

2022-2023 ANNUAL REPORT

STRONGER TOGETHER



THE IMMIGRANT
EDUCATION SOCIETY

We are stronger together

This report is a time capsule. It records how TIES has demonstrated the power of unity and collaboration through its journey of providing assistance and support to our community. It showcases our achievements and continuous exploration to better help our community, reach higher financial sustainability, expand our public presence, empower our team, and implement research initiatives to address the evolving needs of new immigrants in Canada. Looking forward, we anticipate new opportunities and challenges that will further foster growth, connections, creativity, mindfulness, and teamwork. These are the building blocks on the road to achieving our vision. This moment in time is full of hope and excitement, a keepsake to look back in the future.

OUR VISION

An inclusive and pluralistic society.

OUR MISSION

To provide innovative language education, customized employment training and placement, and integration services to newcomers and Canadians based on best practices.

OUR VALUES

Togetherness | We prioritize relationships and respect for each other

Inclusion | We welcome and embrace pluralism

Empowerment | We instill confidence and strength in ourselves and others

Service | We serve and build our community

OUR IMPACT THIS YEAR



24,183+
Clients Served



171
Staff



9,700+
Volunteer Hours



40
Programs



140
Volunteers



88
Countries
of Origin



140+
Collaborations with Partner
Organizations



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FUNDERS & DONORS

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Web Outreach

441,143

Website Pageviews
(16% Increase)

6,538

Facebook Followers
(42% Increase)

986

Instagram Followers
(24% Increase)

7,674

Newsletter Subscribers

4,732

LinkedIn Followers
(56% Increase)

1,286

Twitter Followers
(4% Increase)

Together we are Stronger, 2022-23

TIES 2022-2023 fiscal year saw immense change, which provided us with an opportunity to grow and prosper, and reminded us of the importance of resiliency and community. Our commitment to creating an inclusive and pluralistic society has remained at the forefront of our priorities, ensuring all decisions continue to be made with this ultimate goal in mind.

CHALLENGES

After a challenging couple of years for the world as a whole due to the COVID-19 pandemic, our 35th year of operation began to allow us to remove COVID restrictions from our policies and return to providing all of our in-person services, gradually at full capacity. This served as a huge relief for many of our clients and staff, while we simultaneously continued to maintain many online services developed prior to and during the pandemic in the goal of providing accessible learning for all.

PRIORITIES

This year we revisited and updated our Strategic Plan, identifying 5 strategic priorities and creating tangible actions we wish to carry out through 2023-2025 in order to continue to improve and grow.

The five priorities provides strategic directions to the Society's advancement with focuses on Impactful Services, Financial Sustainability, Empowering People, Growing Community Profile, and Enhanced Research. Through our identified actions, we hope to continue to provide quality services and supports to our clients, while also growing these services to meet the needs of a larger community. We are aiming to maintain current revenue streams and explore additional funding and revenue generating opportunities for our strategic goal of financial sustainability. We want to both attract and maintain qualified and competent staff, and hope to provide competitive employment packages and advancement opportunities. We are creating a comprehensive communications plan in the hopes of expanding our organization's reach

and building additional working relationships with community partners. And finally, we want to address our investment in research and program development as it has created a unique asset and provides multiple resources that are widely shared and respected within the Immigration sector and beyond.

GOVERNANCE

As a Society we are very excited for the Strategic Plan we developed this year, and we are confident that it will provide clear direction and guidance for us to grow our reach and impact. To strengthen the governance capacity of our Board of Directors, with the great assistance of a professional consultant, we have updated our board governance policies, which will surely enhance our board's capacity to govern the organization in compliance with all rules and regulations.

However, we also suffered a major loss this past year when our VP, Research and Program Development, Dr. Cesar Suva, unexpectedly passed away. Cesar was a dedicated colleague, researcher, and above all else, friend. His legacy will live on through TIES Research and Program Development Department that will ultimately evolve into TIES Immigrant Research Centre, a space that will help in benefitting the lives of immigrants and newcomers, a dream that Dr. Cesar Suva always worked to achieve.

GROWTH

This past year we were able to grow in a number of capacities. This included our total clients served moving up to 24,183+ clients, the most it has ever been in TIES history, as well as significantly increasing our total revenue, and offering a total of 40+ unique programs to immigrants, newcomers and economically disadvantaged citizens. With the expansion of our services, we quickly ran out of space in the three facilities we have. While increasing our efforts to grow our e-learning capacities, we also began to search for additional space in order to suit our needs and cater to the high demand for programs within the community. As well, we had the opportunities to host an

array of successful events this past year, addressing different needs in the community. This included the following TIES organized events: E-Learning 10th Anniversary celebration, For the Love of Literacy Online Conference, 2023 Canadian Youth Online Forum, Multicultural Festival, Stampede Breakfast, Staff and Volunteer Appreciation, Employment Networking events, and many, many more. The consistent development of new programs, increase in clients served, organizing more events, and increasing revenue over the past 35 years demonstrates our commitment to our Vision for an inclusive and pluralistic society, and we are confident that our capacities and our impact will only continue to grow in the coming years.

ACHIEVEMENTS

Our achievements and efforts have been recognized in many ways. Our Drop-In ESL Classes volunteer instructors received the 2022 Leadership Recognition Award from the City of Calgary in recognition of their outstanding volunteering efforts in Greater Forest Lawn. Our organization had the pleasure and honor to be



selected as one of the organizations to award ten Queen Elizabeth II's Platinum Jubilee Medals in Alberta, where five of TIES own staff and volunteers deservedly received this prestigious award.

FUTURE

In conclusion, we have many exciting plans and developments on the horizon, ones that would not have been possible without the continued support and encouragement we have received from partners, funders, donors, volunteers, staff, and more, over the years. The professional governance and ever unfailing support from the Board of Directors ensured our organization's expansion of services and impacts in line with our Society's vision, mission, values and strategic directions. We hope you will continue to join us on our mission to provide innovative language education, customized employment training and placement, and integration services to newcomers and Canadians based on best practices in years to come. We are stronger together. Please enjoy our 2022-2023 Annual General Report, as I invite you to read on and explore our many accomplishments and great impacts made from this past year.

