

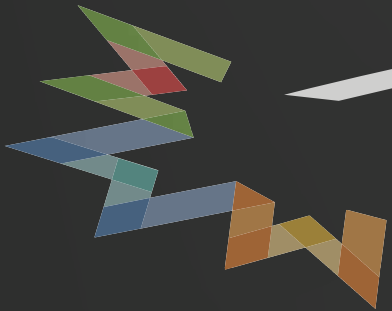


MOSAIC

Engaging Newcomers, Enriching Communities

ANNUAL REPORT 2022-2023

Journey towards skills-commensurate employment



Driven to employment success

How a personal car servicing appointment created a meaningful employment opportunity

In the resettlement sector, every connection made in the community can lead to prospective employment for newcomers to Canada. For Mohammad Ali, a newcomer from Myanmar (Burma) who was sponsored through MOSAIC's Operation #NotForgotten, one such connection has set his Canadian automotive career in motion.

Myo Win, a resettlement case worker with MOSAIC, was having his car serviced at JK Japanese Auto Parts in Richmond. Recalling that his client, Mohammad Ali, had expressed interest in working in the automotive industry, Myo approached the shop's owner to inquire about employment prospects.

The owner, Jan Ali, was open to meeting Mohammad, so Myo arranged an introduction for the following day. Shortly after, Mohammad began working for the automotive business as a tire technician/automotive assistant. After his first month with the company, he received a salary increase and was promoted to a leadership position in the tire department.

Mohammad is delighted to have found meaningful, permanent employment in his chosen field, and Jan says he is very impressed with Mohammad's performance, citing his knowledgeable customer service skills and ability to learn quickly.

"We are lucky to have Mohammad Ali as part of the team. He is friendly and hardworking, and he has the right combination of skills and experience. I have full confidence in him."

In 2022, MOSAIC helped 11 newcomers resettle in Canada through Operation #NotForgotten. All 11 individuals secured gainful employment during their first year in Canada and became self-sufficient at the end of their 12-month sponsorship period.



“I'm thankful to Jan Ali for giving me this opportunity and I'm thankful to MOSAIC for making the connection that brought us together.”

Mohammad Ali, sponsored for resettlement by MOSAIC.

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.

Values



EXCELLENCE

We value the delivery of the best, person-centred services informed by the people served.

INNOVATION

We value relevant, responsive, and systematic solutions, 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.

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Contact: communications@mosaicbc.org

MOSAIC at a Glance

As one of Canada's largest settlement and employment services organizations, we're improving communities by welcoming and supporting newcomers. MOSAIC helps immigrants and refugees settle and start a new life in Canada. The following snapshot of MOSAIC — who we are, the services we provide, and the difference we make in individuals' lives — is based on our fiscal year of April 1, 2022, to March 31, 2023. For a fuller picture, visit our website at [mosaicbc.org](https://www.mosaicbc.org).

Service Delivery

42% Services Delivered Virtually

58% Services Delivered In-Person

Interpretation & Translation

300+ Interpreters & Translators

13K+ I&T Services Provided

Partners & Community Alliances

1.2K+ Employer Partners

90 Community Networks/Alliances

Finances

40M+ Operating Budget

Clients' Review

93% Of Clients Recommend MOSAIC

People Powered

450+ Staff

360+ Volunteers

Public Engagement

4.3K+ Clients Connected via MOSAIC Events

53 Media Inquiries for MOSAIC Expertise

660K+ Website Visits

1.3M+ Social Media Impressions

How We Help

26K Clients Served

47 Programs Offered

47 Service Locations

Our Services

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

Meet our Board of Directors and Executive Leadership

MOSAIC is proud of our commitment to Equity, Diversity and Inclusion (EDI) including organizational diversity at the Board and Executive Leadership levels. The 2022-2023 slate of 14 Board members includes 71% with lived experience as immigrants or refugees (10 of 14) and 71% who identify as women (10 of 14). On our Executive Leadership Team, 50% identify as women (3 of 6) and 67% have lived experience as immigrants or refugees (4 of 6). Visit mosaicbc.org/about to learn more.



Petra Kuret
(she, her)
CHAIRPERSON



Gillian Creese
(she, her)
VICE-CHAIRPERSON



Emilie Roy
(she, her)
TREASURER



Serena Mawani
(she, her)
SECRETARY



Marie Bassey
(she, her)
BOARD MEMBER



Sylvia Ceacero
(she, her)
BOARD MEMBER



Paul Cheng
(he, him)
BOARD MEMBER



Alex Cheong
(he, him)
BOARD MEMBER



Indra Guha
(he, him)
BOARD MEMBER



Bark Kong
(he, him)
BOARD MEMBER



Tina Leung
(she, her)
BOARD MEMBER



Wendy Ma
(she, her)
BOARD MEMBER



Fariba Pacheleh
(she, her)
BOARD MEMBER



Barbara West
(she, her)
BOARD MEMBER



Olga Stachova
(she, her)
MOSAIC CEO



Sharon Butler
(she, her)
DIRECTOR
STRATEGIC ENGAGEMENT
& PARTNERSHIPS



Sherman Chan
(he, him)
DIRECTOR
FAMILY & SETTLEMENT
SERVICES



Kumar Lal
(he, him)
DIRECTOR
BUSINESS TECHNOLOGY
& OPERATIONS



David Lee
(he, him)
DIRECTOR
EMPLOYMENT, LANGUAGE
& SOCIAL ENTERPRISE



Sue Trevor
(she, her)
DIRECTOR
FINANCE & ADMINISTRATION

Message from the CEO and Board Chair

Finding meaningful employment shouldn't be an arduous journey

Canada is preparing to welcome half-a-million immigrants in 2025. These newcomers could help correct our declining demographic trends and fill labour shortages — but is Canada truly prepared and able to fully utilize the vast international experience and expertise newcomers bring to our economy?

