



MOSAIC

Engaging Newcomers, Enriching Communities

ANNUAL REPORT
2021 - 2022

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Design – Culossal Art Works

About the Cover Art:

Original sketch by Khatira Daryabi. Khatira was born and raised in Afghanistan. After her activism for girls' education led to threats and traumatic experiences, she came to Canada alone as a refugee at the age of 14 and is now a student at the University of British Columbia.

Colour design and arrangement by Chris Culos of Culossal Art Works

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Vision

Together we advance an inclusive and thriving Canada.

Mission

MOSAIC enriches communities through services and advocacy, furthering the success and sense of belonging of newcomers and individuals from diverse backgrounds.

Our Values

These values drive our relationships
with clients, funders, community partners, staff and volunteers:

Excellence	We value the delivery of the best, person-centered services informed by the people served.
Innovation	We value relevant, responsive, and systematic services, embracing creativity and adaptability.
Inclusion	We value and advocate for inclusiveness in shaping our communities and workplaces.
Commitment	We value the passion and contributions of our staff, contractors, volunteers, partners and people served in fulfilling our mission.
Integrity	We value accountability, transparency, justice, and ethical and thoughtful decision-making.





Olga Stachova - CEO



Petra Kuret - Board Chairperson



Finding a place to call “Home”

World events have truly shaken us to the core.

Over this last year, an unprecedented 100 million people have been forced to flee their homes as a result of conflict, persecution, violence and environmental disasters.

Through all this, MOSAIC continues to be at the forefront of responses to these emerging crises – whether supporting resettlement of refugees and individuals displaced by war, aiding migrant workers in regions affected by floods, or keeping immigrant seniors connected.

Canadians have also stepped up to support those who seek refuge here – to build a new and safe life for themselves and their families: Federal and provincial governments acted fast to support Ukrainians fleeing war; Businesses are offering job opportunities for refugees from Afghanistan and Ukraine; Developers are providing safe transitional housing; Foundations have created emergency funds; and communities and individuals have opened their homes and networks to welcome newcomers.

So it is appropriate that this 2021-2022 Annual Report centres on the theme of “home” finding a place to call home, a home grounded in freedom, safety and peace.

In this issue, you will read how MOSAIC has provided access to safe and affordable housing, launching a centralized housing referral system for refugee claimants, connecting settlement workers and housing providers across the province. MOSAIC also proudly opened its first transition house for refugees, welcoming first arrivals from the islands of Manus and Nauru, resettled through MOSAIC’s Operation Not Forgotten initiative. A special partnership with local businesses has resulted in more housing for refugee arrivals, to help them settle and have a place to call “home” for a transitional period.

Finding a new place to call home also means settling and finding gainful employment.

Newcomers bring a wealth of experience and skills to our country and MOSAIC was pleased to launch new programming to fully value international work experiences. For example, the MOSAIC WorkXP program launched paid internships for immigrant professionals in their areas of expertise, addressing one of the key barriers to skills-commensurate employment, and the MOSAIC Social & Civic Engagement Opportunities: Pathways to Equity (SCOPE) created opportunities to include voices of racialized immigrants around decision-making tables in organizations and municipalities. Since many of MOSAIC staff are themselves immigrants and refugees, we are also proud to have been certified as a Living Wage Employer. There are many more examples found throughout this publication. It has been an eventful year indeed.

A massive thank you to MOSAIC staff, translators, interpreters, and volunteers who have been a dedicated force delivering with excellence, integrity, innovation, inclusion and commitment. Our volunteer Board of Directors has provided steady leadership and guidance, navigating a year of changes and responses to external crises. Thank you to our community partners, funders and donors – we could not do our work without your ongoing support and partnership.

Together, we have made a difference in the emerging needs of immigrants and refugees, and are proud to welcome all to their new home here in Canada.


Olga Stachova


Petra Kuret

Meet our Board of Directors and Executive Leadership

MOSAIC is proud of our commitment to the Government of Canada's 50 – 30 Challenge to increase organizational diversity at the Board and senior management level. The current slate of 11 Board members includes 73% with lived experience as immigrants or refugees and 55% who identify as women. On our Executive Leadership Team, 60% identify as women and 40% have lived experience as immigrants or refugees.

MOSAIC Board of Directors 2021–2022



Petra Kuret
CMC, BA
Chairperson



Dr. Gillian Creese
PhD, MA, BA
Vice Chairperson



Alex Cheong
CPA, CA, CBV
Treasurer



Serena Mawani
BCom, MBA
Secretary



Sylvia Ceacero
MBA, MA
Board Member



Paul Chai Peng Cheng
Architect AIBC
Board Member



Dr. Christian Duff
PhD, CPA, CA
Board Member



Bark Kong
CPA, CA, CBV
Board Member



Wendy Ma
BSc, MBA
Board Member



Yijin Wen
AIBC, PMP
Board Member



Barbara West
BCom
Board Member

Executive Leadership Team



Olga Stachova
Chief Executive Officer



Sharon Butler
Director
Corporate Partnerships
and Social Investment



Sherman Chan
Director
Family & Settlement Services



David Lee
Director
Employment, Language
and Social Enterprise



Sue Trevor
Director
Finance & Administration



MOSAIC At A Glance

MOSAIC is one of Canada's largest non-profit organizations that focuses on settlement and employment services for newcomers and those with diverse backgrounds.

