

# ANNUAL REPORT 2021



Mennonite  
**new life**  
centre



# MESSAGE FROM THE EXECUTIVE DIRECTOR

## A Compassionate and Caring Community

The Mennonite New Life Centre of Toronto (MNLCT) is a place of welcome. We provide a safe community space where newcomers and neighbours can learn from one another, share their vast array of experiences, and gain access to the tools and resources they need to build a meaningful life here in Canada. During 2021, as the global pandemic continued to impact our communities in various socio-economic ways, it was especially important to everyone at the Centre to embrace a compassionate care approach. In other words, anyone who sought out our services would be greeted and served with kindness, care, and compassion.

It has been said that to take the perspective of another is one of our most human capacities. Thinking about other people in a kind and heartfelt way and responding with supportive action – the essence of compassion – is deeply rooted in our human nature. In addition, we know that being compassionate makes us feel good. It improves our mental health, reduces our risk of chronic disease, and maybe most significantly, it makes us better friends, partners, neighbours, and professionals because we respectfully acknowledge each other's unique perspectives and lived experiences.

As I reflect on the Centre's impact in 2021 – the second long year of a pandemic – I am struck not only by how much acts of compassion and care lift communities and give hope, but also by the magnitude of compassion demonstrated by our community members and stakeholders. Clients and staff; funders and donors; businesses and employers; all responded in their way to ease the burden of vulnerable immigrants and refugees as they struggled to make Canada home during these challenging times.

In this year's report, I invite you to read about the many ways we witnessed kindness, patience, forgiveness, and flexibility and the impact of this empathy-plus-action response on the nearly 4500 people we served this past year.

I am also thrilled to introduce our 2022 – 2025 Strategic Plan. Have a look to see how the Centre's mission, vision, and values will shape our communities over the next few years. We hope you join us on the journey!



Shelly D'Mello  
Executive Director  
of MNLCT

# MNLCT AT A GLANCE

As a community-based charity, the Mennonite New Life Centre of Toronto creates meaningful pathways for newcomers to contribute their skills, talents, and voices to their communities wherever they live, work, play, and learn.

Newcomers of all ages, genders, and cultural identities can access the tools and resources needed for social and economic integration into Canadian life. With our deep expertise – developed over 39 years of grassroots community support – we provide caring and professional support that addresses short- and long-term needs and aspirations of clients.

Services include settlement and immigration information and community connections; language training; community mental health counselling; employment, entrepreneurship, and career bridging supports; and counter-human trafficking counselling. Programs evolve to meet the needs of an ever-changing immigrant population.

*“Suddenly, I discovered the Mennonite Centre. My daughter’s classmate mentioned that her mother works in the Centre that helps immigrants. It was MNLCT. I called her. With the first visit, my life changed.”*

– Lourdes, Community Mental Health participant

Read Lourdes’ full story on page 6



## OUR MISSION

Our mission is to facilitate newcomer settlement and integration through holistic services and community engagement, carried out within a gender justice and anti-oppression framework.

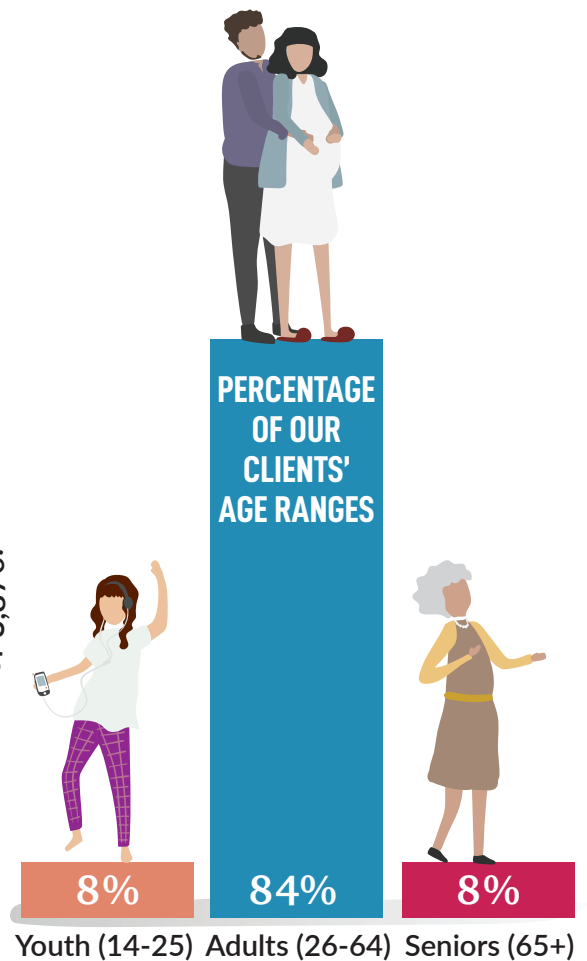
## OUR VISION

We envision a society in which all people from diverse cultural and religious backgrounds participate fully in all aspects of Canadian life. We have modelled an approach that brings together community engagement and community services, working together with newcomers to reduce insecurity and reach integration, strengthen voices, and increase social equality.