-Dr. Sally Zhao

PRESIDENT & CEO



With a special thank you to the Executive Communications Support, Sabina Kukurudziak



TIES Multicultural Festival

TIES Grand Opening and Multicultural Festival was held on Sept. 8, 2022 as a Pop-Up Site during Alberta Culture Days celebrations. We had over 300 guests in attendance to celebrate diversity and multiculturalism in the Westwinds community of Calgary. TIES Multicultural Fashion was a huge hit which consisted of students, staff and volunteers strutting their stuff down the runway, showcasing their beautiful traditional clothing. We then had performances by: Radwa Nasr with Egyptian Folk Dance Academy, Krakusy Polish Folk Dance Association, Marakame Mexican Dancers, Tricia Edwards, pianist and Raul Gomez Tabera, percussion and our own TIES band. Guests had an opportunity to try samplings of various ethno cultural foods and took part in the Grand Opening of the TIES Westwinds location.

To top it off, we also celebrated the opening of our new third location in Westwinds at #200 - 3675 63 Avenue NE, Calgary, Alberta. Our new facility is 12,400 sq ft of office and classroom space with easy access to parking and transit.



YAHOOO to TIES Pancake Breakfast

On the last Friday of Stampede, we hosted a pancake breakfast for our staff. The Welcome Centre turned into an eating frenzy, with some Country line dancing mixed in. All our staff enjoyed the sunshine with colleagues, while commemorating Calgary culture and history. We are looking forward to more pancake breakfasts for years to come!



For the Love of Literacy Conference by TIES Literacy Centre of Expertise

TIES Literacy Centre of Expertise held its first annual dedicated literacy conference, For the Love of Literacy, on September 17, 2022. This one-day online event had 274 participants from across Canada and beyond. Michel Chikwanine, a former child soldier, was the phenomenal keynote speaker and there were 13 exceptional presenters from the East to the West coast of Canada. This could not have been done without the numerous volunteers who dedicated their time to helping us make the event a huge success. Participant feedback was overwhelmingly positive and appreciative as this conference was entirely dedicated to literacy issues and was the first of its kind in Canada.

For many years literacy instructors have been working in isolation with limited supports. Our conference was instrumental in bringing the community together to celebrate and share expertise in the field of literacy instruction.



TIES Canadian Youth Forum

TIES Virtual Youth Forum engaged more than 200 Canadian youth ages 14 to 25 year olds from diverse regions in an exploration of Equity, Diversity, and Inclusion (EDI) in Canada. The Forum was held over zoom for three consecutive days February 17-19, 2023.

The Forum provided youth with access to experts who were deeply involved in promoting EDI in their communities.



The Forum was hosted by youth from Tomorrow Youth, a culturally diverse group of Alberta young people who came together to promote anti-racism after several racist events occurred in our province during the pandemic. Tomorrow Youth created promotional videos, reels, led panel discussions, and facilitated keynote sessions. Each day, they prepared videos, poems, and artwork based on the following three topics of discussion for that specific day: Understanding and Supporting People with Disabilities, Women and Girls' Rights and Anti-Racism. They premiered a video their group created on Anti-racism. They also led a daily youth Town Hall that involved developing an art project on diversity.

The Youth Forum was an opportunity for youth to learn more about EDI, share their insights, and make commitments on actions they could take to promote more inclusive communities. Each day's activities developed a particular focus in EDI: anti-racism, women's rights, and disabilities and within that explored three themes-- intersectionality and identity, advocacy and activity, and rights and responsibilities.

Ukrainian Support

ST. VLADIMIR'S WELCOME AND DONATION CENTRE

Calgary Newcomers Collaborative (CNC) Partnership initiative: Operating Saturdays since April 2022 at St. Vladimir's Church, we provide resources & navigation support for donations, language, settlement, housing, employment, mental health, and more for Ukrainians fleeing the war.

157,885

Ukrainians arrived in Canada under CUAET

IMMIGRANT ARRIVAL CENTRE

CNC Partnership initiative: Open for all newcomers but inspired by the Ukrainian crisis, we provide a warm welcome, access to needed services, and support in an emergency for newcomers arriving at the Calgary International Airport 7 days a week.

30,000+

Ukrainians settled in Alberta

TIES OPEN DOORS ESL AND SETTLEMENT

Weekly on-line classes with open entry, no registration, no pre-assessment gives people learning English a way to enhance their English language skills while they are working or waiting for English classes to become available.

3,100

Ukrainians supported by TIES settlement services

TIES OUTREACH AND FOLLOW-UP SERVICES.

TIES offers support with documentation & benefits (e.g., Fair Entry, Federal benefit, Visa issues), and support & referral for Language, Mental Health, Settlement, Housing, Employment, etc. services.

TIES HEALTHY MINDS SERVICES.

Mental Health supports offered by Ukrainian-speaking counsellors are available as needed.

YOUTH & FAMILY SUPPORTS

Youth programs, day camps, language, family support, parenting support, and mental health support are available.

CAPACITY BUILDING SUPPORT OUTSIDE CALGARY

TIES provides networking and support for rural settlement partners in Alberta by providing training and best practice tips, sharing service & program models that were implemented in Calgary, and inviting people in rural Alberta to attend our on-line services.



Volunteer Recognition

On December 5, 2022, TIES received Social Innovator Award, a Regional Canada's Volunteer Award 2021 for Prairies (Manitoba, Saskatchewan and Alberta) at the Ceremony in Ottawa. Canada's Volunteer Awards (CVA) recognized TIES for the contributions in volunteering and strengthening of the communities.

The Spirit of GFL (Greater Forest Lawn) group (Trellis, Action Dignity, City of Calgary, 1 resident of GFL) hosted the 6th Annual Leadership Recognition Awards on March 3rd, 2023, to acknowledge and celebrate the amazing work volunteers do in Greater Forest Lawn. TIES' Drop-in ESL Classes Volunteer Instructors, a group of 17 Drop-in ESL volunteer instructors, were awarded with certificates of Volunteerism signed by the City of Calgary by honourable Mayor Jyoti Gondek in recognition of outstanding volunteering efforts in the Drop-in ESL program.

Our long-time volunteer Marjorie Cameron for the Drop-in ESL Volunteer, was one of the Recipients of the Queen Elizabeth II's Platinum Jubilee Medal (Alberta).