Under-utilization of immigrant talent continues being one of the key economic issues facing our country. Most immigrants come to Canada under the economic class where applicants are selected for their education and experience. Yet research shows there is a great mismatch between the experience and jobs recent immigrants held in their home countries and the jobs they are able to find in Canada. Less than half of newcomer professionals work in skills-commensurate jobs.

Credential recognition, language skills, lack of local networks, Canadian references, and local work experience are just some of the challenges that newcomers must navigate on the journey towards meaningful employment.

But it doesn't need to be that way.

MOSAIC continues to actively advocate for and create solutions that remove these barriers by building and leveraging trusted partnerships with employers and developing programming that addresses the challenges newcomers face.

MOSAIC knows that one of the most significant barriers for unregulated positions lies in the inability to provide newcomers with on-the-job experience. This local experience would allow employers to test their readiness and provide feedback on actual training gaps and equip newcomers with Canadian experience, networks, and references they desperately need for future jobs.

That's why MOSAIC invests in building meaningful partnerships with employers across all industry sectors to identify internationally trained candidates, provide employment training and workplace experience as well as support employers in creating inclusive workplaces where diverse talent can thrive.

In this Annual Report, you will read and understand the significant role that MOSAIC plays in developing, connecting, and supporting newcomers throughout the journey to meaningful employment.

A big thank you to MOSAIC staff, translators, interpreters, and volunteers who are a dedicated force delivering with excellence, integrity, innovation, inclusion, and commitment. Their commitment to continuous learning and service improvement has been recognized by MOSAIC's renewed accreditation by CARF International.

In addition, thanks to our volunteer Board of Directors who continue to provide steady leadership and guidance in navigating a year of significant cost of living and operational cost increases. As well, thank you to our community partners, employer partners, funders, and donors — we could not do our work without your ongoing support and partnership.

We look forward to our continued focus on advocating for inclusivity, enhancing our services to clients, improving our work environment, and diversifying our funding.



Olga Stachova
(she, her)
MOSAIC CEO



Petra Kuret
(she, her)
BOARD CHAIRPERSON

Donors and Supporters

We are incredibly grateful to all our donors and supporters who chose to support MOSAIC's work with immigrants, refugees and other newcomers. Your generosity is changing lives. Thank you.

Below, you will find a list of the government funders, visionaries, leaders, innovators, champions, builders, ambassadors and friends who gave so generously between April 1, 2022, and March 31, 2023. We'd like to extend a heartfelt thank you!

Government Funders

- Canada Revenue Agency
- Canadian Heritage
- City of Burnaby
- City of New Westminster
- City of Vancouver
- Employment and Social Development Canada
- Immigration, Refugees and Citizenship Canada
- Ministry of Attorney General
- Ministry of Children and Family Development
- Ministry of Education and Child Care
- Ministry of Municipal Affairs
- Ministry of Post-Secondary Education and Future Skills
- Ministry of Public Safety and Solicitor General
- Ministry of Social Development and Poverty Reduction
- Province of British Columbia
- Public Health Agency of Canada
- Women and Gender Equality Canada

Visionaries \$100,000+



- Canadian Women's Foundation
- Hudson's Bay Foundation
- Jewish Community Foundation of Montreal
- Law Foundation of BC

Leaders \$50,000-\$99,999



- CLAC Foundation
- RBC Foundation
- The Hilary and Galen Weston Foundation
- United Way British Columbia
- Vancity Community Foundation
- Vancity Savings Credit Union

Innovators \$25,000-\$49,999



- Amazon Fulfillment Services ULC
- BeeDIE Foundation
- Bell Canada
- CanadaHelps
- Sandra Wyant Personal Real Estate Corporation



Amazon's donation helps refugee children (aged 0-6) at the MOSAIC Family Centre prepare for a smooth transition into the school system and their parents for a strong start and success in Canada.

Champions \$10,000-\$24,999



- BC Parks Foundation
- DoorDash
- Envision Financial Community Endowment and First West Foundation
- Liliane Aberman
- Lorys Schouela
- McMillan LLP
- MOSAIC For Good 2022 Campaign
- Rainbow Foundation of Hope
- The Cedrus Foundation

Builders \$5,000-\$9,999



- Andrea Bolen
- Cindy Buntain
- Craig T. Wilson
- Daniel Holmes
- David Schouela
- FortisBC Energy Inc.
- Glenn Trarup
- Intracorp Canadian Foundation
- Janet Dymont
- Lesley Wicks
- Nicole Schouela
- Read Jones Christoffersen Ltd.

- RH Architects Inc.
- Shaw Multicultural
- TD Canada Trust
- Trans Care BC
- Vancouver Foundation

Ambassadors \$1,000-\$4,999



- Andrew Harmsworth
- Animal Logic
- Axiom Builders
- Caleb Leung
- Canadian Institute of Mining
- Canadian Online Giving Foundation
- CHIMP: Charitable Impact Foundation (Canada)
- Colleen Dockerty
- Crissy George
- Diana Whellams
- Djavad Mowafaghian Foundation
- Gauthier + Associates Landscape Architects Inc.
- George Stevens
- Indu Khosla
- Joyce Ng
- Karen Garland
- LMDG Building Code Consultants
- Michael Andruff
- Michael Lee
- Michael Schmitt



The Hudson's Bay Foundation partnership works to address systemic barriers to employment for people from culturally diverse backgrounds and accelerate racial equity in Canada.