The following snapshot of MOSAIC services is based on our fiscal year of April 1, 2021, to March 31, 2022:

20,000+ unique clients served

15,700 fee-based services provided

5,000+ clients connected through MOSAIC events

1,000+ employer partners

Our Services:

- Children, Youth & Family Support
- Diversity & Inclusion Training
- Employer Support & Engagement
- Employment Services
- English Classes & Testing
- Health & Counselling
- Interpretation & Translation
- Legal Information & Workplace Rights
- Refugee Sponsorship
- Settlement Services
- Violence Prevention & Support

90%

Client satisfaction
rate overall

90%

Clients recommend
MOSAIC

50+

service locations

45

programs offered

66%

of services
delivered online,
phone & email

34%

in-person
services

400+

full/part
time staff

280

volunteers

\$37.1M

revenue

\$36.5M

expenses

46

community
networks/
alliances

200+

interpreters &
translators

66

media inquiries
seeking MOSAIC
expertise

570,600+

website visits

1.2 Million+

social media impressions

Donors and Supporters

Recognition of financial contributions

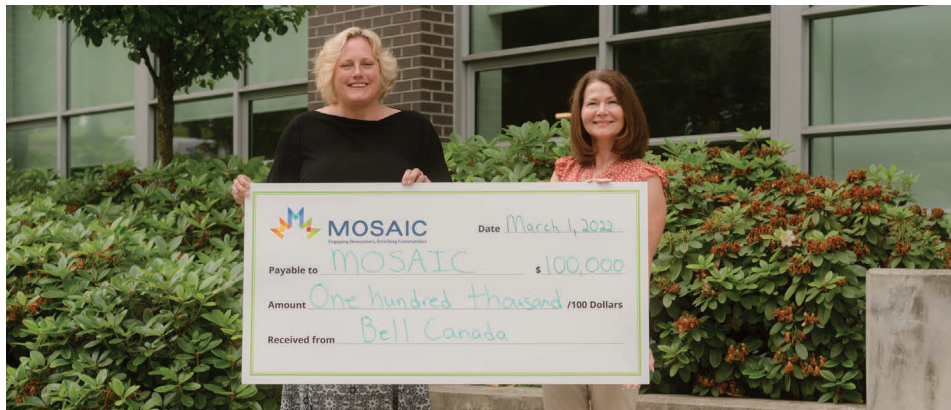
We are incredibly grateful for all those who chose to support MOSAIC's work with immigrants, refugees and newcomers. Your generosity is changing lives.

Below, you will find a list of the government funders, corporate partners and supporters who gave so generously between April 1, 2021 and March 31, 2022. We'd like to extend a heartfelt thank you!

Visionaries	\$100k +
Leaders	\$50k – \$99,999
Innovators	\$25k – \$49,999
Champions	\$10k – \$24,999
Builders	\$5k – \$9,999
Ambassadors	\$1k – \$4,999
Friends	\$250 – \$999

Government Funders

Canadian Heritage
 City of Burnaby
 City of New Westminster
 City of Vancouver
 Employment and Social Development Canada
 Immigration, Refugees and Citizenship Canada
 Ministry of Advanced Education and Skills Training
 Ministry of Attorney General
 Ministry of Children and Family Development
 Ministry of Education and Child Care
 Ministry of Jobs, Economic Recovery and Innovation
 Ministry of Municipal Affairs
 Ministry of Public Safety and Solicitor General
 Ministry of Social Development and Poverty Reduction
 Public Health Agency of Canada
 Public Safety Canada
 Women and Gender Equality Canada
Visionaries \$100,000+
 Ending Violence Association of BC
 The Hilary and Galen Weston Foundation
 Law Foundation of British Columbia
 Operation Not Forgotten – Generous donors from around the world
 STORMTECH
 WES Mariam Assefa Fund



Through the Bell Let's Talk Diversity Fund, \$100,000 was provided for MOSAIC's Newcomer Wellness Hub to provide mental health support for newcomers.

Leaders \$50,000 – \$99,999

Bell Canada
 CLAC Foundation
 Hudson's Bay Foundation
 RBC Royal Bank of Canada
 United Way British Columbia

Innovators \$25,000 – \$49,999

Community Food Centres Canada
 Vancity Community Foundation

Champions \$10,000 – \$24,999

Amazon
 Business Council of British Columbia
 Coast Capital Savings
 The Federation of Community Social Services of BC
 Janet Dymet
 The Jewish Community Foundation of Montreal
 Lorys Schouela

MOSAIC For Good: Employee Giving

Murat Aydede
 Nordstrom Foundation
 RBC Foundation
 Scotiabank
 Whole Foods Market Canada, Inc.

Builders \$5,000 – \$9,999

Access Pacific Enterprises Ltd.
 Craig T Wilson
 Matthew Walton
 Nicole Schouela
 Patricia D Cromwell
 Rainbow Foundation of Hope
 Shaw Multicultural
 Tolulope Bakare
 Trans Care BC at Provincial Health Services Authority
 The University of British Columbia



MOSAIC's Migrant Workers Program received an incredible \$100,000 commitment from the CLAC Foundation that will have a major impact for migrant workers in emergency situations.