Queen Elizabeth II's Platinum Jubilee Medal

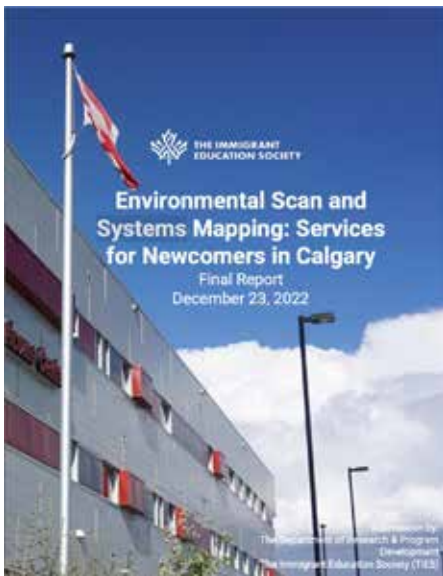


This commemorative medal was created by / the Government of Alberta to mark the 70th anniversary of her late Majesty Queen Elizabeth II's accession to the Throne as Queen of Canada.

The Queen Elizabeth II's Platinum Jubilee Medal (Alberta) is a tangible way to honor Her late Majesty for her life of service to this province and country. At the same time, it serves to honor significant contributions and achievements by Albertans. During the Platinum Jubilee year, 7000 deserving Albertans were recognized throughout the province.

TIES was grateful for the opportunity to award this medal to the following 10 recipients: Anusha Kassan, the late Dr. Cesar Suva, Donna Clarke, Dora DiLullo-Patten, Jeny Mathews-Thusoo, Joud Shafiq, Marjorie Cameron, Mohammad Awada, Elder Ruth Scalp Lock, and Suman Khanal.

Research Third-Party Evaluations



TIES Research and Program Development (RPD) team has been proficiently conducting third-party evaluations and providing contractor services to community organizations varying from program evaluations to systems mapping, community engagement and satisfaction evaluation since 2019. Recognizing the power of collaborative strength, our team has undertaken a variety of evaluations harnessing collective skills in performance metric development, data collection and analysis, qualitative and quantitative evaluation, and program improvement planning. This stream of services marks a significant stride in our commitment to being “Stronger Together,” providing support and expertise where it’s most needed in a united effort to uplift our communities.

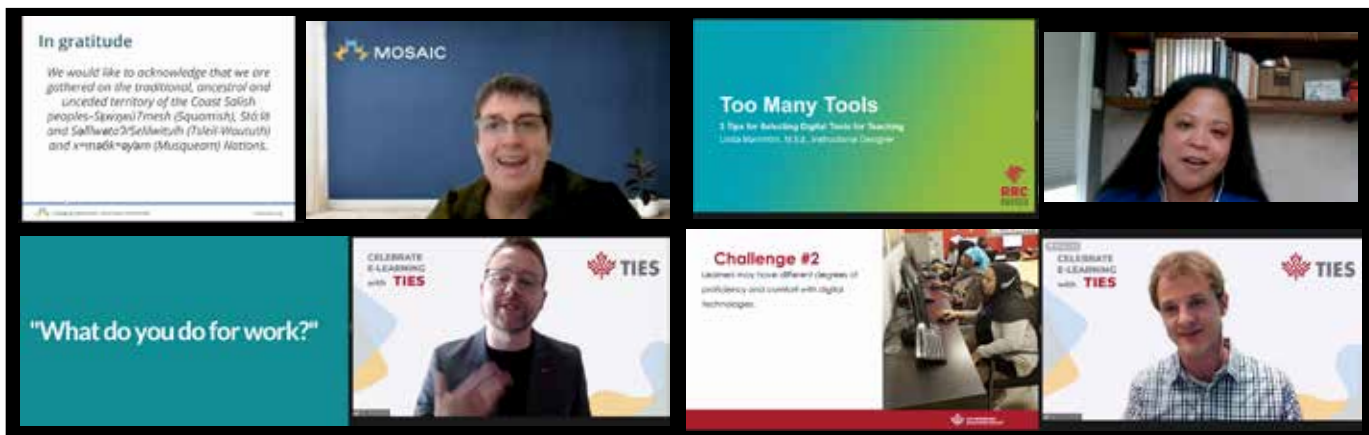
Our Research and Program Development (RPD) team is excited to continue the efforts in building a great network to support other not-for-profit and corporate organizations on their evaluation needs.



Celebrate e-Learning with TIES: Innovation + Inspiration

On October 20, 2022, TIES celebrated 10 years of dedicated investment in e-Learning with a day of online talks designed to inspire and engage the non-profit sector. Six presenters from across Canada joined our team to break down where we’re at, trade best practices, and look to the future of e-Learning in the settlement sector. Presenters included: Alison Heath and Astrid van der Pol, MOSAIC BC; Colyn DeGraaff, SMART Technologies; Jeremy Wilson and Donna Clarke, TIES Literacy Centre of Expertise; Linda Manimtim, Red River College Polytechnic; and Marco Campana, marcopolis.org.

We were so pleased to host this event, allowing us to both learn from and spotlight these leaders in their respective fields. Fittingly, the day culminated with a presentation from Marco Campana on the importance of collaboration and resource sharing across the sector – encouraging agencies to amplify one another’s work, and underscoring the fact that we are, indeed, stronger together.



Founder's Scholarship: Chikamara Uchendu



In 2018, TIES introduced TIES Founder's Scholarship, a \$1000 sponsorship awarded to an individual pursuing education or training in a field that empowers the applicant to support newcomers to Canada.

The scholarship honors Salim M. Sindhu, the Society's principal founder who immigrated to Canada in 1974 and established TIES in 1988 in order to help fill the gaps in services for newcomers.

The 2022 Founder's Scholarship was proudly awarded to Chikamara Uchendu, an undergraduate student in the Faculty of Social Work at the University of Calgary. Uchendu's proposal addresses major barriers newcomers face regarding entryway into employment in Canada. She suggests introducing attractive incentives for Canadian employers who take chances on newcomers, such as annual recognition awards, tax breaks, and employment grants.

Uchendu's continued work and dedication in identifying best support practices for newcomers is admirable, and we are very happy to contribute to her efforts through TIES Founder's Scholarship.

TIES New Website

We have revitalized our website, ensuring enhanced accessibility and navigation for all clients, staff, funders and the wider community. A notable improvement was the complete mobile optimization of our website, allowing seamless browsing from your phone to tablet to computer. We have introduced eligibility filters, enabling prospective clients to know which programs are relevant depending on immigration status and class type preference showcasing relevant and applicable TIES programs.