- Nemetz (S/A) & Associates Ltd
- Norman Archer
- Olga Stachova
- Peter Simmons
- Pooni Group
- Robert Gillespie
- Rotary Club of Vancouver Arbutus
- Shahrokh Peter Malek
- Shannon Clark
- Sharon Ann Brophy
- Sharon Butler
- Sharon Salloum
- Sherrie Schrama
- Shukria Neda
- St Mary's Kerrisdale
- Susan Mary Adams
- Tara Walters
- TransLink
- Vancouver Greater Pranic Healers' Association
- Zaylin Lalji

Friends \$500-\$999



- 1106195 B.C. Ltd.
- Anthony Anaedu
- Bennett Land Surveying Ltd
- Blackbird Fabrics
- Bohye Jun
- Brook Greenberg



Vancity's generosity supports career and mentorship opportunities for immigrants and refugees in our community, expanding programming for racialized newcomers seeking board positions.

- Celia McLean
- Christine Krysha Derbyshire
- Christopher Chambers
- Colene Chow
- Danfoss Industries Ltd
- Daphne Bramham
- Dean William McDonald
- Edwin Lee
- Gillian Chetty
- Graham Phillips
- Hunter & Hare Clothing Corp
- Ideh Fesharaki
- John Maiorino
- John Sawyer
- Karen Adele Whyte
- KPMG Foundation
- Lauren Honcope
- Long View Systems Corporation
- M Riazzy Inc
- Maia Tsurumi
- Margaret Stewart
- Mark Brewster
- Milica Nauman
- Paul Dean
- Pietro Widmer Renée Van Halm
- Rachel Magnusson
- Rob and Brenda Hosie
- Samuel Newton
- Sharmeen Alam
- Stephanie Paivinen
- Tony Botelho
- Tracey Krause
- Xinhong Sun
- Yijin Wen

Finance Report

Fiscal Snapshot: Investment in Programming and Organizational Capacity

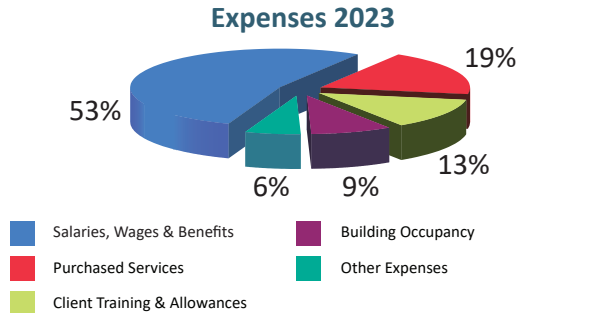
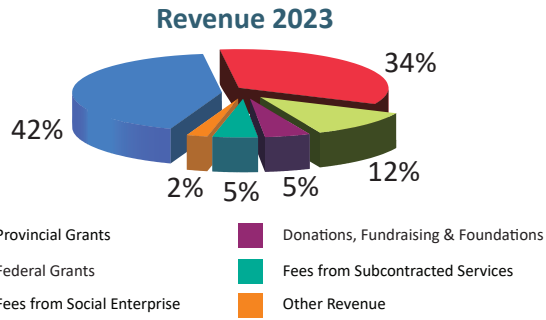
This report covers the fiscal year from April 1, 2022, to March 31, 2023, which resulted in a deficiency of revenue over expenses of \$940,000, as compared to an excess of \$716,000 in the prior fiscal year.

While 2023 operating revenues increased by 9% over the prior year, including increases in both federal and provincial grants, MOSAIC made a strategic decision for 2023 to invest over and above revenue in employee recruitment and retention, digital transformation, and new optimized client service locations, increasing expenses by 13%. Also contributing to the deficiency was a continued increase in unrealized losses due to market conditions, on investments held for long-term growth.

Strategic investment in the organization as described above is made possible through restricted funds set aside by the Board of Directors, in line with MOSAIC's Strategic Plan and to ensure the organization's capacity and sustainability. Funds are set aside under 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.

MOSAIC is grateful for the ongoing support of its donors, partners, and funders, without whom we would be unable to address emerging community needs and the continuing needs of our clients.

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



	Year Ended March 31	2023 000s	2022 000s
REVENUE			
Provincial Grants		\$17,190	\$15,828
Federal Grants		13,636	12,651
Fees from Social Enterprise		4,674	5,151
Fees from Subcontracted Services		1,968	1,803
Donations, Fundraising & Foundations		1,987	1,080
Other Revenue		1,028	636
		40,483	37,149
EXPENSES			
Salaries, Wages & Benefits		21,778	19,260
Purchased Services		7,800	8,975
Building Occupancy		3,610	3,036
Client Training & Allowances		5,297	3,040
Other Expenses		2,691	2,163
		41,176	36,474
Excess (Deficiency) of revenue over expenses before undernoted items			
		(693)	675
Increment in membership share in community services co-op		98	125
Decrease in market value of investments		(346)	(84)
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES			
		(941)	716
NET ASSETS, BEGINNING OF YEAR			
		11,246	10,530
NET ASSETS, END OF YEAR			
		\$10,305	\$11,246

Awards presented and received



We honour individuals and organizations who have made remarkable contributions to their communities. In June 2023, MOSAIC awarded scholarships, honoured an outstanding employer, and introduced the new Kinbrace Educational Award.