The Hilary and Galen Weston Foundation's generous donation of \$250,000 to MOSAIC's Afghan Response Fund supported crucial resettlement and integration services for Afghan refugees.



Refugee and refugee claimant clients stayed warm and dry this past winter thanks to an amazing donation of more than 3,800 jackets (worth \$325,000) from Burnaby-based apparel company STORMTECH.

Ambassadors \$1,000 – \$4,999

1093659 BC Ltd
Animal Logic
Brian McCreery & Andrea Bolen
Burrison Hudani Doris
Caleb Leung
Claire & Michael Andruff
Danfoss Industries Ltd

David Chang
Dean William McDonald
Diana Whellams
Doreen Riedijk
Eric Anderson
Emily Simpson
Greg Andruff PREC

Green Shield Canada
Karen Garland
Khim Tan
Michael Lee
Olga Stachova
Patricia Kun
Rory Wallace

Sarah Burkett
Sherrie Schrama
Stephanie Paivinen
Susan Mary Adams
TakingITGlobal
Vancouver Foundation

Friends \$250 – \$999

Abraham Jones
Abubakar Khan
Adam Azarzar
Aimal Usmani
Alec Logan
Alexi Lynch
Ali Madani
Alice Cho
Alison Bate
Aman Mann
Amy Gilbert
Amy Yung
Andrew Edgar
Ariela Friedmann
Bailey's Video Studio
BC Association of
Farmers' Markets
BlueShore Financial
Bohye Jun
Brett Button
Cecile Favron
Cecile Leung

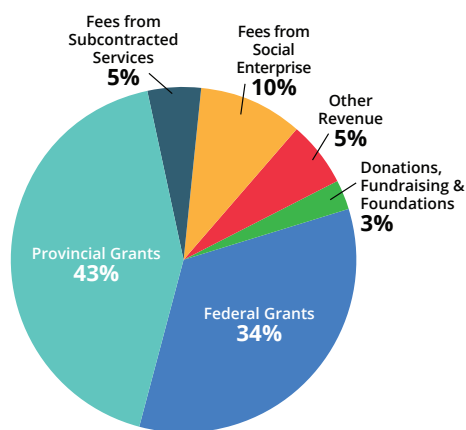
Chai Cheng
Christopher Levenson
Colleen Dockerty
Crissy George
Daniel Michael
Daniel Smyth
Daphne Bramham
Deborah Allum
Deborah Ann Goodman
Diana Budden
Dmytro Kosharnyi
Emily Jette
Faisal Iqbal
Frances Gallo
George Stevens
Gillian Chetty
Glenn Smith
Graham Phillips
Ievgeniia Rusnak
Huda Alanny
Jack Tom

Jacob Bros Construction
Jamie McCarthy
Jean F
Gabrielse
Jeremy Ho
John Sawyer
Joy Miller
Judy Reykdal
Julia C Gibson
Julia Smith
Julian Hannabuss
Kathy Butler
Krysha Derbyshire
Larry Chan
Laura Rodriguez Romero
Leira Zamfirescu
Lois E Klassen
Lorraine Williams
Maia Tsurumi
Maria Kuchapski
Meagan Hogg
Mei Lin Lee

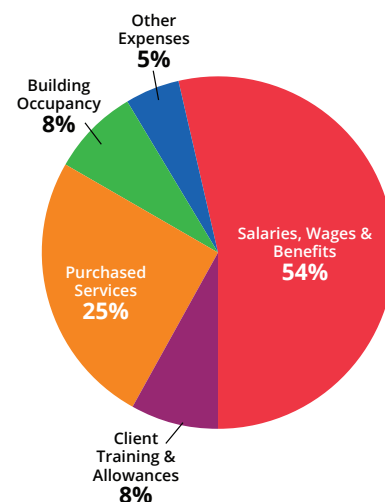
Molly Henry
Nathanaelle Normand
Niloufar Sattari
Patricia Ratcliffe
Patrick Johnson
Paul Bagshaw
Paul Geddes
Paul Kernan
Penny Pasnak
Phung Ho
Priya Chetty
Procurify
Rachael Howatson
Rachel Magnusson
Rhona Rosen
Robert Bowes
Sabah Kadir
Sabrina Machel
Sam Sullivan
Samuel Newton
Shahrokh Peter Malek
Sharon Ann Brophy

Sharon Butler
Sharon Salloum
Sharron Purdy
Shelley Reid
Shelley Rivkin
Stewart Goodings
Suhair Ali Al-Naimy
Suhan Junaid
SungSook Woo
Susan McIntyre
Susan Propas
Susan Yung
Tara Hassan
Tracey Krause
Umesh Dinkar
VCC Faculty Association
(FPSE Local 15)
Wa'el Hussein
Yijin Wen
Zarghoona Wakil
Zelalem Teferra

Revenue
2021 – 2022
\$37.1M



Expenses
2021 – 2022
\$36.5M



Finance Report

Fiscal Snapshot: Growth in Programming and Social Enterprise

This report covers the fiscal year from April 1, 2021 to March 31, 2022, which resulted in an excess of revenue over expenses of \$716,000, as compared to an excess of \$1.6 million in the prior fiscal year. Operating revenues and expenses increased by 16% over the prior year, with additional programming funded through provincial and federal grants as well as increased social enterprise activity. Fiscal 2022 included unrealized losses on investments of \$84,000 due to the downturn in the market, contrasted with the significant increase in market value in the prior year.

