



Pathways TO POSSIBILITY

ANNUAL REPORT

2018 / 2019

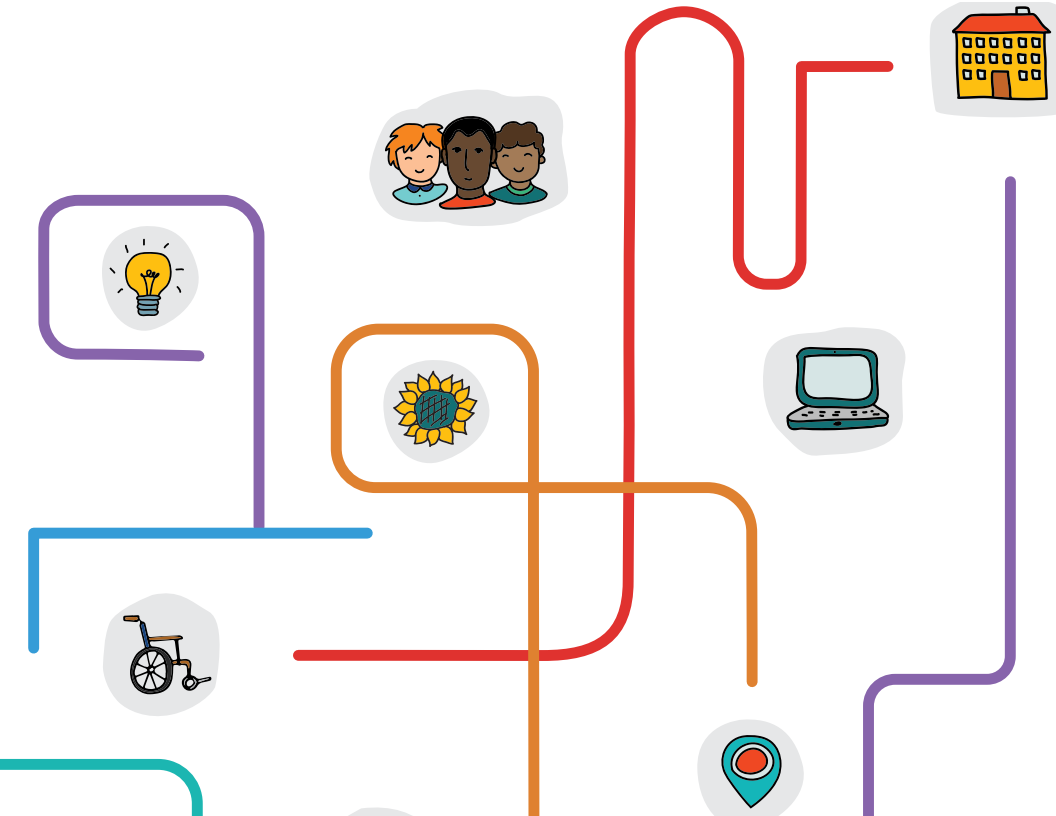
isans | Immigrant Services
Association of Nova Scotia

OUR VISION

A community
where all can
belong and grow.

OUR MISSION

Helping immigrants
build a future in
Nova Scotia.



Each newcomer's journey is unique, and ISANS provides the pathways towards possibility to help them achieve their goals.

From the most vulnerable populations to the highly skilled professionals, we empower immigrants to shape their skills through responsive programs and services delivered on a continuum.

We use adult education principles and social inclusion practices in program development and delivery to help newcomers build on their strengths as they develop their pathways and map their journey.

We help them find
their possibility.

Read *Pathways to Possibility* online at
annualreport.isans.ca

MESSAGE FROM THE CHAIR

ISANS helps immigrants build a future in Nova Scotia.

Immigrants choose Nova Scotia for the opportunities and our welcoming Maritime spirit to prosper and grow as new Canadians. From newcomer to lifetime Nova Scotian, ISANS charts a path so all can belong and grow.

ISANS is the leading immigrant settlement service agency in Atlantic Canada, serving 9,000+ clients annually in 104 communities across Nova Scotia. We extend a diversity of services—language, settlement, community integration, business development and employment—both in person and online.