MOSAIC 2023 Awards

- [Human Rights Award](#)
Nedal Izdden
- [Employer Recognition Award](#)
Providence Health Care
- [Eyob G. Naizghi Scholarship Award](#)
Amina Osman Ibrahim
- [Ann & Jo-Ann Sobkow Award](#)
Shler Ali
- [Dr. Kes Chetty Education Award](#)
Rosa Al Lawati, Sean Celi, Karen Wong
- [MOSAIC Educational Enhancement Awards](#) Hussein Al Aaref, Abdulrahman Al Odat, Maryam Alyamani, Aubert Bigirimana, Wazhma Hakimi, Dr. Murtaza Noori
- [Kinbrace Educational Award](#)
Name withheld by request

Secondary School Bursary Awards (\$1,000 provided to students at each school):

- Britannia Secondary School
- Burnaby South Secondary School
- Kwantlen Secondary School
- New Westminster Secondary School
- Windermere Secondary School



Awards received



MOSAIC senior manager wins CSSEA Hero Award

Hugo Velazquez, Senior Manager of Community Outreach, Advocacy and Migrant Workers Programs, was awarded the 2023 Hero Award from the Community Social Services Employers' Association (CSSEA). The award recognizes his efforts in supporting migrant workers.



In the top 75 Canadian immigrants

Joy Abasta, Senior Manager of Community Health and Specialized Programs, was included in the list of the Top 75 Canadian Immigrants 2023 by Canadian Immigrant Magazine. Joy is an internationally educated nurse from the Philippines.



CARF accredited for another 3 years

MOSAIC has received an official CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation, valid until December 2025. This accreditation shows MOSAIC's dedication to client service excellence.



Canadian Lawyer Readers' Choice Award

MOSAIC's Interpretation & Translation Services won the Canadian Lawyer Readers' Choice Award again (2019, 2021 and 2022) as one of the best in the country in interpretation and translation.



Queen Elizabeth II Platinum Jubilee Award

MOSAIC received the Queen Elizabeth II Platinum Jubilee Award presented by Terry Beech, Member of Parliament for Burnaby North-Seymour. This award is in recognition of MOSAIC's 45+ years of work in BC.



Nominated as Not-for-Profit of the Year

MOSAIC was a finalist in the Not-for-Profit of the Year category at the Burnaby Business Excellence Awards in 2022. This award is for an organization that has made an outstanding contribution in Burnaby.

Landing a skills commensurate job in Canada

MOSAIC is determined to further the success of newcomers and individuals from diverse backgrounds. A key focus has been to help people land a skills-commensurate job in Canada.

For newcomers, a skills-commensurate job means employment that allows them to contribute using the full extent of their skills and experience.

MOSAIC invests in building meaningful partnerships with employers. We:

- Help identify internationally trained candidates;
- Support new hires and employers through settlement, onboarding, delivering technical and soft skills training; and
- Provide training and resources for employers to create more inclusive workplaces where diverse talent can grow and thrive.

MOSAIC continues to actively advocate for and create solutions that remove barriers to finding skills-commensurate employment in Canada. We're building and leveraging trusted partnerships with employers, and developing programming that addresses the unique challenges newcomers face. This includes:

- Pre-arrival services enabling newcomers to start their job search before they even arrive in Canada
- Employment counselling
- Upskilling and training programs
- Mentorships
- Connections to employers
- Work placements
- Occupation-specific language training.

Keeping Career Paths on track

MOSAIC is committed to helping internationally educated and experienced professionals secure employment that matches their international skills and experience.

The Career Paths for Skilled Immigrants Program at MOSAIC provides employment services to support clients in getting skills-commensurate employment. MOSAIC supports immigrants skilled in accounting, marketing, advertising, public relations, and business consulting.

The program provides support through career advice, workshops, and connections to find work in a chosen field. This past year, the Career Paths for Skilled Immigrants Program achieved many milestones:

- 168 business professionals helped — 40% more than targeted;
- 36 participants received Occupational Specific Language Training that helped them access work in their profession;
- 91% found meaningful employment in their pre-arrival field of work, upon completing the program; and
- \$81,000 in financial support for training, certification, and professional memberships was provided.



Helping refugees in their job search challenges

When Hamidullah Abawi came to Canada, he didn't know how he would rebuild his life in a new country, get a job, and access everyday services — worries common among newcomers to Canada.

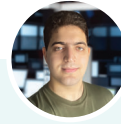
The withdrawal of U.S. and NATO forces from Afghanistan in August 2021 meant Abawi and his family, like many, were in danger. As a government employee and a country director for an international NGO, he was a target. This prompted Abawi and his family to go into hiding, finally finding a new home in Canada. "Our lives were confined to a single 20-kilogram suitcase. Departing with shattered hopes and unfulfilled aspirations, Afghanistan's afflictions loomed heavily upon us, leaving behind a landscape of devastation and desolation that struck the core of our hearts," he recalls.

Though Abawi experienced firsthand the difficulties inherent in the job search process, he eventually landed a job at MOSAIC.

As the Manager for the Metro-Vancouver Refugee Readiness Team (MVRRT), Abawi oversees the coordination of multiple stakeholders where he chairs several working groups covering health, employment, and housing.

One of his primary objectives is to consolidate essential resources on employment to create a unified platform for newcomers to access employment support seamlessly.