MOSAIC is grateful to its donors and funders, without whom we would be unable to address emerging community needs and the continuing needs of our clients. MOSAIC also continued to invest in employee recruitment and retention strategies, including becoming certified as a Living Wage Employer.

In line with MOSAIC's Strategic Plan and to safeguard services to communities and ensure the organization's financial sustainability, the Board of Directors sets aside and restricts funds in the following categories: Community Funds provide scholarships and discounted access to translation services for individuals in our communities. Capacity Funds

enhance MOSAIC's capacity to deliver innovative and ongoing programming to meet the needs of clients in the communities where they access services. Sustainability Funds provide for stability in the face of known or unforeseen circumstances. Unrestricted net assets are maintained for contingency purposes.

More information is available through MOSAIC's audited financial statements, available by request.

	Year Ended March 31	2022 000s	2021 000s
REVENUE			
Provincial Grants		\$15,828	\$13,870
Federal Grants		12,651	11,032
Fees from Social Enterprise		5,151	3,234
Fees from Subcontracted Services		1,803	2,384
Donations, Fundraising & Foundations		1,080	916
Other Revenue		636	545
		37,149	31,981
EXPENSES			
Salaries, Wages & Benefits		19,260	17,850
Purchased Services		8,975	6,801
Building Occupancy		3,036	2,726
Client Training & Allowances		3,040	2,167
Other Expenses		2,163	1,799
		36,474	31,343
Excess of revenue over expenses before undernoted items		675	638
Increment in membership share in community services co-op		125	148
Increase (decrease) in market value of investments		(84)	815
EXCESS OF REVENUE OVER EXPENSES		716	1,601
NET ASSETS, BEGINNING OF YEAR		10,530	8,929
NET ASSETS, END OF YEAR		\$11,246	\$10,530



Awards

Each year, we are proud to recognize a number of individuals for their outstanding contributions to their communities. This year, we were also pleased to introduce the new Educational Enhancement Award and held our first major in-person Awards Ceremony since 2019.

Awards Presented

Human Rights Award

Andrea Montgomery Di Marco

Employer Recognition Award

Uncommon Purpose

Eyob G. Naizghi Scholarship Award

Sediqa Temori

Ann & Jo-Ann Sobkow

Scholarship Award

Malileh Ardeshiri

Dr. Kes Chetty Award

Hanna Yohannes Yihdego and
Nastaran Qubadi

Educational Enhancement Award

Alejandra Perezalonso, Maria Albasha,
Mishal Abdullah and Sidhant Sidana

Secondary School Bursary Awards:

New Westminster Secondary

Monica Galvez and
Campbell Rempel-White

Burnaby South – Mahmoud Altaani

Britannia – Abdulrahman Al Odat
and Samir Ali

Kwantlen – Calvin Mwin-cra



MOSAIC CEO Olga Stachova with AMSSA BC's Haroon Khan.



2022 MOSAIC Award recipients (from left to right): Malileh Ardeshiri, Manu Varma on behalf of Uncommon Purpose, Andrea Montgomery Di Marco, Alejandra Perezalonso, Sidhant Sidana, Maria Albasha, Sediqa Temori, Hanna Yohannes Yihdego. Not pictured: Mishal Abdullah and Nastaran Qubadi.

Awards Received

Riasat Ali Khan Diversity Award –

MOSAIC was the recipient of the Riasat Ali Khan Diversity Award presented by the Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA) for demonstrating excellence in programming and strengthening diversity in British Columbia.

BC Ministry of Public Safety and Solicitor General Youth Leadership Award – Mssko Wakil

Mssko Wakil, a Legal Advocate at MOSAIC, was the 2021 recipient of the BC Government's Youth Leadership Award for her work serving newcomer youth clients.

The award, presented by the Ministry of Public Safety and Solicitor General, is given to those who demonstrate outstanding leadership and commitment to working with youth in their communities as part of the ministry's annual Community Safety and Crime Prevention Award Ceremony.

The Inclusion Project & Excellence Canada REDI Readiness Award – Organizational

MOSAIC was honoured to be the 2021 recipient of the REDI (Racial Equity,



MOSAIC Legal Advocate Mssko Wakil.

Diversity and Inclusion) Readiness Award from The Inclusion Project, in collaboration with Excellence Canada.

The award recognizes an organization's dedication to creating lasting change through a holistic REDI+ lens. MOSAIC was specifically recognized in the areas of adaptability, sustainability, and accountability.

Cover Story: A Place to Call Home

'Home' can mean many things to different people – a physical place, a dream for the future, or an intangible ideal found among family and loved ones. For the many refugee and refugee claimant clients that MOSAIC works with, the journey to home can be a long one. Among the challenges of the housing market and the difficult process of starting life in a new country, you'll find out more below about the many ways our clients are defining and redefining what home means to them.



MOSAIC's first refugee welcome house in Port Coquitlam.