## OUR VALUES

- Respect
- Community building
- Participation and voice
- Equity and integration
- Peace with social justice

# OUR CLIENTS

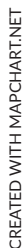


**OUT OF OUR 4,499 CLIENTS**



While MNLCT has always had a predominance of woman-identifying clients, this year it was even more so – **69% of clients vs 64% in 2020 identified as women**. While much of the increase can be attributed to the new women-focused programming in She-Covery, we also launched a Farsi-speaking women's wellness group and had more woman-identifying clients participating in other programs and services throughout the Centre.

Our clients have diverse cultural, ethnic, and religious backgrounds, and bring a wide range of education, skills, and talents to Canada. In 2021, we served nearly 4,500 people from 99 countries around the world.





## Mennonite New Life Centre of Toronto has a lot of angels: Lourdes' Story

By Vlad Umnov



Lourdes calls herself a “very strong woman”. A few years ago, she lost everything – her independence, her home, her mobility. But you would never believe it if you met this smiling, energetic woman.

Lourdes came to Canada from Mexico City in the 1990s. “I have been living in this beautiful country for almost 25 years.” She has worked as a cleaner in homes and offices, in a baseball uniform factory, in a warehouse, and for an aircraft cleaning company.

Her life was full of energy, activity, and positive emotions, until Christmas Day five years ago. That day she felt unwell. It was very bad – she couldn't feel her fingers. Doctors discovered a terrible disease. On December 30, she was admitted to the hospital, where she spent the New Year and many days after that.

“At that time, I was so lucky that I lived in Canada. The doctors helped me not only to survive, but also to recover.”

After surgery, her life changed dramatically. She had lost a lot. She had no money to pay for rent. She lost her mobility and her energy. She needed a lot of strength to recover.

*“Suddenly, I discovered the Mennonite Centre. My daughter's classmate mentioned that her mother works in the Centre that helps immigrants. It was MNLCT. I called her. With the first visit, my life changed.”*

Lourdes discovered the Spanish-speaking Women's Group. It was so helpful and relaxing for her that she continues to meet her friends there. She took LIGHTS classes to improve her English. She was helped by the Settlement team to prepare various documents.

Finally, she joined the Compassion Focused Therapy Group. “Before visiting MNLCT, I cried every day. Now I prefer to laugh – I am a strong woman.”

Now Lourdes is truly a new woman. She swims every day. Every Saturday, she dances with her husband. Lourdes especially likes merengue.

“Mennonite New Life Centre of Toronto has a lot of angels. Thank you all for helping me to be myself again.”

# OUR PROGRAMS

We are committed to designing programs and services to facilitate full participation of newcomers in all aspects of Canadian life.

## SETTLEMENT AND INTEGRATION

Caring and professional services tailored to each newcomer to assess and support their immediate needs and future goals. Includes information about living and working in Canada, access to government and community resources, and help building support networks and social connections.

## COMMUNITY MENTAL HEALTH

Counselling and group programs that help newcomers, including people who have been trafficked in Canada, to overcome stress or trauma and reinforce resilience, strength, and well-being at the individual and community level.

### Language Instruction Giving Hope to Trauma Survivors (LIGHTS)

Alternative English-language training paired with mental health supports for vulnerable newcomers who have trouble learning in traditional classroom settings.

### Helping Our Newcomers Prepare for Employment Success (HOPES)

Essential programming to help job seekers and those needing to enhance their career skills, via coaching support and mental health counselling in the context of resettlement stress.

### Entrepreneurial Excellence and Leadership (EXL)

Complete program giving entrepreneurial newcomers resources, coaching, peer support, and guidance to start and grow their business.

## LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)

English-language classes for adult learners from literacy to upper intermediate level to acquire the language skills and confidence they need to succeed in social, educational, and work situations. The corresponding **Care for Newcomer Children (CNC)** service provides fun and educational activities for young children so parents can focus on their studies.

## SHE-COVERY RESPONSE PROGRAM

Support for women who are unemployed or underemployed due to COVID-19 to access mental health services, participate in training opportunities, and connect with job search supports through Employment Ontario.

## BRIDGING PROGRAMS

Training and support for internationally trained professionals to help bridge their career experiences to the Canadian labour market.