Through our staff, ISANS brings varied languages, different experiences and unique perspectives that inform our client-centered programming. Many of our services are provided in both Canada's official languages—English and French—and in 30+ languages spoken by our clients. We seek to empower our clients and staff to collaborate, learn and grow together—both personally and professionally—through partnership, professionalism and accountability.

This year, the ISANS Board of Directors worked to ensure Jennifer Watts, the new CEO of ISANS, is fully supported and effectively transitioning into her role. This included the development of short and long-term goals for the CEO in coordination with the Board of Directors.

To ensure the sustainability of the organization, the Board of Directors continued to work with the CEO to establish the long-term direction of ISANS through overseeing progress on the strategic plan, risk analysis,

providing insights on strategic facilities planning, financial monitoring and oversight, and managing Board of Directors succession and recruitment. These are critical functions to ensure the sustainability and continued growth of the organization. Beyond this strategic and oversight work, the Board of Directors champions the organization in the community and at key ISANS events.

The Board of Directors takes a great level of pride serving ISANS. This year, we extend gratitude to Amanda Whitewood, Dianne Taylor-Gearing and Christine Yang who completed their terms on the Board of Directors. We are grateful for their commitment and insights.

In our 39th year of operation, we look towards celebrating our 40th anniversary serving newcomers right here in Nova Scotia. From humble beginnings, with a strong sense of purpose and focus on innovative programming, ISANS grew to become the organization it is today, a leader in settlement programs and services, not only here in Halifax, but nationally and internationally as well.

As the front door to many of Nova Scotia's immigrants, ISANS seeks to create a community where all can belong and grow, building a stronger Nova Scotia and Canada for all.

Catherine Woodman

Chair, ISANS Board of Directors

MESSAGE FROM THE CEO

Creating pathways, changing narratives.

2018 was a year of possibility at ISANS.

From a slate of new programs and services, ISANS continued to grow with its staff, clients, partners, and funders to help immigrants build a future in Nova Scotia.

ISANS is first and foremost an organization driven by the thousands of newcomers that come through our doors each year to find their possibility. Each newcomer is unique, and ISANS prides itself on providing programs and services that meet their individual needs in a timely and supportive fashion. The resilience, drive and determination of our clients continues to inspire us.

Over the next five years, ISANS will use storytelling to explore the unique pathways our clients take on their journey towards possibility. This year's annual report highlights eight ISANS program areas, and is a compelling glimpse at an individual's journey, their pathway through ISANS programs, and the meaningful impacts within our communities.

Guiding a newcomer's journey is the strength and expertise of ISANS staff. From the innovative and client focused services they provide, to the nationally recognized programs they deliver, their tireless efforts ensure our organization's lasting impact and success.

In 2018, we expanded our programs beyond Halifax and Nova Scotia with the support of government funding. These programs are part of a long tradition of innovation at ISANS, as we support our regional and national

partners to offer unique programming for immigrants in their respective communities.

In January, we were pleased to expand the groundbreaking national Settlement Online Pre-Arrival (SOPA) program to offer new courses for newcomers before they arrive to Canada. SOPA ensures newcomers arrive prepared.

ISANS also launched the Atlantic Immigrant Career Loan Fund to help internationally trained professionals overcome financial barriers associated with licensure and training to practice in their chosen field. This program, administered through ISANS, is available via six partner organizations across the Atlantic Provinces.

In the coming months and years, we will continue to work at a regional and national level. We will participate in *Communities of Practice* to bring our innovative approaches to others—partners, community members, and funders.

I would like to give a deep, heart-felt thanks to our many volunteers, community partners, government and corporate funders for their continued support and confidence. I would specifically like to thank ISANS staff, and the clients they serve each day, as they work together to identify pathways to success. I look towards next year with optimism and hope as we seek to build a community where all can belong and grow.

Jennifer Watts

CEO

Get Settled



We work with newcomers to identify their settlement goals, and help them use their strengths and resources to determine their settlement needs. Based on their goals, settlement staff provide a wide range of programs and services, including orientation, settlement counselling, and links to other programs provided by the government, community, and ISANS.