Building innovative housing solutions

MOSAIC's Refugee Settlement and Integration team has made significant progress in a new direction this year as they moved to secure temporary housing for refugee clients. A new house in Port Coquitlam was renovated and made ready for Operation **#NotForgotten** (ONF) refugees who were detained off the coast of Australia only for seeking safety – the culmination of years of effort that gave the first nine individuals of this project a home to transition to life in Canada.

In other areas of housing, the BC CHARMS (BC Refugee Housing Referral

What does it mean to be a refugee?

A refugee is someone who has fled their country due to a well-founded fear of persecution as a result of their race, religion, nationality, political beliefs or membership with a particular social group. Find out more about some of the different types of refugee terms below:

Government Assisted Refugees (GARs): GARs are registered and assessed as refugees with the United Nations High Commissioner for Refugees (UNHCR) overseas. They receive permanent residency (PR) upon arrival in Canada, along with 12 months of financial and settlement support from the Government of Canada.

Privately Sponsored Refugees (PSRs): The PSR program is a unique-to-Canada program that allows private groups to sponsor refugees from abroad. PSRs are registered for refugee status with the UNHCR, or in some cases with the country of asylum. They receive permanent residency status upon arrival in Canada, and the sponsorship group provides financial and settlement support for 12 months.

Refugee Claimants: Refugee claimants make their own way to Canada. Due to a well-founded fear of persecution, they make a claim for refugee protection and wait for their refugee protection hearing. They do not receive the same degree of financial and settlement support from the government and do not have sponsorship groups.

and Data Management System) Project – a province-wide refugee claimant housing and referral database – was launched in the spring of 2022 and represents a new way forward for refugee claimant housing in British Columbia. With MOSAIC as the lead agency with MAP BC, the platform integrates service providers working collaboratively to find available vacancies for refugee claimants so they can transition with ease to a safe space to call home. Upon its launch, BC CHARMS was the first system of its kind in Canada.

Leadership in refugee private sponsorship

As one of the largest Sponsorship Agreement Holders (SAHs) in Western Canada, MOSAIC welcomed the first Operation **#NotForgotten** refugees arrive in Canada this year from detainment off the coast of Australia. In total, the project will sponsor more than 300 individuals.

Through our Afghan Response Initiative (ARI), MOSAIC launched a unique online portal in August 2021 and began working with hundreds of members of the Afghan community to co-sponsor family members and save lives. The Refugee Sponsorship team has offered over 12 multi-lingual information sessions, working on the preparation and submission of hundreds of sponsorship applications.

We are proud to continue building upon our existing sponsorship programs to bring individuals to safety for new opportunities and a quality life.



Finding home – Farkhonda’s story

When describing what home means to her, Farkhonda Rajabe now thinks of Vancouver – but it took a long time to feel that way.

As an outspoken women’s rights advocate in Afghanistan, her work teaching leadership skills to Afghan women in rural areas and fundraising to build schools earned her public recognition.

However, her work also made her a target for threats. Fearing for her safety, she had to leave her family and husband behind, applying for asylum in Canada in 2017.

The journey wasn’t an easy one as she struggled through the difficult refugee claimant process. Her desire to help others led her to volunteer with MOSAIC. This turned into a job with the MOSAIC engage program for English language learners – and she slowly started to feel at home.

“When I started working at MOSAIC, a new phase of life in Canada began for me. I kept changing my mind and ideas about this country and saw support from co-workers that I had never experienced before.”

From there, Farkhonda’s work came full circle. She is now part of MOSAIC’s Refugee Settlement and Integration team and works as a coordinator for the Afghan Response initiative where she is responsible for overseeing and finalizing refugee applications. During her tenure, she looks forward to helping up to 650 refugees to find safety.

“Being the Coordinator for this project is not just a position for me but something that perfectly aligns with my personal life as well. This life-saving MOSAIC project of sponsoring Afghan refugees means more than anyone could ever imagine to the Afghan community in Metro Vancouver.”

Ultimately to Farkhonda, ‘home’ is a complicated concept that has changed and expanded throughout the long journey from refugee claimant to permanent resident.

“Home means many things: peace, stability, family, and hope. It means we can see ourselves grow and try our best to make the most out of everything.”



Farkhonda Rajabe, Afghan Response Initiative Coordinator at MOSAIC.

1,830+

refugee claimants that
accessed MOSAIC
settlement and
integration services

650+

holiday toys
distributed for
refugee children

310+ refugees who received winter jacket donations

170+ refugee claimants that found employment with MOSAIC’s support

170+ refugee claimants who accessed housing through MOSAIC-led services

Employment, Language and Social Enterprise

This past fiscal year was a time to focus on adapting and implementing new learnings for MOSAIC's Employment, Language, & Social Enterprise (ELSE) department. The ELSE team not only adjusted our services in response to the global pandemic, but also moved forward with new ways to serve our clients and community.

Employment Programs

MOSAIC Employment Programs continued to expand its services by implementing several new and innovative programs to support the representation of newcomers on governing bodies and connecting immigrant professionals with relevant internship experiences.

Through our WorkBC Centres in Vancouver, Delta/Ladner, South Surrey/White Rock, and Surrey Cloverdale we continued to be a leader in providing employment services and support to more than 1300 clients, many of whom are immigrants to Canada. We hosted 40+ virtual hiring events, information sessions and workshops for our clients.