Special thanks go out to the team at Hawk Design, who created a user-friendly site that has created a digital way for us to showcase our exceptional clients and staff throughout the site. We are thrilled to announce that our website now showcases an extensive collection of photographs capturing our exceptional staff and clients across multiple locations.



LANGUAGE BUILDS CONNECTION

Being able to speak the majority language within a new country directly impacts an individual's ability to build connections. We help newcomers build connections so that they can strengthen ties in their community. Our language programs focus each day to support our clients in their mission to acquire the language and skills necessary to navigate life in Canada. Our largest language program, Language Instruction for Newcomers to Canada (LINC) is a Canada-wide English language and settlement-training program which helps newcomers to learn the English language skills needed to live, find employment, and study in Canada. This year, our LINC program expanded from 44 to 74 classes. Sixty-three new computers, twelve new smartboards and eight Logitech cameras were purchased in order to support our growing clientele.

Aside from language classes, LINC clients have access to a support service called the Care for Newcomer Children (CNC) program. This program has continued to provide age-appropriate activities that are designed to help children understand life in Canada. The children in the CNC program grow and become strong and capable learners. Thanks to the renovations completed at our Whitehorn location, we are able to offer more accessible programming for newcomer children in Calgary.

An area that continues to grow and strengthen at TIES is our volunteer-run programs. This past year, we collaborated with The Spirit of GFL (Greater

Forest Lawn) group (Trellis, Action Dignity, City of Calgary, 1 resident of GFL) and participated in the 6th Annual Leadership Recognition Awards ceremony on March 3rd, 2023, that acknowledges and celebrates the amazing work volunteers do in Greater Forest Lawn. Our Drop-in ESL Volunteer Instructors, a group of 17 individuals who have volunteered for at least one-year, received Certificates of Volunteerism for their outstanding work in 2022.

With the devastating situation in Ukraine unfolding over the last year, we have opened our doors virtually to support individuals who are looking for conversation classes to get more used to speaking in the English language. Every Wednesday for two hours: we introduced our Open Doors program to the community. For one-hour you would receive an English lesson and then the following hour would be open for conversations. This program is open to all newcomers, and we received a large uptake from the Ukrainian community.

Digital has become an even more important avenue to connect with more and more newcomers over the past year! From our self-driven online courses that can be completed at any time to our newly introduced program Bridge for Digital Youth (BDY) which enabled participants to complete the course using only their phone, no computer needed. This advancement in the use of technology has provided learning opportunities to those who may not have been able to receive them before.



LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)

TIES has offered LINC classes since 1992 with the goal of preparing newcomers for life in Canada. LINC is offered in 3 stages at TIES: Literacy (Literacy Foundation to Literacy 4), Stage 1 (Pre-benchmark to CLB 4) and Stage 2 (CLB 5 to CLB 8).

1361
Clients Served

75%
Completed
Entire Course

CARE FOR NEWCOMER CHILDREN (CNC)

The Care for Newcomer Children (CNC) Program provides children whose parents are attending LINC/Literacy programs at TIES with age-appropriate activities designed to help them understand life in Canada.

221
Clients Served

138
Parents Served

TIES OPEN DOORS

Weekly on-line classes with open entry, no registration, no pre-assessment gives people learning English a way to enhance their English language skills while they are working or waiting for English classes to become available.

309
Clients Served

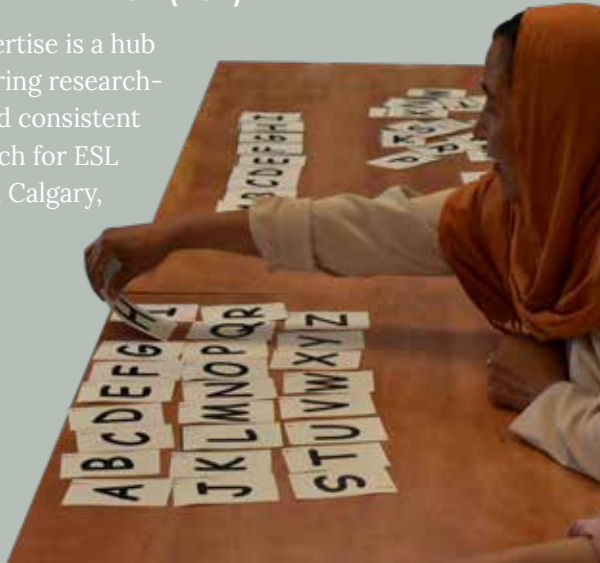
36
Free Weekly Classes
since August

LITERACY CENTRE OF EXPERTISE (LCE)

The Literacy Center of Expertise is a hub and information centre sharing research-based best practices to build consistent and client-centered approach for ESL literacy service providers in Calgary, Alberta and beyond.

1,469
Clients Served

55,789
LCE Website
Overall Pageviews



READING ROOM

Reading Room provides one-on-one tutoring support for adult foundational learners struggling with reading and writing in English. All sessions are run by volunteers.

72
Clients Served

438
1-1 Tutoring Hours
by 14 Volunteers

DROP-IN ESL

Drop-In ESL offers flexible, affordable English classes convenient for adult learners who have to schedule their classes around childcare needs and work commitments.

274
Clients Served

3,258
Volunteer Hours

LITERACY & BASIC ENGLISH

Literacy & Basic English offers literacy-level classes to beginner English learners. Unlike LINC Literacy, this program is available to Canadian Citizens, Work Permit holders and Refugee Claimants.

43
Clients Served

82%
Better understand
Canadian Culture

COMPUTER ACCESS FOR LITERACY LEARNERS (CALL)

CALL equips literacy-level learners with the basics of using a computer. Classes are beginner-friendly, hands-on, and easy to follow.

103
Clients Served

93%
Felt Classroom was
a Safe and
Welcoming Place

Language Success Stories

1 Kawthar (Literacy ½) and Ali (Literacy ¾) Students

“No school Syria, I like school in Canada. Writing, speak English, listening is good.”

“School is very good. Before I don’t understand anything, now I understand. Only I have a little bit in speaking. Listening is good and now I am so happy. Me and my wife, we like school. I need to understand more for reading”.



2 Bridge for Digital Youth (BDY) Student

“I had an amazing experience in the Evans Hunt practicum. We were thrilled to be working with a real client “ Evans Hunt themselves! The project was very challenging, but also very exciting.”