Abawi oversees research to address the challenges faced by newcomers, specifically in employment struggles. This involves exploring various programs to facilitate access to job opportunities and career advancement.



From despair to stability and success

Mohammad Saker describes the services from MOSAIC as life changing "miracles".

That's because MOSAIC helped him navigate complex applications and government systems, enabling him to finally settle in Canada and lift out of a sense of despair.

Mohammad arrived in Canada at age 19 as a Syrian refugee, just before the pandemic hit. "I spent the next two years in a sort of limbo, confused and battered by the Canadian bureaucratic system. I didn't have a clear idea where to apply for anything I needed, what moves I needed to make next. I felt lost."

He wanted a career in technology, but there were many delays in processing his refugee application, leaving him unable to pursue his education plans.

Finally, he became a convention refugee in September 2021 — but his attempts to settle were impacted by expired documents. "I was in pure despair. Then my brother referred me to MOSAIC... And what followed was a series of miracles."

Mohammad credits MOSAIC staff in the Moving Ahead Program for helping him create and customize a resume for a career in technology, focusing on relevant work experiences and helping him focus on his achievements. He was also referred to an IT training program called Npower, a three-month training course tailored to kickstart immigrants' careers in the tech field. He graduated as one of the top alumni and shortly thereafter landed a job in the tech field.



Newcomer inspired to help employ other newcomers

Jean Luc Kalambayi, an immigrant from the Democratic Republic of Congo, came to Canada as a permanent resident, seeking new opportunities. Despite facing cultural challenges, he remained determined, setting two goals: finding a job and becoming an active member of his new community.

To achieve his first objective, Jean Luc sought help from MOSAIC's Workplace Connections Program. With mentoring and practical tools, he quickly adapted to the Canadian workplace culture, stayed persistent in his job search, finally getting employment at MAKE Projects, a project development and construction company.

To help with his second objective, Jean Luc participated in SCOPE (Social and Civic Opportunities: Pathways to Equity). This MOSAIC program helps immigrants positively impact their communities by engaging in social and civic initiatives such as boards and committees. As a result, he was successful in becoming a board member of the Brightside Community Homes Foundation.

Jean Luc's desire to give back has led to a partnership between MOSAIC's WorkXP Program and his workplace. The company will hire two newcomer clients from the WorkXP Program. Through this work, he aims to break barriers and provide opportunities for talented newcomers, benefiting both his company and the community.

"My colleagues and I have often discussed at length how immigrants are consistently penalized," says Jean Luc. "They cannot find work because of their background, but they have so much work experience and education. Why shouldn't they get a chance to learn and prepare for a workplace that suits them?"



A Fast Track to successful employment

MOSAIC's Fast Track to Manufacturing (F2M) addresses the hiring needs of the manufacturing sector by supporting young newcomers (17-29) who are experiencing unemployment or underemployment with training, career planning and connecting them to employers. Since its inception, this program has had 118 graduates.

For Yonatan, 29, from Eritrea and Mustafa Shujaie, 20, from Afghanistan, the program was a lifesaver. Yonatan met with an F2M Employment Services Advisor 10 days after he landed in Canada. He was referred to the program through a friend who was part of another MOSAIC program. Mustafa, the youngest in his family who had come from Afghanistan, was interested in becoming a mechanical engineer but needed to provide for his family first.

Securing full-time employment was crucial for them, as it not only provided financial independence, but also stability and security.

Through the program, they gained a wealth of knowledge about the Canadian job market and workplace, including how to prepare a Canadian-style resume and cover letter, strategies for the job market, and how to connect with employers. After finishing the program, the F2M staff shared job openings from their employer network. Yonatan and Mustafa were hired!

Employment, Language and Social Enterprise

This past year, MOSAIC's Employment, Language and Social Enterprise (ELSE) department launched new programs, and grew or enhanced existing services and programs. Our aim is always to help our clients gain the skills and navigate their way to achieving their settlement and employment goals.

Employment

MOSAIC continued its growth in programs connecting job seekers from diverse backgrounds with employers. These employers see the importance and benefit of expanding their hiring strategy and see value in the experience and skills newcomers bring.

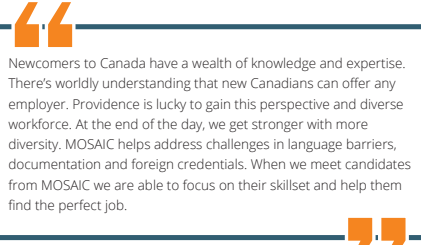
MOSAIC continues to serve newcomers through multiple employment programs. This past year, we served 1,037 clients with a 95% satisfaction rate. Furthermore, 97% of participants would recommend our employment services to their friends and family.

MOSAIC's Employment team has increased its focus on employer engagement, by collecting input and feedback for the planning and implementation of programs. Employers are given the opportunity to actively participate in content delivery, advisory committees, hiring events, job placement opportunities, and as guest speakers.

A new program, Preparing Women and Workplaces for Success (PWWS), was launched to support racialized women. PWWS clients are provided different training opportunities based on labour market needs and employers' input. PWWS has successfully focused on early childhood educator assistants, project management, and banking. Diversity, equity, and inclusion workshops for small businesses were also held.

WorkBC Centres

This past year, MOSAIC's four WorkBC centres welcomed a remarkable 2,113 new clients and provided invaluable assistance to a total of 2,785 active clients. This enabled clients to enhance their employability and achieve meaningful employment. An impressive 905 clients successfully secured employment, paving the way for brighter futures for themselves and their families.