Language Programs

MOSAIC's Language Instruction for Newcomers to Canada (LINC) successfully pivoted to an innovative blended model of online and in-person service delivery using our leading-edge online learning platform. Our childcare programs continued to serve parents and children throughout the pandemic by providing services virtually and mailing learning packages to every family.

To help newcomers overcome digital literacy barriers, the LINC Team developed tailored online resources called 'Learn to Use Technology' to support clients with the development of digital literacy skills through a range of tech tools. These resources increased accessibility of online learning for clients and increased their confidence using technology in their day-to-day lives.

95%

satisfaction rate with language programs

1,000

LINC clients served

90%

satisfaction rate with childcare programs

2,700+ job seekers supported

1,250+ attendees at the MOSAIC Annual Job Fair

1,000+ employer partners



ELSE staff return to in-person event boothing to connect and share resources with new clients!



More than 6000 IELTS tests were provided this year.





MOSAIC's Business Development and ELSE Marketing team at the annual all-staff planning session.

Social Enterprise

Innovation and a commitment to equity and inclusion was more important than ever this year for MOSAIC's Social Enterprise initiatives, and there were a number of exciting new changes as a result that allowed us to better serve clients.

MOSAIC engage, our social enterprise that provides accessible International English Language Testing System (IELTS) services and supports clients in becoming Canadian permanent residents or citizens, opened a new permanent IELTS venue that offers both paper and computer-based testing.

In addition, MOSAIC engage continued to support non-permanent residents in the community through English classes and piloted a free weekly conversation class, which has provided a welcoming environment for newcomers to practice English, learn about other MOSAIC services, and increase their social connectivity.

MOSAIC's Centre for Diversity expanded its services by partnering with 25+ organizations to help create inclusive and equitable spaces through workshops and training. The Centre further developed its curriculum to better provide support at multiple stages of the diversity, equity and inclusion journey.

Last but not least, MOSAIC's Interpretation and Translation social enterprise continued to support non-English speakers with both personal and corporate needs.

9,000+
interpretation
services provided in
50+ languages

3,800+
Translation services
provided in
70+ languages

6,000+ IELTS tests provided

790+ attendees at MOSAIC diversity, equity and inclusion workshops

Family and Settlement

As a leader in the settlement sector, MOSAIC's Family & Settlement department thrives on collaborating and instigating key initiatives that support immigrants and refugees as they begin their lives in Canada. Over the past year, three areas formed a particular priority including integrated counselling and wellness programming to build healthy relationships, supporting migrant workers through accessible emergency funding, and building innovative case management approaches for newcomers with multiple and complex barriers.

Building safe and healthy relationships

MOSAIC is continuously working to provide counselling and mental wellness support in a culturally safe way that helps build healthy relationships. Below are some key MOSAIC initiatives that support our clients as they settle in Canada:

- Men in Change - MOSAIC is a pioneer in men's programming, and continues to make strides in launching unique, free programming for men and newcomer couples. The Men in Change program is for low risk and self-referred men who are at the risk of or have perpetrated intimate partner violence. Last year, 78 clients successfully completed the program.
- Relationship Violence Prevention Program (Cultural Edition) - a court-mandated program for medium to high-risk men who have perpetrated intimate partner violence. So far, 72 men have successfully completed the program.

- Enhancing Healthy Relationships Program is focused on newcomer and visible minority couples wanting to improve family relationships. In the past year, the program successfully assisted 51 clients and their families.

First national conference

Over the past year, MOSAIC was contracted as the agency to administer the Alliance for BC Settlement Case Management – a collaborative partnership that includes 10 BC-based settlement agencies. The Alliance aims to strengthen sector capacity and open a national conversation to support the development of a framework for case management services.

In 2022, the Alliance organized the first ever national conference on settlement case management. More than 400 participants from across Canada working in settlement, government and academia came together to build a shared understanding of approaches and promising practices to address challenges in this area of growing need. A second national conference is being planned.

SDI Study – an innovative service model

With the launch of an in-depth research project, MOSAIC continues to lead the settlement sector to help develop an evidence and outcome-based Settlement Case Management Model by investigating existing interventions, as well as leveraging technology.



A number of newcomer clients have been supported with mental wellbeing and healthy relationship building in a culturally safe manner through MOSAIC programs.





MOSAIC's Migrant Workers Program was able to support this dairy farm worker and his family – and many others like them – after the BC floods caused a large amount of damage to their rented house and personal belongings in Abbotsford.

The overarching goal of this study is to support vulnerable people to fully participate and contribute to society in a meaningful way. Led by MOSAIC and launched in November 2021, this 29-month SDI study is funded by IRCC.

Migrant workers support B.C. economy

MOSAIC's Migrant Workers Program (MWP) continues to provide essential settlement and employment support to temporary foreign workers in British Columbia, who are a major part of our province's economy.

MOSAIC's Community Capacity Building Project (CCBP) provided funds to 20+ collaborating agencies across BC. Over the past three years, these funds have provided 89,900+ services to temporary foreign workers in almost every aspect of their lives.