3 Language Instruction for Newcomers to Canada (LINC) Student

“The program helped to improve my English skills, as well as I was able to study at my convenience. My teacher was helpful, friendly and respectful. LINC Home Study helped me find temporary work at a seniors long term care facility which has resulted in a full time job.”



LINC HOME STUDY

LINC Home Study offers online, one-on-one English classes for newcomers unable to attend class in person due to disability, family commitments or conflicting schedules.

250

Clients Served

89%

Progression Rate

LINC BLENDED

LINC Blended is a part-time English class delivered 50% online and 50% in-class. Classes are held every Saturday, it's a good option for clients who can't attend classes during the week.

54

Clients Served
(23: CLB 5/6 &
31: CLB 6/7)

100%

find LINC Blended
Helped them Reach
Language Goals

ENGLISH FOR EMPLOYMENT: JOB SEARCH (EEJS)

EEJS is a self-driven online course hosted on our learning management system, which helps newcomers and pre-arrival candidates improve their English and job search skills.

138

Clients Served

BRIDGE FOR DIGITAL YOUTH (BDY)

BDY is an innovative research pilot and 13-week employment training program for youth who are interested in building careers in digital marketing and online business.

20

Clients Served



Mobile-Based
Program

E-LEARNING PROGRAMS

INDIGENOUS VOICES IN THE CLASSROOM (IVIC)

IVIC comprises 3 curriculae and 800 pages of classroom activities and instructional guidance on the Indigenous people that have called our land home since time immemorial.

800+

Pages of Classroom Activities
and Instructional Guidance

NEWCOMER INTRODUCTION TO CLASSES ONLINE (NICO)

NICO is a self-driven digital literacy training course that introduces participants to the principles of studying online.

141

Individual
Participants

11

Service
Providers

WORKPLACE ONLINE RETENTION CLASS (WORC)

WORC is a self-driven resource intended to help English language learners develop their workplace communication skills, and excel in their career.

47

Clients Served

Feel empowered on your career path.

Finding employment in a new country is an important aspect to building a prosperous life. Our Employment programs prepare newcomers to build skills that directly impact their ability to find employment. TIES Employment Support Programs (ESP) helps newcomers develop the necessary skills to navigate the Canadian job market, secure employment, adapt and integrate into the ever-evolving world of work and make meaningful contributions to Canadian society.

In the Empowering Youth Through Employment Program (EYE), we were able to introduce the hybrid model of learning to our clients. This empowered more youth to join the program who previously were not able to join due to long commute times and other personal reasons. The clients were able to attend various career fairs and employment related events in person which gave them opportunities to network and build long lasting connections. TIES Employment team organized and attended four major Job Fairs in the city over the past year. Along with hosting its first Open House to introduce our employment services to the public right in the Westwinds community of Calgary.

This past year, we introduced the New Immigrant Women Becoming Entrepreneurs (NIWBE) program which addresses the main gap research has identified.

NIWBE provides a space for connection and community while also bringing awareness and sensitivity to individuals from different cultures and backgrounds. The ten-week cohort provided learning sessions for immigrant women to access workshops and mentors who can help them develop and grow their business ideas in a supportive environment.

TIES and fellow immigrant-serving organizations understand how essential it is to collaborate to support the needs of newcomers as they arrive in Canada. TIES has been an instrumental partner in the creation of the Calgary Newcomers Collaborative (CNC) along with fellow immigrant serving agencies. Since the beginning of the conflict in Ukraine, we have observed Ukrainians and individuals with Canada-Ukraine Authorization for Emergency Travel (CUAET) visas arriving with varying levels of need. CNC partners have come together to provide the core services needed, from basic support to trauma-informed wrap-around services, to ensure seamless delivery and support. This past year, Supporting the Unmet Needs of Ukrainians in Calgary (STUNNING) program was created through the CNC partnership.



EMPOWERING YOUTH THROUGH EMPLOYMENT (EYE)

Empowers youth (between the ages of 15 and 30), to overcome barriers to employment, through employability skills training, and meaningful work experiences. Participants receive a living allowance while attending the program combined with childcare, transit, and other supports.

51

Clients Served

88%

Found Work

ENHANCING YOUTH POSSIBILITIES (EYP)

EYP is a fast-track program for young professionals ages 18-29. Participants attend a two-week group session with an instructor and career coach, followed by four weeks of paid practicum at a local employer.

24

Clients Served

77%

Found Work

STUNNING (SUPPORTING THE UNMET NEEDS OF UKRAINIANS IN CALGARY)

Calgary Newcomers Collaborative (CNC) partners have come together to provide the core services needed, from basic support to trauma-informed wrap-around services, to ensure seamless delivery and support.

3,318

Clients Served
Through Entire Project

103

Clients Specifically
Supported by TIES to
Find Work

RETURN TO WORK IN ALBERTA (ROWA)

ROWA provides customized support, advocacy, and mentorship to help EI recipients return to work. Financial help is provided to participants to assist with courses, job equipment & daycare.

63

Clients Served

65%

Found Work
(Still supporting
remaining 35%)



ADMINISTRATIVE SUPPORT FOR A DIGITAL ALBERTA (ASDA)

ASDA is an online program that equips participants with computer skills, workplace soft skills and job search skills to begin a career as an administrative professional. Including volunteer practicum.

54

Clients Served

98%

Feel Prepared for
Employment

CLERICAL & COMPUTER SKILLS TRAINING

Clerical & Computer Skills Training helps participants prepare for a job in a Canadian office. Includes 15 weeks of in-class training and an 80-hour volunteer job placement.

75

Clients Served

94%

Graduated

ACCOUNTING PROGRAMS

TIES offers four different accounting courses: Basic Accounting, Advanced Accounting, Quickbooks & Sage 50. Participants develop their skills in accounting principles and software.

92%

of Basic Accounting graduates
joined a higher level program

350

Clients Served



ADVANCED CHILDHOOD EDUCATOR TRAINING (ACET)

ACET is a part-time program for PRs, Conventional Refugees and naturalized Canadian Citizens to receive their Level 2 Early Childhood Educator Certification.

40

Clients Served

85%

From 1st-Intake
Found Work

Hear from our Employment clients:

MESSAGE FROM OLEKSANDR STEPANCHUCK

(EST Program now working at SHAW as a customer service professional.)