- **Bridge to Registration and Employment in Mental Health (BREM)**
- **Bridge to Employment in Media and Communications (BEMC)**
- **Bridge to Employment in Services for Immigrant Populations (BESIP)**
- **Bridge for Immigrant Women Reskilling into IT Coding Professions (C-Women)**



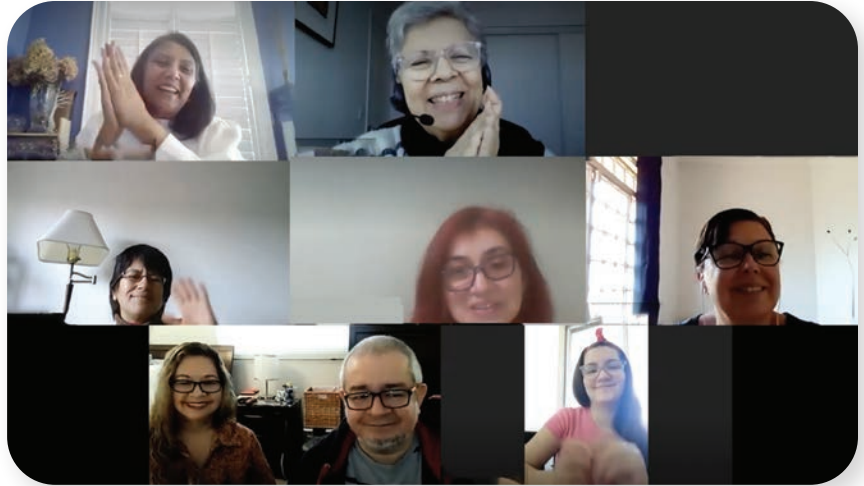
*"The staff, the speakers, the professors wanted us to succeed. They have given us many opportunities. And we had only to see them – and grab them."*

– Randa, 2021 BEMC graduate

## New Programs in 2021

### ENTREPRENEURIAL EXCELLENCE AND LEADERSHIP (EXL)

This program offers an alternative to traditional employment opportunities. Many newcomers bring skills and aptitudes – such as high adaptability, previous entrepreneurial experiences, and willingness to take calculated risks – that make entrepreneurship more appealing than employment. EXL familiarizes participants with the local marketplace, guides them towards financial and other resources, and connects them with peers and mentors to help expand their networks and access to opportunities and bolster their chance of success in Canada.



A wrap-up of the last class of the first EXL cohort.

### SHE-COVERY

This 1-year project prepared underemployed and unemployed racialized and immigrant women for the post-pandemic workforce.

It has been well documented that women workers have been disproportionately affected by the pandemic. Statistics Canada shows that in Canada, 56% percent of women workers are concentrated in occupations known as the 5Cs: caring, cashiering, catering, cleaning, and clerical functions, many of which are deemed essential occupations and cannot be done remotely. In contrast, only 17% of men workers are employed in these jobs.

Systemic barriers, such as lack of affordable childcare, unconscious bias, and lack of access to the training programs women need to work in high-skilled occupations, have been exacerbated by COVID-19 and remain poised to hamper women's post-pandemic recovery if not addressed.

Additionally, poor reading, writing, and numeracy skills in adults make up a literacy gap experienced by half the population of Canada. To fill jobs in the post-pandemic workforce, both workers and employers need to focus on improving these essential skills. For instance, the inability to fill out an online

job application, write a report, enter data into a form, or respond professionally to emails can become a barrier to accessing employment.

She-Covery was based on the Canadian Mental Health Association's Choose-Get-Keep model for mental health and employment, described as "help[ing] participants to identify and pursue vocational goals based on their own value system, interests, and aptitudes and then provid[ing] the supports that are needed, as they are needed, to help participants explore, secure, and maintain their choices." Instead of addressing one challenge, we started at the source of the challenge (i.e., mental health issues due to resettlement stress) and offered ongoing, deep support.

Participants attended group and individual counselling to address anxiety, isolation, and stress. They increased their knowledge, skills, and abilities by working through their choice of more than 10 online courses on key topics, including literacy (communication, digital and numeracy), critical thinking, information management, and interpersonal skills. And they made improvements to their employment situation, such as moving from a volunteer to a paid role, requesting a raise, transitioning to a new role within their organization, or finding a new job altogether. 381 women participated in She-Covery in 2021.

***"Sometimes we have too many dreams, too many projects, and a lot of things to do but sometimes we don't find how to start and I learned how I can put my priorities and fears, and then goals, for short time, and long time."***

– Alejandra, She-Covery client



## BRIDGING PROGRAMS

The Centre was thrilled to receive a positive response for all four of our bridging program proposals, allowing us to not only enhance our successful BREM and BEMC programs, but also launch two new programs.

**BESIP** helps address the demand – stemming from increasing diversity within the Ontario population – for more culturally competent professionals across the human services sector. The program supports internationally educated professionals in transitioning to the local job market in fields that support immigrants. It is also a meaningful steppingstone for those pursuing registration with a regulatory body (e.g. doctors, lawyers, immigration consultants), helping them to understand the sector, learn about current trends, and attain relevant job experience while they move through their registration process.

**C-Women** tackles the persistent underrepresentation of women in Science, Technology, Engineering, and Mathematics (STEM) occupations, where in 2016 they made up only approximately 25% of workers. This shortage is widely recognized as detrimental to women, since STEM occupations, particularly in engineering and computer science, are among the highest-paying and fastest-growing occupations.

