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Acknowledgements
Editor – Mischa Milne

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.
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.
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+**

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 Dyment
The Jewish Community Foundation of Montreal
Lorys Schouela

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 For Good: Employee Giving
Murat Aydede
Nordstrom Foundation
RBC Foundation
Scotiabank
Whole Foods Market Canada, Inc.

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.

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.
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.

Ambassadors $1,000 – $4,999

1093659 BC Ltd
Animal Logic
Brian McCreery & Andrea Bolen
Burrisson 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
Crisy George
Daniel Michael
Daniel Smyth
Daphne Bramham
Deborah Allum
Deborah Ann Goodman
Diana Budden
Dmytro Kosharinyi
Emily Jette
Faisal Iqbal
Frances Gallo
George Stevens
Gillian Chetty
Glenn Smith
Graham Phillips
Ievgenia 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
Kryshia 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 Maché
Sam Sullivan
Samuel Newton
Shahrokh Peter Malek
Sharon Ann Brophy
Sharon Butler
Sharon Saloum
Sharron Purdy
Shelley Reid
Shelley Rivkin
Stewart Goodings
Suhair Ali Al-Naimy
Suhani 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
Zarghona Wakil
Zelalem Teferra
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 or 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.

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

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, 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.
‘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.

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.

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 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.”

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.

2,700+ job seekers supported
1,250+ attendees at the MOSAIC Annual Job Fair
1,000+ employer partners

More than 6000 IELTS tests were provided this year.
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.

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.
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.

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

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

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

75 hours with 85 clients in the Workplace Connections Mentoring Program

289 volunteers gave 8,480+ hours

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

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