"You Should be passionate about learning it takes time, never give up and be open-minded to new things. Go out there and meet people. Together we are stronger let's collaborate and support each other."

One success story is that of Oleksandr Stepanchuck, who worked for 3 years as a Technical Support Engineer for Microsoft 365 in China. Oleksandr was looking for work since arriving in Calgary without much luck. Fortunately, Oleksandr's path crossed with the EST (Employment Skills Training) program, which proved to be a turning point in his career. The program offered invaluable support, providing him with the necessary tools to enhance his interview preparedness, cultivate the right professional demeanor, and establish meaningful connections within the community.

Oleksandr successfully transitioned into a role as a customer service professional with Shaw. Oleksandr's commitment to continuous learning and professional growth remains a driving force behind his accomplishments.



MESSAGE FROM FATIMA ALIYAN

(EST Program now working as an office Manager at a Dental Clinic.)

"I encourage every one to stay motivated to know that process to get where you want to be. I know it's hard but your gonna get there, with the right support of TIES and students there's always strenght of being together."

In her initial month of job searching, she faced unexpected challenges despite having previous work experience abroad. Disappointed by the lack of success, she turned to online resources for career guidance and came across TIES.

Impressed by the program's relevance and flexible schedule, she enrolled and benefited greatly from the connections to recruiters, events, and valuable job search and interview preparation insights provided by TIES. Through her dedication and the assistance of the TIES program, she successfully navigated her career path, achieving a managerial position while continuing her professional growth as a registered dental assistant.



Employment Support Programs (ESP)

We offer three streams of programming under the ESP banner: Employment Skills Training (EST), Occupation Specific Training (OST), and Job Search Support Sessions. Overall 87% of clients graduated and 81% of clients found employment.

EMPLOYMENT SKILLS TRAINING (EST)

EST equips newcomers with the skills to find meaningful work in Canada through business communication, job search, and computer skills plus networking opportunities. Offered full-time, part-time and online.

194

Clients Served

75%

Found Work

OCCUPATION SPECIFIC TRAINING (OST)

OST offers job-specific language and skills training courses in three fields: Government-certified Alberta Basic Security Training, Government-certified Level 1 Childcare, and Warehouse / Logistics.

144

Clients Served

88%

Found Work



JOB SEARCH SUPPORT SESSIONS

TIES employment counsellors offer one-on-one sessions to provide job search guidance, encouragement and referral to helpful programs.

301

Clients Served

80%

Found Work



NEW IMMIGRANT WOMEN BECOMING ENTREPRENEURS (NIWBE)

NIWBE is an entrepreneurship development program focused on providing new immigrant women with business development skills and access to personalized supports and mentorship.

39

Clients Served

95%

Completed full 10-Week Program



Supporting your settlement journey.

Newcomers thrive in their new country when they receive support for the core tasks of settlement-- finding work, making friends, strengthening English skills, navigating the city, and accessing needed resources. Our settlement programs are designed to help newcomers and new Canadians find where to go, what to do, and who to speak with. We provide accessible programs that support newcomers on their settlement journey.

This past year, we are especially proud of some new initiatives. Over the summer months we provided ESL Summer Camps to Ukrainian newcomers for the first cohort and all newcomer children for the second cohort. This was an especially exciting program to support newcomer children to make friends and build connections in their new home, while also learning English.

Within the Calgary Newcomers Collaborative (CNC), the Immigrant Arrival Centre was created in partnership with the Calgary International Airport. This first of its kind initiative brought together organizations to be a first point of contact for newcomers within the Arrival area of the Calgary International Airport.

Our Healthy Minds program adopts a low barrier method to reach our hard-to-reach target population. The program expanded to offer the services of ten counsellors who speak more than 9 languages and finally realized our goal of offering services day and evening, seven days a week.

TIES Free Tax Clinic runs all-year round to support newcomers and low-income Calgarians. This past year we were able to provide in-person support again while also maintaining the virtual option for our clients.

And lastly, what started as the planting of a community garden at TIES Welcome Centre in June of 2022, then sprouted into the official GROWing with Seniors program. The team engaged newcomers and seniors on the topic of regionally specific gardening to create hands-on workshops on the topics of growing food indoors and outdoors. Thanks to the support of the Calgary Horticultural Society (CHS) and the Kerby Centre.

Success Story:

The ambitious objective for Linking All Cultures Equitable (LACE) was to reduce the significant health inequities we observed among newcomers and to offer real solutions to the problems we were seeing. By collaborating in a coordinated set of initiatives, LACE leveraged our organizational strengths, areas of expertise, and existing programming to create a multi-faceted and multi-level plan. By working together, we were able to make impacts much greater than any one of us could have achieved alone.





HEALTHY MINDS

Healthy Minds provides certified counselling, mental health information, and workshops that address social, cultural, linguistic and economic barriers for newcomers, to provide culturally and linguistically appropriate services that are accessible to all.

634

Counselling
Clients Served

2,324

Counselling
Sessions

MONEY SMART FINANCIAL LITERACY

Money Smart provides financial literacy education to newcomers and vulnerable people to help them acquire the knowledge and skills to manage their finances effectively. Through group instruction, one-to-one coaching, and hands-on support, Money Smart helps newcomers work towards a stable financial future. Free Tax Clinic is also provided year-round to newcomers and low-income Calgarians.

2,279

Clients Served

474

Tax Clinic
Clients Served

1,224

Volunteer Hours

1,889

Group Counselling
Sessions

90%

Clients Achieved
their Financial Goals

209

1-1 Counselling
Sessions

WELCOME RESOURCES INFORMATION PROGRAM (WRIP)

WRIP connects newcomers to the services, supports, and communities that will help them thrive as they settle in Calgary. WRIP's individual approach ensures that our services are built around each newcomer's unique needs.

1,283

Clients Served

1,692

Supported for
Fair Entry

LINKING ALL CULTURES EQUITABLY (LACE)

The Linking All Cultures Equitably (LACE) partnership brought together four immigrant-serving organizations (TIES, CFN, ISC, AD) to address shortcomings in mental health services for newcomers.

9072

People attending Workshops, Presentations,
& Community wellness Events

1,500

Counselling Hours Completed

GROWING WITH SENIORS

GROWing with Seniors offers newcomer and immigrant seniors the opportunity to connect, learn and belong to a community through gardening, workshops and more. Seniors were provided with educational materials, instruction and resources to start gardening projects indoors and outdoors.