Overall, bridging programs are an important tool for immigrant professionals to honour their existing education and experience while gaining an understanding of the local labour market.

Our participants report expanded professional networks, improved subject matter expertise and communication skills, and increased confidence in applying for jobs and attending interviews, all of which contribute to them achieving their career and life goals. The fact that three quarters of graduates obtain meaningful employment within a relatively short period of time, one year post-program, drives home the value of bridging programs for the participants and for our communities.



*“First, and foremost, it was impossible to believe this was a real program. Like one year, you go through this recognized by CRPO and you’d be able to practice? Like really, really practice, like no jokes, and we are, we are practicing, we are happy and none of this would have been possible without BREM and all the amazing instructors.”*

– Karishma, 2021 BREM graduate



We promoted our new programs at Career Fair Canada, hosted by Media Classified – our first in-person event since the pandemic!

## I dream of becoming independent again, feeling useful: Ana Maria's Story

By Claudia Porras



Life showed Ana Maria a difficult side when, during a long and painful recovery from cancer, her daughter moved out and Ana Maria was left to meet her rehabilitation challenges alone. With limited financial resources, she had to find a new home, and on top of that, she did not speak English.

Ana Maria had moved to Canada from Mexico, where she ran a small store, a few years ago. She was about to start a new life in Canada, but suddenly the illness stopped her.

At that moment, Ana's friend Perla, who wanted to help her with all her heart, told her that she was going to start looking for help. Perla started searching the internet until she found MNLCT's services. She called the Centre and told the whole story about her friend.

A few days later, Ana Maria got a call from MNLCT – the caller spoke Spanish! The Settlement Worker helped Ana Maria find financial support to pay the rent for her new home and connected her with the Compassion Focused Therapy Group run by the Centre's Community Mental Health team. Ana Maria participated in all 6 sessions via Zoom.

"These sessions with MNLCT professionals helped me to feel very energetic, with a more optimistic, strong, full-of-energy look from minimal self-esteem. Now I want to resume my working life."

### *Ana Maria's friends have noticed how she has changed in recent weeks!*

Now she is busy every day – staying active, walking in the mornings, preparing meals, and doing housework. She loves knitting and sewing because it is convenient and she exercises her hands.

In Mexico, she was an independent woman. She worked in a bank, then she had her own grocery store. She was not a burden to anyone. And now, in Canada, she dreams of becoming independent again and feeling useful.

# COMPASSION LIFTS COMMUNITIES

As Ana Maria's friend Perla demonstrated, and as we witnessed time and time again in 2021, a compassionate response can mean the world for someone who is struggling – be they a friend, colleague, or client. The Centre is grateful to be surrounded by kind, understanding, flexible people and organizations that supported, shaped, and became part of our community during this difficult year.

## A Community Response

Members of the MNLCT community supported each other in their own ways.

**Funders** showed confidence in our work by funding new short- and long-term projects designed to respond to clients' pandemic and post-pandemic needs, and they were flexible in allowing programs to be adapted to fit clients' and the Centre's rapidly changing realities.

**Donors** actively participated in fundraising initiatives, showing solidarity for their newcomer neighbours and colleagues.

**Partner Organizations** shared their resources for the betterment of the community. Our vaccination clinics wouldn't have happened without their swift, generous support.

**Employers** recognized newcomers' skills and talents and actively sought to hire them, not only adding rich diversity to their teams but also helping newcomers reach an important milestone in their integration journey.

**Staff, Volunteers, and Placement Students** offered their hands and their hearts, day in and day out, from home and from the office, despite the challenges in their own lives.

**Clients** respected the health and well-being of staff and of each other by diligently following public health guidelines.

**Centre Leadership** continued to prioritize wellness and to empower and support staff in taking good care of themselves, their families, and their clients.



*"You helped me to understand that there is always a place out there where you are going to fit in regardless of your background."*

– Cinthia, client



## Compassion in Action

### Participating in Vaccination Clinics

Through partnerships with Humber River Hospital, the DUKE Heights BIA, the Champagne Centre, and Humber College, MNLCT was able to host COVID-19 vaccination clinics early in the provincial vaccine rollout. Our partners agreed to support us in offering appointment-based clinics, in contrast to a chaotic drop-in model, which afforded newcomers and non-newcomers a dignified, respectful way to help keep themselves, their families, and their communities safe.

By providing on-site interpretation and mental health support, we could reach people uncomfortable attending large clinics, including adults and youth with needle anxiety, developmental delay, and other mental health challenges. In all, 950 attendees accessed the vaccine and contributed to the local and global fight against the pandemic.



MNLCT staff masked up as they served the community at our first vaccination clinic.

Humber River Hospital staff administered the first dose of the vaccine at our community clinic.



their knowledge and networks to help their newcomer peers succeed.

With this increased exposure to and understanding of newcomer professionals and their skills and challenges, established professionals could become more powerful advocates for systemic change within their own organizations and spheres of influence.