Our settlement staff are the front door of the organization, and provided services to nearly 1,900 newcomers in 2018, including immigrant health programs, Family Disability Support, Crisis Intervention and Community Health & Wellness.

To provide newcomers with a holistic settlement process, ISANS collaborated and partnered with nearly 170 providers in the community.

In 2018, we co-hosted the (Im)migrant Health & Wellness Fair, which saw 30+ service providers provide information to 800 attendees from 50 different countries of origin.

2018 also marked the opening of the Welcome House – a four unit, temporary accommodation for Resettlement Assistance Program (RAP) clients. The Welcome House assists individuals with safe and stable housing while they locate permanent accommodations. Since June 2018, 128 clients have used this innovative ISANS space as they build a future in Nova Scotia.

As a Sponsorship Agreement Holder (SAH), we worked with 13 constituent groups who committed to privately sponsor 98 refugees to settle in Nova Scotia in the last year.

1,888

Unique clients served

302

Government-assisted refugees served

56

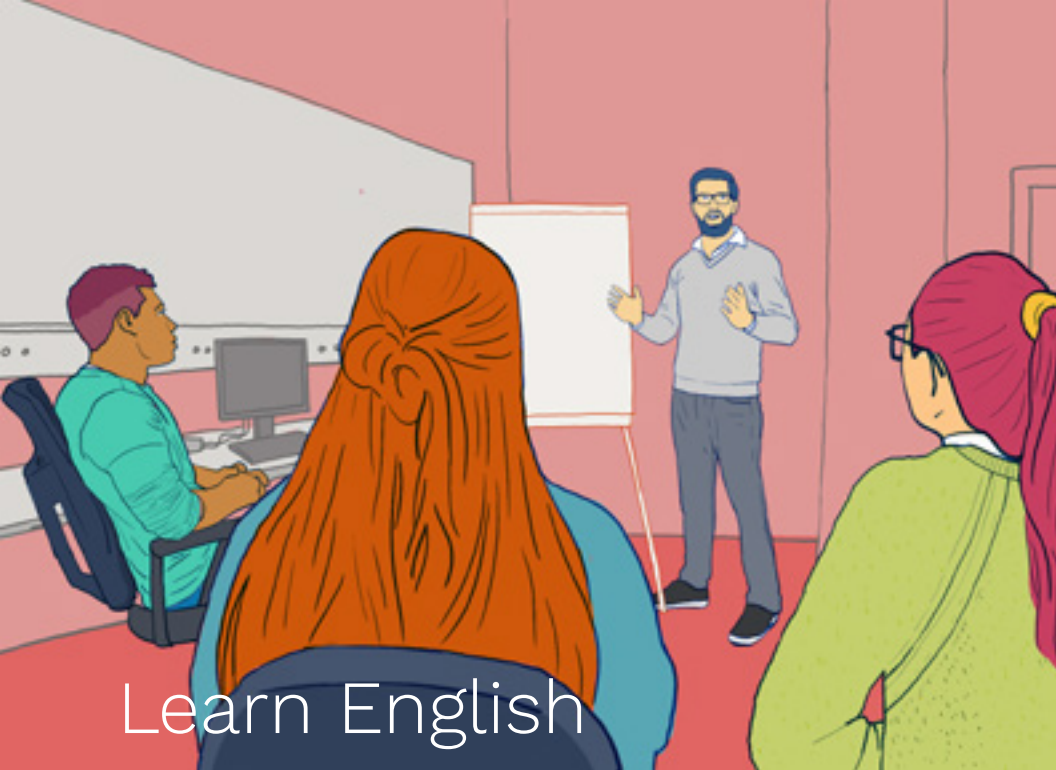
Privately-sponsored refugee applications



“ISANS embraced us with love, giving us certainty and peace. There was someone to take care of education for us. My mother could breathe.”

Praise Mugisho

Read Praise’s full story at annualreport.isans.ca



Learn English

In 2018, ISANS provided language services to 1,783 unique clients in over 20 specialized programs and 80 active classes.

ISANS recognizes that the barriers to program access are as unique as our clients. We serve the individual needs of newcomers by providing language services alongside settlement, employment, community integration, and support services.