483

Clients Served

18

Events Organized
and Attended



Remote and Online Services for Professional Immigrants (ROSPI)

Our ROSPI project seeks to explore existing technologies utilized by settlement agencies when transitioning to remote learning for the purpose of better understanding both the benefits and affordances of available applications. Additionally, it contributes to our current process of developing easily accessible online and mobile-friendly resources for both professional immigrants and settlement agencies to help support the improvement of remote delivery.

The structure of this project is outlined in 4 phases:

- **Knowledge Building Phase**
- **Development of Improvements and Innovations to Existing Online Settlement Services & Other Digital Materials Phase**
- **Pilot Implementation Phase**
- **Pilot Evaluation Phase**



A primary overarching goal of this project is to help improve the identified lack of available specialized information surrounding accreditation, certification, and licensing requirements often sought out by professional immigrants. Our objective is to provide tailored resources to help support the success of professional immigrants, which in turn, we predict will aid in their accelerated integration into the labor market, which ultimately has potential to contribute to Canada's increase in economic growth and prosperity.

Currently, we are pleased that our data collection has identified a significant interest in accessing settlement services and settlement practitioners within our professional immigrant population. For this reason, our objective is to construct an easily navigable platform with accessible and relevant Alberta-specific information to help them integrate into their new communities, succeed in their chosen careers, and flourish in the local job market.

Hybrid Education Literacy Learning Optimization (HELLO)

The HELLO project is designed to examine existing approaches to hybrid instruction for LINC Literacy students and explore sustainable hybrid modes for literacy and lower-level clients.

The project is accomplished in 4 phases:

- **Knowledge Building phase**
- **Development of Materials Phase**
- **Pilot and Pilot Evaluation Phase**
- **Community Outreach and Data Sharing Phase**

Our current research for this project identifies that TIES Literacy clients are 50% less likely to drop out of a hybrid delivered program, and have a 90% attendance rate. Hybrid learning can increase ease of access to education for adult learners who face additional barriers such as clients with disabilities, clients living in remote or rural areas, those with unreliable transportation, or most

commonly identified, clients with complex caregiving needs. Therefore hybrid delivered education is especially valuable for the most vulnerable students, as well as offers flexibility to all students.

This past year, our team participated in the Metropolis Conference held in Ottawa, ON. During the conference we had the privilege of presenting our current research results with a diverse and devoted audience, which afforded us the opportunity to receive valuable feedback and insights from experts in the field.

Currently we are in the pilot and pilot evaluation phase of the project and will begin infusing the developed materials within TIES teaching environments, and the teaching environments of our partner organization in Edmonton. However ultimately, our goal looking forward is to additionally pilot our developed materials with literacy programs across Canada.



Environmental Scan and Systems Mapping: Services for Newcomers in Calgary

The Environmental Scan and Systems Mapping: Services for Newcomers in Calgary is a new research study to TIES as of April 2022 that aims to provide a current understanding of the dimensions and dynamics of the changing immigrant-serving sector in Calgary. This study outlines how organizations and services for immigrants can be understood using a core-periphery framing, whereby Calgary's immigrant-serving institutions yield promise and strength but not without the inherent dynamics of inequality and power that warrant attention.

TIES conducted this study as a component of a broader project initiated by the Calgary Local Immigration Partnership (CLIP) and funded by Immigration, Refugees and Citizenship Canada (IRCC). It employs three methodological approaches, including an environmental web scan, a survey, and interviews with organizational leaders and immigrants, to explore service priorities and gaps, funding patterns and processes, and challenges around evaluation and data collection, to inform policy, practice, and further research. Results from this study will be incorporated into a larger IRCC-funded project intended to ameliorate immigrant service delivery and supports within the city and beyond if appropriate and applicable.

The target audience for this research study on the immigrant-serving sector in Calgary may include:

- **Policymakers and Government Officials**
- **Organizations**
- **Researchers and Academics**
- **Immigrants**
- **Funders and Donors**
- **Advocacy Groups**

Overall, the study's findings can inform the development of policies and programs that better serve the needs of immigrants in Calgary, leading to improved settlement outcomes and integration into Canadian society.

Immigrant Coding Online for Development in Employment (iCode)

iCode is a free technical employment training program for eligible clients interested in working in Information Technology (IT) services.

This 6-month program includes:

- **An English Language Course**
- **A Technical Training Course**
- **A Practicum**

The final step in the program allows clients to participate in an unpaid practicum with local employers, providing them with Canadian work experience in the IT field, and the opportunity to break into professional networks

Currently, there is a 75% completion rate for clients enrolled in the program, in which 100% of graduated students express gaining significant confidence surrounding their potential in becoming economically integrated into the Canadian workplace, voice having expanded their network in the Canadian IT industry, and identify feeling more connected to the Canadian IT industry post program.

Ultimately, our iCode program aims to impart valuable IT knowledge to our clients by providing specific coding experience surrounding programs such as Javascript, REACT libraries, and Node.js, in efforts of increasing opportunities for immigrant and newcomer success within the Canadian workplace through capitalizing on high demand areas within the IT industry by providing opportunities to acquire specific skills and credentials in these areas.

In Conclusion...

The above outlined projects, programs and studies cultivated by our research department continuously work to contribute to our ongoing organizational vision and mission here at TIES. We are excited about what we have been able to produce and provide thus far as a Society, and are dedicated to continuing to grow our reach within the community, and universally encourage our Stronger Together mentality.

Message from the Board Chair

It is with great pleasure and immense pride that I address you today as the Board Chair of The Immigrant Education Society (TIES) on the occasion of our 35th anniversary. This remarkable milestone represents three and a half decades of unwavering commitment to empowering newcomers and building a stronger, more inclusive Calgary.

Throughout our journey, it has become abundantly clear to me that TIES is comprised of remarkable individuals. From our dedicated staff to our passionate volunteers, we have witnessed firsthand the transformative power of collaboration and collective effort. From language classes to employment support, settlement services to community engagement, together, we have been at the forefront of facilitating integration and fostering social inclusivity.

As we reflect on our accomplishments, it is crucial that we recognize the importance of collaboration and inclusivity moving forward. We must remain committed to working hand in hand with all voices—individuals and entities alike—who share our mission. By harnessing the collective strengths of our community and city, we can address the pressing issues that affect newcomers and promote a more equitable and thriving society.