### Meeting Clients Where They Were

The Centre's physical offices were closed early in the year, then began to reopen for limited in-person appointments based on client need. Our staff understood that sometimes clients would receive better support if they were seen in-person – for example, seniors who needed help printing and signing forms, or women who were receiving counselling to manage an abusive relationship at home – and they advocated for COVID-responsible office hours to provide that support.

*"Thank you for all your help during the past 4 years of my settlement process. Because of MNLCT help, I was able to overcome many hardships. I really appreciate all your efforts."*

– Maram, Settlement client

### Employing Newcomers

During the great flux in the labour market, Centre staff worked hard to build relationships with potential employers – including businesses large and small, unions, and Business Improvement Areas – and opportunities for interaction between employers and newcomers.

These employers recognized the benefit of connecting with our pool of employment-ready newcomer talent and shared job postings with us on an ongoing basis. Due to the volume of postings, the Centre piloted an online job bank for clients to make connecting with employers easier.

Employer engagement does not only mean directly hiring newcomers. For example, program advisory committee members, instructors, guest speakers, and mentors – all industry professionals – shared

### Keeping Each Other Safe

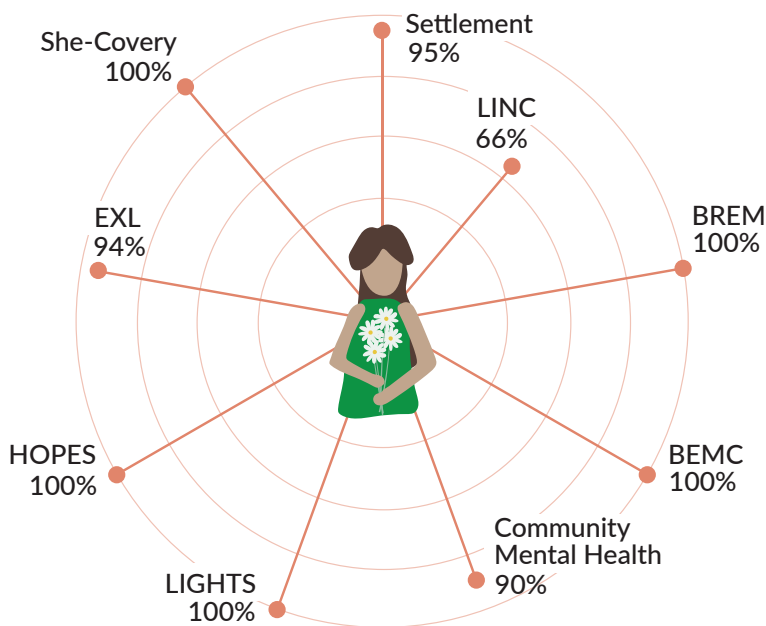
For their part, clients were respectful of the Centre's COVID-19 safety policies to minimize risk to themselves and the staff who served them. They answered our screening questions and cancelled in-person appointments if they were unwell. They used hand sanitizer and wore masks in the office and maintained social distance as best as they could. They saw us online when they couldn't see us in person. And they actively participated in our vaccination clinics, bringing family, friends, and neighbours to join them.

# OUR IMPACT

## Settlement

In 2021, approximately 90% of our clients received at least two different MNLCT services and/or referrals. This speaks to the fact that newcomers are aware of the benefits of holistic services and choose to access them. We recorded more than 26,000 client visits, a slight increase over 2020, demonstrating that integration happens in many small yet meaningful steps.

**Newcomers are aware of the benefits of holistic settlement services, and access them**



Percentage of clients who received at least two different services and/or referrals that met their various needs

Our partnership with Aurora House, a transitional home for people who have been trafficked in Canada, remains strong. Trafficking survivors received counselling and support to reestablish their lives from a place of hope and strength.

Building on the digital literacy training we initiated in 2020, in 2021 we established a tablet lending library. Access to technology remained a challenge for vulnerable newcomers, so the ability to borrow a tablet opened up a world of opportunities! Not only could they connect with friends and family to keep their social networks strong and reduce isolation, they could also take skill-building courses, search and apply for jobs, and engage with the wider community.

*"We have received Permanent Resident cards and OHIP health cards. We want to thank you for your valuable help. We will never forget settlement team as a very special people for their great human relationship. God bless you and may all your wishes come true."*