Newcomers to Canada have a wealth of knowledge and expertise. There's worldly understanding that new Canadians can offer any employer. Providence is lucky to gain this perspective and diverse workforce. At the end of the day, we get stronger with more diversity. MOSAIC helps address challenges in language barriers, documentation and foreign credentials. When we meet candidates from MOSAIC we are able to focus on their skillset and help them find the perfect job.

Rubina Mahal
Director Recruitment, Equity, Diversity and Inclusion at Providence Health Care. PHC was the recipient of Employer of the Year at the 2023 MOSAIC Awards.

MOSAIC's WorkBC teams provided comprehensive employment assistance to ensure clients have the necessary tools to succeed, ranging from training opportunities to providing \$4.3 million in financial support to clients for their journeys towards finding employment.

Our unwavering commitment to inclusivity and diversity shows through as we proudly served clients identifying as Immigrants (60%), Youth, and Persons with Disabilities (16%). This transformative year centred around helping these clients improve their employability through long-term and short-duration training, enabling them to return to the workforce or secure more sustainable employment.

We have also made significant strides in welcoming newcomers to Canada, extending our support to displaced Ukrainians, Privately Sponsored Refugees, and Refugee Claimants. Through financial assistance and tailored guidance, we help these individuals with finding their first jobs, fostering a sense of belonging, and helping them build fulfilling lives in their new communities.

Welcoming displaced Ukrainians

MOSAIC held two highly successful outreach events for displaced Ukrainians. We helped 388 individuals by providing information on MOSAIC settlement, language, and employment support programs.

For the 145 attendees (37%) who were interested in finding employment, we connected them directly to MOSAIC employment services or referred them to other WorkBC centres if another location was more convenient for them. MOSAIC continues to expand our settlement and employment outreach to displaced persons and refugee communities throughout the Lower Mainland.

Language

MOSAIC continues to support English language learners in B.C. through accessible programs tailored to their language learning and testing needs. MOSAIC provides language programming throughout the Lower Mainland.

After several years of online-only programming, MOSAIC's Language Instruction for Newcomers to Canada (LINC) Program successfully transitioned to in-person and blended services in May 2022. This transition involved planning the logistics for three language centres and 590 students. Each language centre had a unique blend of in-person and online elements to meet diverse needs.

In September 2022, the LINC Program successfully launched four new classes at the MOSAIC Surrey Newcomers' Centre, doubling the program's size. Classes were very popular with enrollment increasing from 73% to 90% within months.

MOSAIC's LINC enrollment (88%) and occupancy (78%) rates are now higher than they were in 2018. Overall, the MOSAIC LINC Program has helped 1,079 students improve their language skills and acquire the knowledge necessary to build their lives in Canada.



Diversity & Inclusion is core to RBC's purpose of helping clients thrive and communities prosper. RBC is committed to helping newcomers to Canada succeed by supporting their life, career and financial goals. We believe bringing together people with a wide range of backgrounds, experiences, knowledge, and perspectives, enables RBC to develop new and more innovative ways to better support the needs of the clients and communities we serve.



Jennifer Pariag
Senior Manager, Recruitment, RBC.
RBC was the sponsor of MOSAIC Immigrant Professionals Conference and MOSAIC Awards.



Annual conference preps newcomer professionals

MOSAIC's annual Immigrant Professionals Conference (IPC) gives attendees the opportunity to gain valuable career insights, hear keynote speakers, network, and meet employers. Our 2022 conference focused on unleashing potential to reach employment goals and ambitions. Over 200+ attendees had the opportunity to gain valuable career insights from 17 speakers through various engaging presentations and breakout sessions.

Social Enterprise

MOSAIC's social enterprises enable us to increase the social impact we deliver for our clients, while diversifying our sources of revenue.

Interpretation and Translation

MOSAIC's Interpretation and Translation Services had its most successful year ever, with nearly \$3M in revenue, serving nearly 1,500 individuals and families, major government organizations, non-profit entities, and private sector clients across BC, Canada and even internationally. To increase access to our services for those most in need, we also provided nearly \$10,000 in financial assistance for translations to newcomer clients to support their settlement and employment in Canada.

MOSAIC engage

IELTS and CLBPT

In 2022, we supported nearly 5,000 clients in taking their IELTS test and built collaborative partnerships with four local IELTS preparation schools. Our CLBPT testing program served over 800 clients entering healthcare and other employment training courses.

English Classes

We expanded our English class offering for those who are not able to access LINC, growing from 22 students in the prior year to nearly 100 students in 2022. We support a significant number of clients facing financial barriers with discounted classes.

MOSAIC Centre for Diversity

Building on our experience of working with diverse communities and employers across industries, we continue to design, develop and deliver diversity, equity and inclusion workshops for client organizations in their journeys towards more inclusive and equitable workplaces. The clients we served span sectors ranging from manufacturing to non-profit and education.



Job Fair sees record turnout

MOSAIC's signature annual Job Fair saw a record turnout of over 3,500 attendees in 2023. We hosted 72 employers from various industries including: business, healthcare, public administration, retail, manufacturing, IT, hospitality, and construction. The massive turnout of the event was described as 'beyond expectations' by employers looking to hire, and all exhibitors said they plan to participate in future MOSAIC Job Fairs and events.