This year's theme, "Stronger Together," perfectly encapsulates our vision for the future. We firmly believe that by fostering collaboration and unity, we can achieve even greater heights in our pursuit of empowering newcomers. Together, we are capable of creating lasting change and building a community where everyone belongs. As Hellen Keller eloquently said "Alone we can do so little; together we can do so much".

As a Board, we understand the significance of diverse perspectives and expertise. Each member brings unique insights and experiences to the table, enriching the society and its operations. On behalf of the entire Board, I would like to extend a warm welcome to our new members, Tomasia Da Silva, Adrian Costello, and Harsha Meheta. We are excited to work together and harness our collective wisdom to further enhance the impact of TIES.

I would also like to express our heartfelt gratitude to Kuldip Thind (7-years of service) and Marilynne Smith (5-years of service), who are leaving TIES Board of Directors this year. Their dedicated service and valuable contributions have played an integral role in shaping TIES into what it is today. We extend our sincere appreciation for their unwavering support and commitment.

One area that deserves special recognition from this past year is the continuation of TIES Founders Scholarship . By providing financial support to outstanding students pursuing higher education or training in a field which will empower and support newcomers to Canada, we have invested in their future and empowered them to become active contributors to Canadian society. The ripple effects of their success will undoubtedly contribute to a stronger and more vibrant community for all.

As we celebrate 35 years of TIES , let us look to the future with optimism and determination. We are confident that by staying true to our mission and embracing the spirit of "Stronger Together," we will continue to empower newcomers and foster a community where diversity is celebrated and every individual has the opportunity to thrive.



M'Liss Edwards
TIES Board Chair

M'LISS
EDWARDS

Board Chair

35

Years at TIES



GITA
BOYD

Vice Board Chair

6

Years at TIES



**NALINI
PLESCHE**

Board Treasurer

8

Years at TIES



**MARILYNNE
SMITH**

Board Secretary

5

Years at TIES



**PETER
PLESCHE**

Board Member

35

Years at TIES



**WILSON
HOWE**

Board Member

9

Years at TIES



**RABAIL
QASIR**

Board Member

7

Years at TIES



**KULDIP
THIND**

Board Member

7

Years at TIES



**MARILYN
MAGNAN**

Board Member

1

Year at TIES



**BARBARA
MERCIER**

Board Member

1

Year at TIES



Management Team

**SALLY
ZHAO**

President & Chief
Executive Officer

17

Years at TIES



**WEI
DANG**

Chief Financial
Officer

7

Years at TIES



**SUMAN
KHANAL**

Chief Programs
Officer

9

Years at TIES



**ROBERT
TOTH**

Vice President,
Entrepreneurship
Programs

3

Year at TIES



**EVA
SU**

Senior Manager,
HR & Office
Operations

18

Years at TIES



**JANA
CIOBANU**

Senior Manager,
LINC Program

15

Years at TIES



**IRINA
COPIL**

Manager,
Drop-In ESL &
Volunteer Programs

10

Years at TIES



**RACINE
DIALLO**

Manager,
IT & Training
Programs

10

Years at TIES



**KERRY
HOWARD**

Manager,
LINC Program

10

Years at TIES



**WHITNEY
LOEWEN**

Manager,
e-Learning &
Special Projects

8

Years at TIES



**CLIFFORD
MCGUIRE**

Manager,
Facility &
Operations

7

Years at TIES



**MAYSSOUN
HNIEDI**

Manager,
Employment &
Career Development
Programs

6

Years at TIES



**KATERINA
PALOVA**

Manager,
Research
& Program
Development

3.5

Year at TIES



**RONNI
ABRAHAM**

Manager,
Settlement &
Mental Health
Programs

2

Year at TIES



**WEI
WANG**

Financial
Controller

2

Years at TIES



**LEAH
HEBERT**

Manager,
Childcare

4

Months at TIES





We mourn the loss of Dr. Cesar Suva

In December 2022, TIES was devastated to announce the sudden passing of Dr. Cesar Suva, Vice President, Research & Program Development, but more importantly, the passing of our amazing friend, partner, ally, and kuya.

Cesar joined TIES in 2016, and quickly established himself in all of our hearts. He was a man with big ideas and a big heart, passionately working to help newcomers flourish in Canada, but equally driven by his belief in fun and exploration. He wore his doctorate with pride, but was even more excited to recount his rec hockey team's successes, or stop and chat about topics completely unrelated to work (such as Teslas, the best European cities for a beer, and the Korean boy band BTS). You were always left smiling (and a little wiser) after a conversation with Cesar.

Cesar had a knack for big ideas with a real plan. In his early years with TIES he developed the programs that would become closest to his heart, including GROW (Gardens for Refugees and Other newcomers Welcomed), which established a community garden for newcomers in the heart of Forest Lawn, and ReNEW (Refugees and Newcomers Emotional Wellness), a three-year research study into the emotional wellness of newcomers across Alberta, Saskatchewan, and Manitoba. With his guidance, ReNEW would grow into the much larger TIES Healthy Minds program, which continues to provide professional counseling, workshops, and safe space for hundreds of newcomers and low-income Canadian citizens. Through these programs and dozens of others, Cesar worked tirelessly to identify the needs of newcomers, ultimately realizing his vision to embed academic research in Calgary's newcomer-serving community with the creation of the Research & Program Development (RPD) department in 2019. The culmination of Cesar's vision and foresight, RPD significantly advanced the collection of evidence-based knowledge and data across Calgary's newcomer-serving sector, a legacy which will benefit tens of thousands of newcomers to Canada in the coming decades.

With Cesar's passing, we are suddenly bereft of our friend, our kuya, and our spark, and it is a loss we will carry deeply in the years to come. Cesar's legacy lives on in the thousands of lives he touched across our community, some unknowingly and some with gratitude, some big and some small, both near and far. We will think of him as we carry his work forward, and honour his work with our own. We hope you will join us in honouring him by exploring a little further, playing a little longer, and loving a little harder.

***“A life is not important except in the
impact it has on others.”***

- Jackie Robinson

Thank You To Our Funders, Donors,



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Report compiled by: Colleen Cory, Sabina Kukurudziak, Vanessa Dela Cruz, Will Peneyra & Zoraver Cheema.

And Community Partners!





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