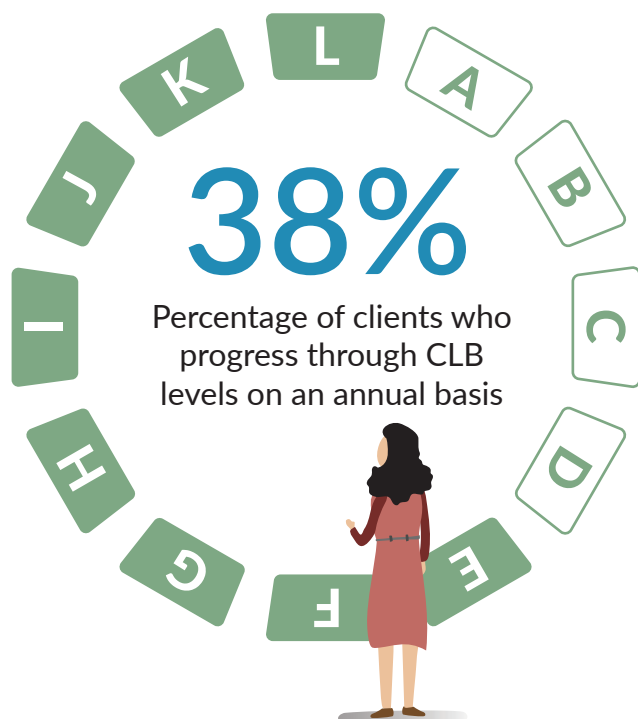
– J & D, Settlement clients

## Language

Acquiring English communication skills and confidence is critical for newcomers as it affects all aspects of their settlement and integration journey. Through LINC, LIGHTS, and Bridging, we offer many pathways for people at different stages of learning.

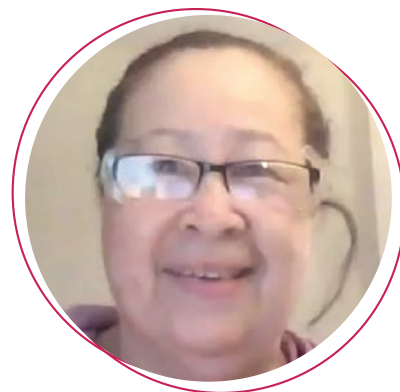
The Centre added Language Instruction for Newcomers to Canada (LINC) evening classes – for achieving Canadian Language Benchmarks 7 and 8 – to support newcomer professionals pursuing higher education or meaningful employment. We now offer English language learning opportunities ranging from Literacy to Upper Intermediate.

Learners' progress is measured by tracking their movement from one level to the next as they develop skills and confidence. While enrolment in our online language classes was 10% higher than in 2020, only 38% of participants progressed through CLB levels in 2021, down from 52% last year. This decrease reflects the "Zoom fatigue" and struggle to stay engaged that we have all faced since we first started connecting online so eagerly more than two years ago.



*"I really enjoy to be in this class to learn English as I find that the way of its teaching is effective and stressless from my previous experience."*

– Lana, LIGHTS student



*"I recommend you to every newcomer that I know the She-Covery program, the counsellors help them about real life in Canada and She-Covery program will help them with all tools to begin a new life in Canada. I feel really new and strong to look for another pathway to better my life."*

– Martha, She-Covery participant

## Employment, Entrepreneurship, & Training

One of the most pressing issues for immigrants is finding a job or starting a business with a sustainable income. Bridging, HOPES, She-Covery, and EXL, our employment- and entrepreneurship-specific programs, provided valuable labour market integration preparation for newcomers. Participants advanced their employability or entrepreneurial skills and grew their peer and professional networks, and we connected them with educational and training institutions, government and social services, and other resources to help them reach their goals.

*"I will start by thanking the Mennonite group for the support and effort to provide us with new tools and knowledge to emerge independent. Giving the dedication and care in each of the meetings for a better future and to help us believe in ourselves and be able to take the step of creating our own business."*

– Pablo, EXL participant



Percentage of newcomers who self-report, that as a result of an MNLCT program, they are working and/or seeking a promotion, or a better job



## BUILDING FOUNDATIONS FOR FUTURE SUCCESS

As a tech-forward organization, MNLCT strives to use technology to support better outcomes for clients.

In 2021, we began the process of transitioning to a **new Client Management System (CMS)** to help us build client relationships and reduce data errors. From a trauma-focused perspective, clients will only need to share their stories once; after these histories are documented they will be stored in the CMS securely and confidentially for counsellors to access on an as-approved basis. The new CMS will also empower clients to enter information directly into their files, for example to update contact information, or apply for a program.

We also advanced our evaluation and testing of various **Learning Management Systems** – software to manage and deliver online learning – with the aim of unifying our course offerings. Centralizing our adult education materials would allow clients and staff to easily access a variety of courses to build life and professional skills on a schedule that works for them. Program staff and instructors could better collaborate on behind-the-scenes curriculum development, marking, and student engagement. And the Centre could share our vast expertise in settlement, mental health, cultural competency, and job and career development with the wider community.

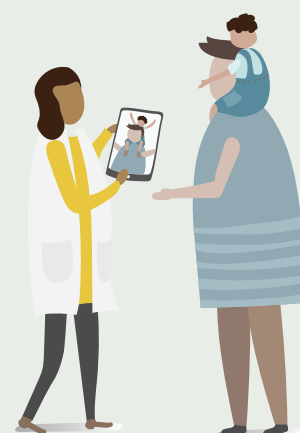
As **digital communications** became more and more vital – the number of visitors to our website **increased by 60%** from 2020 and the increase shows no sign of stopping – we continued to build internal capacity for reaching clients and other stakeholders and telling our story of impact. This resulted in increased engagement across all of our social media channels, most significantly on LinkedIn where we saw an **increase of 105%** in newcomers and employers who followed us for updates.