Unique solutions to support migrant workers

Over the past year, MOSAIC began a collaboration with the Consular Alliance for Migrant Workers – becoming the first settlement agency in British Columbia to do so – by coordinating emergency support for workers with the consulates of Mexico, the Philippines, Guatemala, Jamaica, Solomon Islands, Thailand, El Salvador, and Honduras. Additionally, MOSAIC's on-the-ground experience during numerous emergency situations, including wildfires and flooding, led to the creation of the CLAC-MOSAIC Migrant Workers Emergency Fund. This fund is unique in all of Canada, providing immediate financial relief for emergency needs not covered by the government including wage loss, dental and medical services, housing, and transportation.

1,200 migrant workers directly helped

400 workers supported through workplace rights information sessions

80+ food hampers and essentials provided to workers affected by the winter floods

MOSAIC Staff

Every day, MOSAIC staff work hard to serve our clients through family, settlement, employment, language, social enterprise and organizational services.



MOSAIC gathered for the first in-person all-staff planning session since before the pandemic to discuss how to best serve our clients.

MOSAIC named Living Wage Employer

In 2021, MOSAIC was officially certified as a Living Wage Employer by Living Wage for Families BC, meaning that all direct and contract staff at MOSAIC are officially paid a living wage for the Metro Vancouver region. As part of this certification, MOSAIC is also committed to actively encouraging other employers, including partner organizations, to pay a living wage.



living wage
employer

46

languages
spoken by staff

400+

Full & part-time
staff

33

languages
used to help
clients



MOSAIC's Refugee Settlement and Integration team hosted a welcome brunch for refugees and community members. New friendships and connections were made along with fun activities for children, including face painting and soccer.



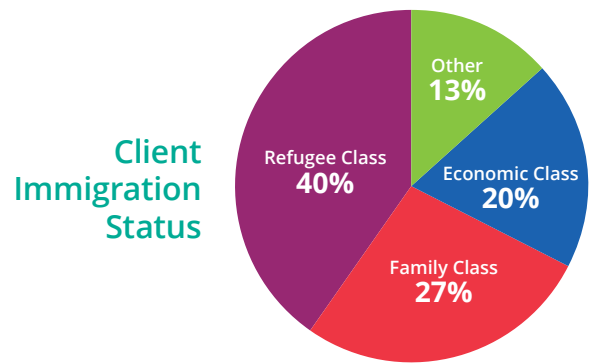
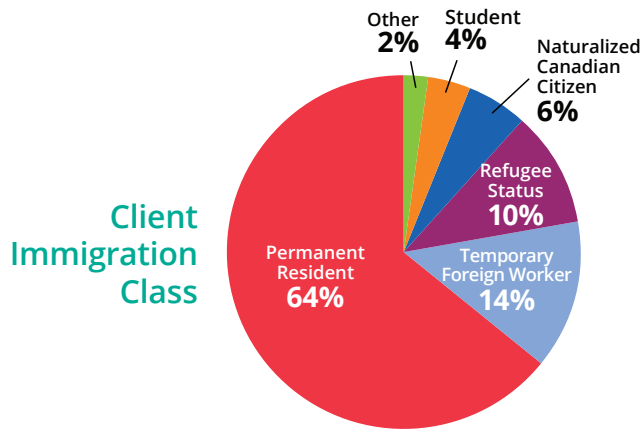
The Vancouver Northeast WorkBC team together at MOSAIC's annual all-staff planning session!