This year, we created four new programs, including the Language Learning Centre and NorQuest pilot—a program that integrates language preparation for common certifications (i.e. First Aid, WHMIS) with Essential Skills, to better prepare newcomers for Canadian workplaces.

We also created two new pilot programs, the Infant and Parent language class, and the Professional Drivers language and employment program. The Infant and Parent language class ensures that parents can access language programs

they may not otherwise be able to access due to childcare needs. The Professional Drivers language and employment program supports the employment aspirations of clients while filling labour market needs. This program offers employment support while individuals access language classes to support their integration in the field, building off the success of programs like English in the Workplace that continues to be viewed as a best practice across Canada.

4,594

Participants in
Language Classes

2,906

Clients in
On-site classes

1,783

Unique Clients
Served

80+

Active classes

20+

Specialized
programs



“The instructor designed a course especially for me. We worked one-on-one in the library. It helped a lot.”

Yukang (Patrick) Peng

Read Patrick's full story at annualreport.isans.ca



Find Employment

Whether for a new career or continuing a lifelong passion, ISANS works closely with newcomers to plot a career pathway that will bring them to their vision of possibility.

Our Employment Services and Bridging Programs provide newcomers with a wide range of opportunities, from job search training and practice interviews, to profession specific bridging programs and financial support for immigrant professionals seeking licensure in their chosen field.

In 2018, 2,521 clients participated in Employment Services and Bridging Programs, 1,649 of which were new clients. 1,280 clients secured employment, 80 percent of which was in their field or a related one.

We continue to work with underrepresented and vulnerable populations through targeted programming, including specific programs for youth and women. Last year, ISANS served 480 youth clients and 1,228 women.

We continue to lead innovative programming to support newcomers to pursue careers in regulated occupations and fields. Last year, 27 newcomers passed their exams in the fields of pharmacy, medicine, and nursing. Our unique profession specific bridging programs, in concert with the innovative Multi-Stakeholder Work Groups, help to ensure a fair and equitable licensure process for all.

2,521

**Participants in
employment
& bridging
programs**

1,649

**New clients
served**

1,280

**Clients became
employed**



“Wow, this is what we wanted, easy-going culture, people not rushing, decent size. That power of inclusion you feel here is mind-boggling.”

Banpreet Singh Shaney

Read Banpreet's full story at annualreport.isans.ca

Newcomer entrepreneurs bring investment, global connections, and new business initiatives that contribute to the vitality and economic growth and development of local communities.

With expertise in both newcomer settlement and business development, ISANS is the only organization in Nova Scotia that provides business development services expressly to newcomers.

ISANS' specialized staff provide holistic support to newcomer entrepreneurs, including language training, family supports, and community integration services to ensure a supportive settlement process for clients and their families.

In 2018, 2,185 newcomers received business development services, 326 of which were new clients.

Do Business



Newcomers get support for entrepreneurship and innovation through six program areas, including counselling, training, networking, mentoring, communications, and access to resources. This past year, ISANS launched the 5th edition of the *Connections: An Immigrant's Guide to Starting a Business*, a resource to introduce newcomers to the business start-up process. *Connections* is available online and in print in both English and French.

To further support immigrant owned and operated businesses to advertise their services, ISANS launched the Immigrant Business Marketplace app. In 2018-19, ISANS welcomed 150 business onto the platform to support local entrepreneurs to promote and market their businesses in Nova Scotia, and to connect with the business community.

2,185

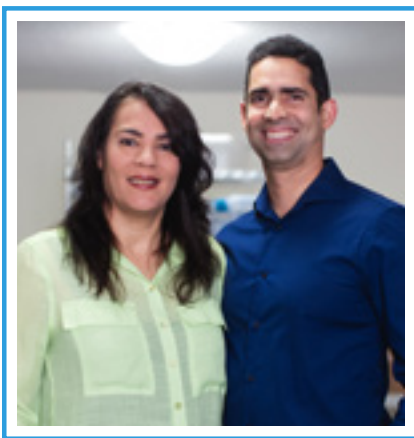
Clients received
business
services

326

New business
clients registered

150

Businesses listed
on the Immigrant
Business
Marketplace app



“Without ISANS it would be harder. I got knowledge beforehand instead of learning through trial and error. ISANS does an awesome job.