With these foundational initiatives already started, we are well-positioned for early success with our new strategic plan. **Watch our social channels for a sneak peek on 2022's initiatives!**

   mnlct

 officialmnlct

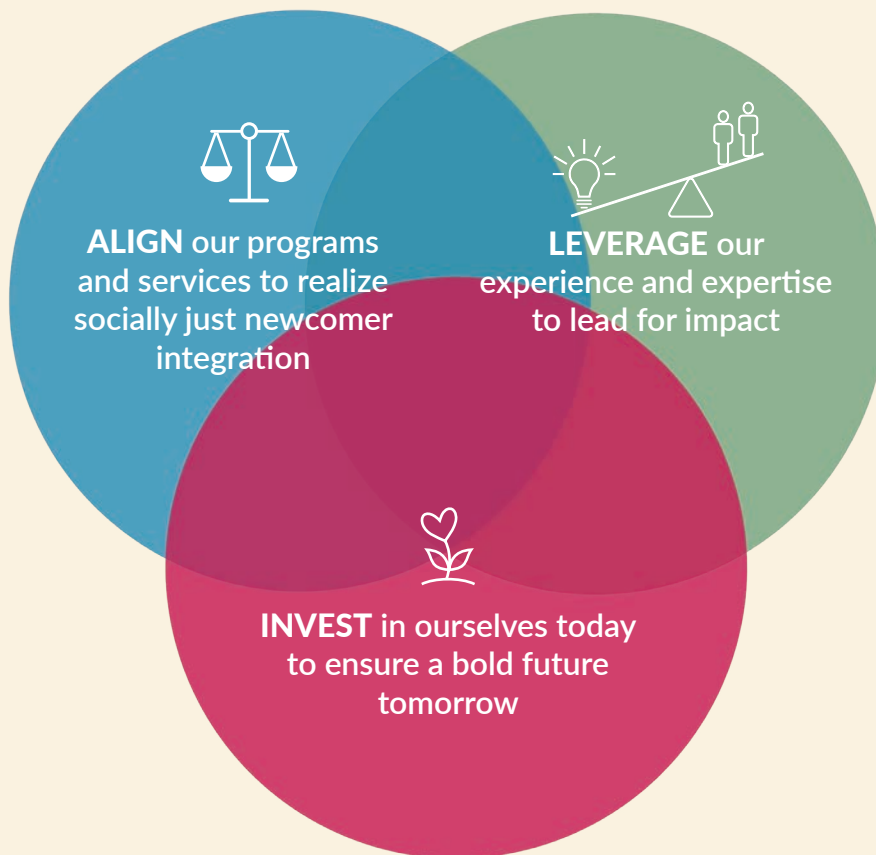
 <https://bit.ly/MNLCTyoutube>



# NEW STRATEGIC PLAN

MNLCT was committed to building a solid strategic plan informed by good data and meaningful stakeholder consultation. A comprehensive knowledge gathering process included a literature review as well as engagement with over 450 clients and newcomers in four languages (English, Arabic, Mandarin, and Spanish), 10 community partners and funders, and over 35 staff and Board members. The results anchored our discussion about the changing landscape for our work and future.

## Strategic Directions until 2025



### ALIGN

One of MNLCT's main contributions to our communities is delivering superior programming that supports newcomers. Going forward, we will focus on critically needed, flexible support for the most marginalized newcomers in our communities, in particular racialized newcomers and women.

We will strengthen our commitment to embed mental health supports into programming, as our own compelling evidence shows this is highly effective in helping clients overcome income and employment barriers and avoid poverty.

We will foster social justice leadership in both newcomers and our host community as an opportunity to work together for change.

### LEVERAGE

As a highly innovative organization, we know it is now time to own our expertise in mental health programming, adult education and training, and newcomer leadership.

Showcasing our successes and those of our clients will foster an understanding of newcomers and their assets and open doors for marginalized community members. It will also offer opportunities for the Centre; for diversified funding, for new partnerships, and for a place at policy development and advocacy tables.

We can inform and inspire the wider sector to help more people in our communities and to work alongside us for social justice.

### INVEST

MNLCT has experienced tremendous expansion in service delivery, and we must now ensure that our internal capacities are strong and able to meet these growing demands. While we have always been a tech-forward organization, the need for our staff to continue to understand and work within new technologies is even more essential.

As an employer of newcomers, we value the opportunity to grow in ways that will support caring for one another. Investing in our staff is a part of investing in newcomer communities that will better equip us to walk with them in our shared journey for a better future.



**ALIGN** our programs and services to realize socially just newcomer integration

### GOALS

Adopt a clear and actionable approach to advocacy within a social justice and anti-poverty framework.

