertising and publicity	21,896	23,129
Meetings	16,322	5,753
Memberships and fundraising	12,691	4,059
	17,154,917	14,789,016
Excess of revenue over expenses	\$ 426,171	\$ 107,363



CIWA

Calgary Immigrant Women's Association

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