MOSAIC Clients

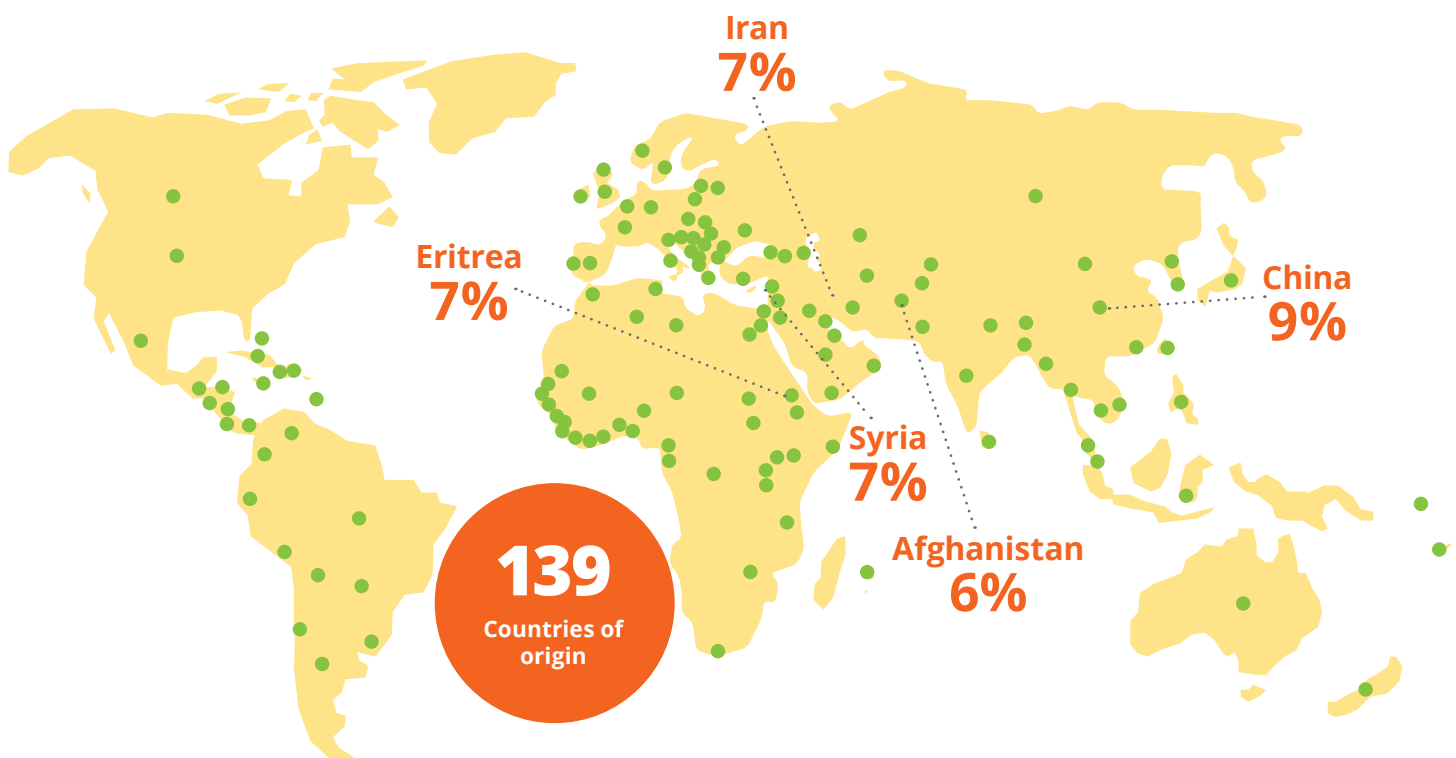
Each year, MOSAIC supports clients in multiple capacities from all around the world. Below, you'll find a snapshot of the 20,000+ unique clients that MOSAIC worked with in 2021-2022.

Terms: Immigration Status is the current status of someone who was not Canadian at birth, while Immigration Class is the immigration category a person first entered Canada with, as defined by the federal government.



Top 5 occupational backgrounds

- 1) Sales and Service
- 2) Business, Finance and Administration
- 3) Education, Law, Social and Government Services
- 4) Natural and Applied Sciences
- 5) Trades, Transport and Equipment



MOSAIC Volunteers

MOSAIC volunteers are the heartbeat of many MOSAIC programs. Without their ongoing dedication, many people would go without support. Volunteers give back with heart through their time, skills, and knowledge to help make a difference in the lives of newcomers, and we thank them for all that they do!



1,175

hours contributed by MOSAIC
practicum students



1,060

hours contributed to help
newcomers with English



870

hours of workshops for
seniors led by Discovery Network
Senior Leader Volunteers



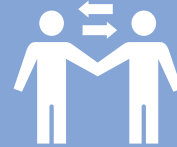
500

meals made by volunteers for
our 'Feeding the Homeless,
Empowering Newcomers' project



300

hours of calls to seniors facing
isolation through the Friendly
Caller Volunteers initiative



75

hours with 85 clients in
the Workplace Connections
Mentoring Program



*MOSAIC volunteers are always willing to lend a hand at our events –
we couldn't do it without them!*

289
volunteers gave
8,480+
hours



Looking ahead



Improving mental wellbeing for newcomers

The newly-launched MOSAIC Counselling Program provides culturally sensitive and linguistically accessible short-term counselling support and referral services for newcomers affected by mild to moderate mental health concerns, stress or adjustment issues. The program promotes positive emotional health and wellbeing to facilitate settlement and integration in Canada.

Beginning in May 2022 with 20 clients, the initiative is now averaging five to seven new clients monthly. MOSAIC looks forward to supporting more than 100 individuals through counselling sessions as the program evolves while raising awareness about the importance of mental health and wellbeing amongst newcomers.

Support for sexual assault survivors

MOSAIC is working hard to launch an Emergency Sexual Assault Crisis Line to provide urgent, crisis-based support services to non-status, immigrant, refugee and newcomer survivors of sexual assault. The crisis line will be run by trained and committed multilingual volunteers who will assist the callers with a trauma-informed approach, and interpretation support to callers will also be provided as needed. The crisis line is funded by EVA BC with support from the BC Ministry of Public Safety and Solicitor General.

Creating more accessible services

The newly launched Accessibility for Newcomers Program connects refugees and immigrants with disabilities to crucial employment programs and other disability support services. Through one-on-one sessions and outreach support, clients will receive language assistance and cultural interpretation necessary to participate in any of MOSAIC's programs.

MOSAIC plans to become a member of existing networks that service disabled people in order to refer clients with specialized needs, as well as to support advocacy efforts for disability rights.

Wraparound services for Ukrainian refugees

With the crisis in Ukraine, MOSAIC is working to support displaced Ukrainians coming to Canada through the Ukraine2Canada initiative. A number of services are being offered including English classes, no-cost flights to Canada, counselling, and more. For more information, please email ukraine.support@mosaicbc.org.



MOSAIC

Engaging Newcomers, Enriching Communities

Together we advance an inclusive and thriving Canada



This product is made of material from well-managed FSC®-certified forests and from recycled materials.



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