



CMWI

Canadian Muslim Women's Institute

ANNUAL REPORT 2018-2019

Canadian Muslim Women's Institute

Chief Operating Officer Report

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Strategic Highlights

Throughout the year CMWI delivered support and services to more than 600 of newcomer families and individuals. We added Financial Empowerment project to assist families settle and meet their financial needs.

CMWI partnered with multiple agencies and community organizations to offer programming and services to our ever-increasing clientele.

In order to focus our efforts, we conducted Strategic Thinking sessions to revisit the CMWI mandate, direction, clients, and vision.

Financial Highlights

With stable funding from United Way Winnipeg, we were able to provide face to face services to more than 120 families equivalent to 600 new clients. The core funding and funding from For Every Family Initiative for the 5 positions by United Way was in place and will be reviewed at the end of the fiscal year 2019-2020.

We were also able to receive the Manitoba Education and Training grant for the second year (Feb 2019- Jan 2020) to continue the paid sewing training for new comer women. Below are the new grants approved in fiscal year 2018-2019.

\$262,000 Manitoba Education and Training for Sewing Training

\$20,000 Manitoba Municipal Relations for Equipment purchase

\$3500 Assiniboine Credit Union grant for Professional development

\$6512 Communities for Families for Parenting and children's programming

\$4000 Winnipeg Foundation for Family literacy programs

\$8000 Multicultural Secretariat for Youth programming

\$5000 United Way Winnipeg for Organizational Development

Staffing Highlights

Kheloud Alsayed and Jihan Ahmed left us in October and November of 2018 to pursue other interests. Subsequently, we welcomed Houda Alkwatli as a new Donation and Volunteer Coordinator and Hodan Ali as the Administrative Support in the office.

Currently we have 3 Full-Time staff and 2 Part-time (making up one full time Admin position). These positions are: Outreach Coordinator, Donation and Volunteer Coordinator, Program Coordinator and 2-part time Office Support/Admin.

At the Organizational level we have 1 Full Time Management in the COO position, and 1 Full Time staff that is running the Sewing skill training program and 'The Cutting Edge', our Social Enterprise. These are in addition to the Family Resource Center Staff.

Operating Highlights

-Employee Face to Face time:

Staff (Admin @ 40 hours, Outreach @ 40 hours, Donation Volunteer Coordinator @ 40, Program coordinator @ 40 hours, and COO @10 hours) = 170 hours

In addition to the Family Resource Centre staff, we have a full-time sewing instructor at 37 hours.

$170 + 37 = 207$ hours

Including the sewing instructor, we offer **207 hours/wk of Employee face to face time.**

-Client Face to Face time:

In addition to the above employee hours we have 3 Volunteers (3 volunteers @ 10 hours) = 30

Total hours, 207 hours of employee time + 30 hours of volunteer time per week.

In total we offer **237 hours of client service** in a week.

Project Highlights

- **Family Resource Center**

We continued to open for 51 hours a week including the extended hours in the evening and Saturdays. We registered 584 new clients last year, not including those individuals that visit us as in the drop-in center or donation center and do not require registration.

Below is a look at number of times services were accessed in the whole year.

Services accessed	Times served
Computer use	1300
Donation center	2015
food bank	2080
Volunteer hours served	1832
In person interpretation	1300
Translation of documents	30
Interpretation over phone	936
Appointment booking/referral	850
Filling forms & documentation for client	85
Home visits	35
Accompanying clients for appointments	156
Drop in at centre	9419

- **Programming offered**

Name of Program	Total Enrolment	Number of sessions provided	Total hours of programming provided
English conversation Circle	10	94	188
CPR/First Aid + Food handler +other certifications	50	9	85
Nutrition and cooking	44	20	40
Computer classes	85	34	68
Food Bank (Winnipeg Harvest)	100	26	104
Groceries from Winnipeg Harvest	35	26	104
Halal Food pantry	60	120	120
Money Management	25	8	16
Taxes	80	4	32
Parenting and child welfare	45	2	5
Wiggle Giggle Munch	25	35	70
Women's Fitness	20	45	45
Mental health and awareness	15	6	12
Zakat Assistance	120	120	120
Sewing Training	27	245	1470
Outreach	60	600	300
Translation/interpretation	120	527	1086
Children's activity	35	14	79
Cultural celebrations	70	4	140
Computer giveaway	80	3	3
Employment Services	25	75	275
Youth Multicultural Programming	15	1	2

- **Financial Empowerment of families**

CMWI was chosen to become one of the 9 Family Resource centres to provide Financial Empowerment services. We partnered with SEED Winnipeg and Community Financial Counselling Services (CFCS) for training of our staff and volunteers and support for delivering services.