1.2K+
Employer Partners

WorkBC

20+ Hiring Events & Job Fairs
1.1K+ Attendees
40+ Employers via WorkBC Events



72
Employers Showcased at the Annual Job Fair



3.5K+
Job Seekers Attended Job Fair



200+
Attendees at Immigrant Professionals Conference

Family and Settlement

As a leader in newcomer settlement services in B.C., we have been actively championing to include a social determinant of health in MOSAIC programs. Through collaborations with public and community agencies, we're leading vulnerable newcomers' case management, refugee claimant support partnerships, international medical graduate recognition, and migrant worker rights protection. We support MOSAIC clients with social and emotional support, community connection, healthcare access, education access, income stability, and advocacy, to set a solid foundation to secure skills commensurate jobs.

Community Health

International Medical Graduate (IMG) Disaggregated Data Collection Project

This project, funded by the Wes Mariam Assefa Fund, is designed to build a better understanding of the demographic characteristics of International Medical Graduates (IMGs). Data will be collected through surveys and compared with other sources to identify anything missing.

An informational survey of IMGs across Canada has already been completed. We have also received positive responses to our request for data from Statistics Canada and the Canadian Post M.D. Education Registry. The project team will continue to work with other organizations to collect related data.

Once all the information has been received, we will analyze and report our findings. The report will also document our research methods, development references, and the processes, challenges, and limitations in collecting this data.

The report will be shared broadly through meetings and presentations, submission to journals, and media. It will also be used as part of our ongoing advocacy strategy for systemic change and the removal of barriers preventing IMGs accessing medical residencies.



Case Management

Unique collaborative alliance to support complex settlement



The Alliance for BC Settlement Case Management is a one-of-a-kind collaborative initiative of 10 B.C. based agencies offering case management programs to refugees and immigrants experiencing multiple and complex barriers in their settlement.

Alliance members hold a shared commitment, working collaboratively at all three levels (frontline, supervisors, senior/executive management) to enhance service coordination and capacity to support multi-barriered newcomers, with a priority of focus on serving refugees.

Meeting 16 times over the last year, the Alliance has focused on strengthening relationships and bringing diverse voices into conversations to support collaboration, knowledge exchange, and capacity building.

Over the last year, there were five opportunities for core training and knowledge exchange for case management staff. These have helped improve staff capacity, promote collaboration and have been an efficient way to share learning and resources.

Moving forward, the Alliance will continue to support the 10 agencies across BC including collective preparation for the IRCC (Immigration, Refugees and Citizenship Canada) launch of its Call for Proposals 2024.



I wanted to express my sincere gratitude for the assistance you provided me when I first arrived in Canada last year. You were truly a great help to me during a challenging and difficult time. Thanks to your support, I have been able to obtain refugee status and permanent residency, something I could not have accomplished without your help.



MOSAIC client from Sudan, supported with finding housing, obtaining legal aid and income assistance.

Migrant Workers

Migrant workers are key to economy

Migrant workers have been declared essential workers in Canada — and MOSAIC has a pivotal role in providing services to support them.

In the last year in B.C., more than 32,200 people were under the federal government's Temporary Foreign Worker (TFW) Program. MOSAIC's Migrant Workers Program is funded by a \$4-million budget granted from Employment and Social Development Canada (ESDC). This grant helps 27 BC agencies to assist temporary foreign workers in adapting to Canadian life and work culture by helping them know their basic rights. This coordination effort is in addition to MOSAIC settlement workers who provide direct services.

Key highlights over the past year include:

- Creation and implementation of an Emergency Funds Program by ESDC. This was the result from a partnership project with the Christian Labour Association of Canada (CLAC) Foundation which saw 167 requests for support by TFWs. Emergency funds cover temporary housing, lost wages, uncovered medical bills, and other emergencies.
- MOSAIC worked directly with the Consular Corps of BC which includes more than 80 countries, to provide service information.
- MOSAIC is the only Agreement Holder in Canada that has agreements with two B.C.-wide employer organizations (WALI Canada and Ag Safe BC) and sits on the Board of Ag Safe as a Worker Representative. This marks a first in the history of an employer-driven association in B.C. in the agricultural sector.



The impacts of this work are far reaching. This past year, the 27 agencies provided just over 42,000 service touchpoints to 15,375 temporary workers. As well, it enabled the formation of a solid team of agencies with diverse capacities and on-the-ground knowledge. This program also gives wide visibility to the significance of TFWs and their contribution to the economy, and the necessity of financing agencies to provide support services.

Immigration, Refugees and Citizenship Canada (IRCC) estimates that 500,000 immigrants enter Canada annually — this means an increase in the number of work permits awarded to TFWs — and a growing need for organizations like MOSAIC to support migrant workers.

Refugee Settlement and Integration

Housing and advocacy support for refugee claimants' settlement



MOSAIC's Refugee Settlement and Integration (RSIP) team expanded settlement support for refugee claimants in B.C., achieving remarkable accomplishments in uplifting displaced individuals and families.

To address housing challenges, the RSIP team partnered with local developers to provide temporary shelter for emergency clients. Houses slated for demolition were transformed into stable emergency housing, fostering a new sense of safety and belonging for those who needed it most.

MOSAIC actively participates in the Multi Agency Partnership BC (MAP BC) Advisory Council and Housing Committee, collaborating with settlement organizations to address housing challenges.

RSIP's advocacy efforts for refugee claimants' safety led to an invitation to appear at the House of Commons Standing Committee on Citizenship and Immigration, where the impacts of the Safe Third Country Agreement (SCTA) were discussed.