Edgar Sosa

Read Edgar & Leticia's full story at annualreport.isans.ca



Connect with Community

By creating a more welcoming community, we can foster and build a community where all can belong and grow.

ISANS connects newcomers and community members to foster understanding and build supports for immigrants in the community. We provide a unique mixture of capacity building programs, like the Welcome Ambassador program, welcoming events like SupperNova Multicultural Potluck, and community building projects like Growing Strong Neighbourhoods.

In 2018, we had 765 volunteers who contributed 42,350 cumulative hours. ISANS staff conducted 90 different orientation workshops and 47 different organizations participated in 25 community capacity workshops.

Community Connections

The Community Connections program helps newcomers to settle into the community through recreational activities and outreach. Newcomers work weekly with a volunteer from the community who offers social support. Newcomers get a chance to practice their English, enjoy family activities, exchange ideas, and meet new people.

765

Volunteers

42,350

Volunteer hours

90

Orientation
Workshops



“We are independent people now. We like to give a chance to other families to use the programs.”

Ali Allawi

Read Ali's full story at annualreport.isans.ca

Diversify Your Workforce



We help businesses meet their human resource needs by connecting employers to potential employees. We provide innovative and timely programs such as Professional Practice and Professional Mentorship, and we help employers to recruit skilled immigrants through On-site Recruitment & Information Sessions and our Skills Match Online Recruitment tool.

Our unique employer support programs proactively and constructively address challenges that employers may have when hiring and employing newcomers—from communication barriers, to lack of experience or knowledge of support services for immigrants.

In 2018, 1,879 employers took advantage of ISANS employer support services, and 640 of these individuals were new to ISANS.

To meet the unique needs and increasing demand of employers across Nova Scotia, in 2019 ISANS will launch an Onboarding Employer Engagement team. This new pilot program consists of four Employer Engagement staff, who live and work throughout rural Nova Scotia. They will work in partnership to build connections to employers in smaller centres and connect them to ISANS employer support services—to recruit, hire, and retain immigrant employees.

1,879 → 640

Individuals used
employer support
services

Of these were
new users

459

Individuals participated in
67 Workplace Culture
workshops



“ISANS has a full team of professional resources for the employer. They care, and they’re passionate about what they’re doing.”

Carol Logan

Read Carol’s full story at annualreport.isans.ca

Support Services



Our Support Services are the vital programs that enable newcomers to access settlement and community services. Intake and needs assessment, interpretation and translation, and our Early Childhood Education Centres remove barriers and allow newcomers to access the services they need for successful integration.

In 2018-2019 we:

- welcomed nearly 16,000 visitors across three locations and answered over 14,700 phone calls
- provided 8,821 formal interpretations
- provided 1,058 translated documents

Early Childhood Education

Our ECE Centres served 642 children—from infants to toddlers. The staff work with both children and their parents, providing structured activities and unique learning tools to help build relationships and create a strong foundation for learning.

Last year, ISANS introduced Squiggle Park, a digital literacy resource for ECE Centers to support newcomer children in their language development. Using tablets, up to 300 preschool aged children can progress through a series of language games with audio and visual cues. We use this innovative program to support many clients in vulnerable populations to create a positive parent-and-child learning experience.

15,873

Visitors to
ISANS locations

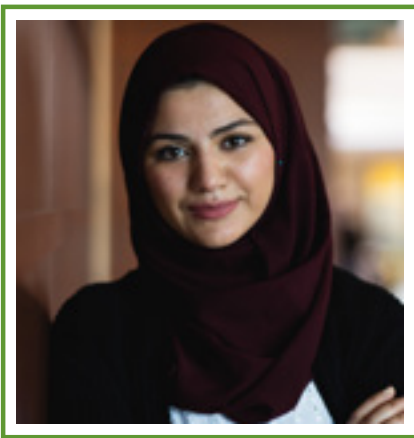
642

Children in care
in ECE Centres:

278 Short-term Care
& 364 Long-term Care

8,821

Formal
interpretations



“Even if you do a small thing, they make you feel like you did something big. They encourage you to do more and more.”