SPECTRUM OF FINANCIAL SERVICES PROVIDED	
MONEY MANAGEMENT	A series of 10 Money Management workshops were delivered at CMWI in July and August. 2 staff attended and graduated Money Management Train the Trainer in January 2019. Staff are now working towards interpreting and creating a newcomer friendly version of Money Management Training.
TAX FILING	7 CMWI staff and volunteers received income tax training in February. The training consisted of a 2-day classroom curriculum plus one-on-one mentoring days doing taxes. CFCS provided onsite support to CMWI to set up and conduct our own CMWI tax clinics on March 23 rd , 29 th , April 5 th and 6 th . 67 community members participated in these events and 77 tax returns tax returns were filed. The tax clinics were held at three separate locations: CMWI, the Bilal Mosque and the Pioneer Mosque. A total of \$225,979.64 on refunds and tax return benefits were processed during the tax clinics.
BENEFITS APPLICATIONS	7 CMWI staff and volunteers received Access to Benefits training in January consisting of a full day classroom curriculum. During the tax clinics run by CMWI in March and April, 12 community members were screened and supported for benefit's including the Canada Learning Bond, the Disability Tax Credit, Primary Caregiver and a tax return adjustment for the tuition rebate. There were six direct deposits set up. Six GST applications were completed and submitted yielding a total of \$1002.00 in confirmed benefits. One new Canada Child Benefit application was completed and submitted for \$5926.00 . The total in confirmed benefits was \$6928.00 .

- **Children's Programming**

Throughout the year we ran activity days and offered summer and winter programming to newcomer children in the community. This was possible due to the Winnipeg Foundation and Communities for Families grants.

Renovation Highlights

With a few grants that were approved in the past two years, we were able to do some needed renovations in our centre. The new additions include a 730 sq. ft. of a spacious kitchen, new flooring, and a new accessible washroom.

We were able to secure 1205 sq. ft. of additional space to include in our center. This enabled us to renovate the space to use as a dedicated Donation center for clothing and household items. The new donation center also includes a storage space for storing items and newcomer kits that are given out to every new family that arrives as a refugee.

The additional space allowed us to make a child minding / baby sitting room which is equipped with the age appropriate furniture and educational materials for children.

Training and Employment Highlights

Sewing Machine Training Program

In 2018, 'The Cutting Edge' Sewing program offered training to 18 women in Industrial Sewing Machine Skills. 72% of women enrolled in the program successfully found employment as a result of this program. In addition, the Cutting Edge was able to facilitate employment for 4 volunteers. The sewing program runs Monday to Friday 9:00-3:00 pm with English for Employment classes twice a week. This made a big difference in our trainees becoming Employment ready.

During the past year we were also able to develop employer relationships with Employers who hired our graduates. The names of the companies which employed the trainees are Canada Goose, Fia, Gaspard International, Garmatech, Peerless Garments and EQ3.

In September 2018, the Cutting Edge was approached by EQ3 as they were doubling production volume and needed sewing machine operators. We were able to design a 6-week curriculum specifically suited to their needs. The pilot project for this curriculum was very successful with 4 trainees being employed at EQ3 at the end of this pilot.

The Cutting Edge Social Enterprise

The Cutting Edge Social Enterprise (formally known as SewFair) was rebranded and a new marketing strategy was developed. The focus is now to target wholesale and brand clients instead of marketing directly to the public. This strategy enables orders of higher volumes. The Cutting Edge generated enough sales to hire 1 full-time production assistant for 6 months to work on the orders. Some of the orders were also sewn by the trainees in order to simulate a real-world exercise.

Orders were delivered to the following clients, Style and Sass by Amanda, Modest Pieces International, MANSO, Ayoko Designs, Julie Pederson, NSD Tech, and Blue Planet Marketing.

The Cutting Edge also invested in purchasing specialized machinery to offer a complete range to clients. A Coverstitch machine with elastic puller was purchased to finish waistbands on leggings and skirts. A 4 thread Serger machine was also purchased to work with knit fabric.

Envisioned Future

Be the leading Muslim Community Organization and support center, empowering Women and their Families to build a strong community in Canada.

Impact

The impact of CMWI is felt by the community we serve. We are able to provide a safe and welcoming space for all the newcomers, especially refugees and refugee claimants, people who have lost the network of family and friends, due to moving to a new country.

At times of cultural celebrations and holidays, we are able to provide a space where the families can come together to celebrate and enjoy each other's company and feel they are among friends.

Our openness to welcoming everyone in the community has brought a lot of indigenous clients from around the area. This can provide a lot of opportunities for exchange of ideas and instances of striking friendship with people from different backgrounds. With our network in the non-refugee or long-time residents in the city, we are able to provide networking opportunities to the newcomers who do not have support network of friends and families.

At times when the community is grieving due to international events, for example the Christ Church shooting in New Zealand, we were a place where the newcomer families could come to grieve, talk to each other and seek comfort in one another. This is essential for healing of a community that is traumatized and hurt by the increasing trend of these events around the world.

At times of local events like the fire at a house in Calgary that claimed lives of the father and the 7 children, or the shooting at the local café in Winnipeg that claimed the life of a young boy in the community and one that was seriously injured, the community could come together. We feel we are well positioned and are trusted resource in the community, so that they reach out to us when they have any needs. We are very blessed to be working in this community where the clients feel we are their second home. This is apparent when people drop in asking us, what they can do for us.

Clients we helped a year or two ago came back to help us when we needed to renovate the new space we acquired. Most of all the work was done by volunteers who felt this was their home that they were renovating.

The sense of belonging and community is felt by all who come to our center, including staff and volunteers.

Looking Ahead

We plan to start more children's programming and offer different kinds of training for employment skills. Employment training and career services in addition to financial empowerment services are in high demand by our clients. CMWI will work to expand these services in 2019-2020 fiscal year.

Humaira Jaleel - Chief Operating Officer

Date: 18th June, 2019