Strengthen capacity for individual/group leadership and civic engagement, to support community development and advocacy, with a focus on anti-poverty work.

Offer innovation in language learning that reaches the most marginalized communities.

Deepen our education, training, bridging, and social enterprise work.

Embed improved mental health as a key social determinant of health into all the work we do.

Build on our tech-forward approach to innovate on service delivery in a hybrid space.



**LEVERAGE** our experience and expertise to lead for impact

### GOALS

Promote our expertise at cross-sectoral programming, funding, and policy tables, particularly in the areas of mental health, adult education, leadership, social justice, and community-building.

Build strategic partnerships with research and evaluation groups to contribute to the body of evidence-based practices in newcomer integration.

Develop and implement a leading-edge marketing, communication, and brand strategy grounded in the voices of newcomers that showcases our work across sectors and audiences.

Leverage our story and our impact to strengthen work in resource development and building cases of support.



**INVEST** in ourselves today to ensure a bold future tomorrow

### GOALS

Strengthen our commitment to social justice and anti-oppression at all levels of our organization.

Create a talent management plan that addresses the evolving realities of non-profit work.

Invest in our staff with continuous training and development so as to allow the realization of high-quality hybrid service delivery models.

Deepen our development of tech-forward infrastructure, systems, and processes to support new models of service delivery.



# OUR PEOPLE

With new programming came new staffing opportunities, and the Centre grew in staff size by 30% over the course of 2021. Existing staff were eager to take on different roles that allowed them to learn and grow, and we valued their expanded skill set. The Centre also took the opportunity to bring in new talent – particularly in the areas of employer engagement, online curriculum development, cloud-based IT software, and language-specific support for the Afghani community – to support our organizational growth.

*“BEMC program helped me to increase my confidence, gave me security about my background. Learning from great professionals was a such an amazing journey.”*

– Paulina, 2021 BEMC graduate

*“With the warmth, friendly and supportive team of instructors, speakers, and business owners, I have concluded this course with great contentment and gained more efficient ideas and thoughts not only for my business but for my future plans.”*

– Hams, EXL participant

*“The MNLCT Counsellor said ‘this is your now but this is not your forever;’ and that was what revolutionised my mindset.”*

– Ruth, HOPES participant,  
and current staff member!

## Board of Directors

**Board Chair**  
Rochelle Fine

**Vice Chair**  
Edgardo Romero

**Treasurer**  
Kathy Luan

**Secretary**  
Maria Martinez

**Board Members**  
Amy Cheung  
Brad Lepp  
Evan Heise  
Jennifer Rajasekar  
Maria McCormick

# SUMMARY OF AUDITED FINANCIALS

MNLCT received \$3,601,500 in revenues, an increase of approximately 13% over 2020 levels. In addition, MNLCT saw continued support from donors and foundations that fund important mental health and integration projects throughout the year. Expenses were managed to budget and created a small surplus of \$9,142.

REVENUE	2020	2021	2022 Estimate
Government	3,050,327	3,483,820	5,141,686
Foundations + Other	103,686	81,486	242,210
Donations (Individuals + Churches)	39,938	36,194	40,685
<b>TOTAL</b>	<b>3,193,951</b>	<b>3,601,500</b>	<b>5,424,581</b>

EXPENSES	2020	2021	2022 Estimate
Staff	2,273,719	2,619,868	3,157,467
Building	504,779	473,491	672,268
Program	270,405	335,179	1,394,483
Office + Other	141,208	163,820	199,267
<b>TOTAL</b>	<b>3,190,111</b>	<b>3,592,358</b>	<b>5,423,485</b>
Excess of revenue over expenses	<u><b>\$3,840</b></u>	<u><b>\$9,142</b></u>	<u><b>\$1,096</b></u>

# FUNDING PARTNERS & DONORS

We would like to thank our clients, staff, volunteers, donors, funders, and supporters for engaging with us during this past year. Our success is only made possible by your generosity of time, talent, passion, and dedication. As we embrace a new strategic plan in 2022, we will continue to work alongside newcomers and communities to build responsive programs and meaningful partnerships resulting in greater community impact and relevant social change.



Government  
of Canada

Gouvernement  
du Canada



*"I had contributed a few times to the MNLCT fundraisers and when it was suggested to me that I could make monthly donations, I was glad to start that process. It may seem like a drop in the bucket each month,*

*but, with enough drops, the bucket is soon full. I believe that this group does a lot to help newcomers and am happy to help in a small way."*

– Jean, monthly donor

This year we offer a special

**"Thank You!"**

to our monthly donors – your regular gifts provide rays of hope for immigrants and refugees. Each month when your donation arrives, we think of you and give thanks for your generosity and your foresight in actively shaping a Canadian landscape that values diversity and growth. This, too, is compassion.





Mennonite  
**new life**  
centre

   [mnlct](#)  [officialmnlct](#) | [www.mnlct.org](http://www.mnlct.org)