Dina Alsamhoury

Read Dina's full story at annualreport.isans.ca

Distance & Online



We are advancing the application of technology to all aspects of the settlement process. ISANS applies technology to enhance existing services to make them more accessible and convenient. Programs are available on-demand, in person and by distance. We offer flexible and accessible online programs and services to both pre- and post-arrival immigrants to Nova Scotia.

Last year, ISANS worked with 298 newcomers in over 85 Nova Scotia communities.

We served 1,632 pre-arrival online clients and continued to work with 2,375 clients through SettlementOnline.ca.

Since 2005, ISANS has been leading the way in Canada in online learning and online settlement services. This year, with the support of the

Government of Canada, we entered a four year commitment to continue to provide Settlement Online Pre-Arrival (SOPA) programs. SOPA offers customized orientation, courses and counselling, delivered by six settlement organizations, spread across Canada. SOPA provides unique pre-arrival, employment-focused support to prepare newcomers for the Canadian workplace with local expertise, knowledge, resources and networks. This program ensures that newcomers to Canada arrive prepared.

2,375

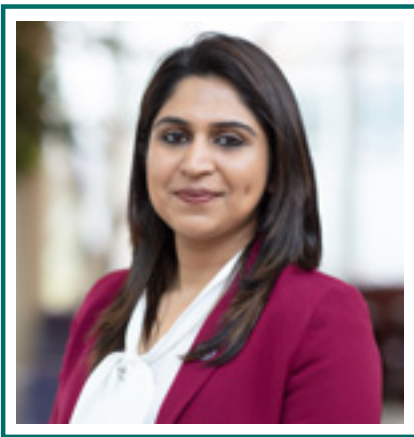
**Active clients on
SettlementOnline.ca**

1,632

**Pre-arrival
clients**

298

**Clients in
Nova Scotia live
outside Halifax**



“I will work towards making Nova Scotia more diverse, inclusive, and equitable. What is most important is to do what I’m passionate about and add value to the community.”

Shreya Talwar

Read Shreya’s full story at annualreport.isans.ca

Highlights from the 2018-2019 Financial Report

REVENUE	2018 - 2019	2017 - 2018	% CHANGE
Federal	\$14,513,504	\$11,209,407	29.48%
Provincial - Nova Scotia	\$4,261,322	\$4,153,613	2.59%
Other Funding Sources	\$855,010	\$863,784	-1.02%
TOTAL	\$19,629,836	\$16,226,804	20.97%

EXPENSES	2018 - 2019	2017 - 2018	% CHANGE
Amortization of capital assets	\$285,830	\$155,425	83.90%
Overhead and operation	\$2,373,055	\$2,122,162	11.82%
Professional fees	\$274,291	\$273,099	0.44%
Program delivery	\$3,548,227	\$2,771,066	28.05%
Salaries and benefits	\$12,781,464	\$10,479,710	21.96%
Travel	\$93,658	\$99,899	-6.25%
TOTAL	\$19,356,525	\$15,901,361	21.73%



74%
Federal

22%
Provincial

4%
Other funding sources



66%
Salaries and benefits

18%
Program delivery

12%
Overhead and operation

2%
Amortization of capital assets

1%
Professional fees

1%
Travel

Thank You to our Funders

Association of Canadian Community Colleges

Atlantic Canada Opportunities Agency

Bank of Nova Scotia

Community Foundation of Nova Scotia

Employment & Social Development Canada

Employment Nova Scotia

Halifax International Airport Authority

Home Instruction for Parents of Preschool Youngsters

Immigration, Refugees & Citizenship Canada

J & W Murphy Foundation

Nova Scotia Apprenticeship Agency

Nova Scotia Department of Communities, Culture & Heritage

Nova Scotia Department of Community Services

Nova Scotia Department of Education

Nova Scotia Department of Labour & Advanced Education

Nova Scotia Office of Immigration

Nova Scotia Tourism Human Resource Council

Ottawa Community Immigration Services Organization

Royal Bank of Canada Foundation

St. Francis Xavier University, Centre for Employment Innovation

SUCCESS

Toronto Dominion (TD) Bank

United Way

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