MAP BC and partners met with Rema Jamous Imseis, the Canada Representative of the United Nations High Commissioner for Refugees (UNHCR). They discussed the broad impacts of the SCTA on refugee claimants' access to safe solutions in Canada. Continuous advocacy on this important issue persists.



82

Individuals and Families Placed in Emergency Shelters



65

Independently Moved onto Permanent Housing

Staff

To serve an average of 26,000 clients yearly, it takes a dedicated and committed workforce. MOSAIC staff total 450+ on-call, full and part-time, and like our clients, come from all corners of the world. They are ready to help providing employment, settlement, languages, social enterprise and organizational services.



450+
Full/Part-Time/
On-call Staff



50
Languages
Spoken by Staff



76% Female
24% Male
0.2% Other



71%
Of Staff are
Immigrants/
Refugees



29yrs
Longest Serving
Staff Person



I love being part of the MOSAIC family because I'm able to make a difference in people's lives, either staff or clients!



Silvia Arreguin
IT Trainer, Business Technology & Operations



I find great fulfillment in working with MOSAIC as it allows me to actively contribute to fostering a welcoming environment and supporting our clients in their integration journey to Canada.



Tim Chow
Settlement Worker, Newcomers & Community Building Program



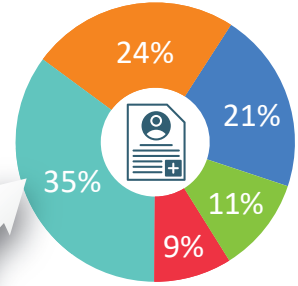
Clients

Each year, MOSAIC supports an average of 26,000 people. But who are our clients — where do they come from, how do they get here, and what skills do they bring? This snapshot is based on data from our fiscal year 2022-2023.



Terms:

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



- Refugee Class
- Family Class
- Economic Class
- Others
- CUAET

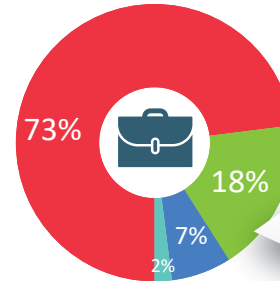


Client Immigration Class

Client Immigration Status

- Young Child (0-6 Yrs): 6%
- Child (7-12 Yrs): 2%
- Youth (13-24 Yrs): 9%
- Young Adults (25-29 Yrs): 10%
- Adults (30-59 Yrs): 64%
- Seniors (60+ Yrs): 9%

Client Demographic by Age



- Unemployed
- Employed
- Part-time
- Self-Employed

Employment Status at time of intake

Clients by Occupation

- Business, finance and administration
- Sales and services
- Education, law and social, community and government services
- Natural and applied sciences
- Trades, transport and equipment operators

Volunteers

MOSAIC's volunteer program engages with dedicated volunteers who help out in many ways including with events, program support, mentorship and language circles. For newcomer participants, the volunteer program is also an excellent opportunity to obtain Canadian experience to help build their resume. We thank our amazing volunteers for all you do!



I am incredibly thankful for the connections and friendship...Without them, I would have been [at a] loss on how to navigate Canadian culture, the workplace and gain my first work experience. They made me feel supported, informed and empowered. Being a part of this community has allowed me to contribute to the success of fellow newcomers, and it is a privilege that I hold dear.



Tiffany Riel, former Workplace Connections client; now a MOSAIC Volunteer Mentor to others.



360+
Active Volunteers



8.8K+
Volunteer Hours of Services



69
Languages Spoken Including English & ASL



125
Mentorship Matches Between Clients and Volunteer Career Mentors

88
Volunteer Mentors Provided Career/Job Search Support to Clients

Looking Ahead



MOSAIC Burnaby Language Centre moving to Metrotown

After two years of planning and hard work, the MOSAIC Burnaby Language Centre is excited to be moving to the Metropolis at Metrotown, British Columbia's largest shopping centre. In addition to being located next to the Metrotown Skytrain station, our language centre will be within steps of many local community services including Bonsor Recreation Centre and 55+ Centre, Burnaby Public Library, Central Park, and a range of other important community and retail services and schools.

This location will directly contribute to making Burnaby's Metrotown an even more active, vibrant, and inclusive area, where newcomers can interact, connect, and feel a sense of belonging. The MOSAIC Burnaby Language Centre will be a hub of intergenerational activity with the combination of an adult learning centre and early learning centre for preschoolers, along with other community programming for all ages.



After-school homework club supports newcomer children

United Way recently granted MOSAIC \$70,000 to facilitate an after-school homework club. This club is in partnership with MOSAIC's Settlement Workers in Schools (SWIS) Program in New Westminster and SFU's Friends of Simon Tutoring Program and the program will be offered at the New West Welcome Centre. It will be offered twice a week for children in elementary school ages 6 to 12, starting September 2023 and continuing until June 2024.

The homework club is a free program to support the learning needs of newcomer children and focus on activities that build connections, interests, and competencies; service to community; health and wellness; and social and emotional development.



MOSAIC expands services in Surrey

MOSAIC has been granted an additional \$980,000 in funding from IRCC to expand our services at the MOSAIC Surrey Newcomers Centre in Surrey Newton. This includes funding for a new program called Headstart LINC to supplement our existing LINC Program. Headstart LINC will provide those newcomers waiting to access LINC classes with immediate, foundational language, employment, and settlement skills needed to build a life in Canada. We have also received additional funding to meet the increased demand for LINC classes and support newcomer parents with childminding services. MOSAIC's expertise in early childhood education will allow us to support vulnerable and neuro-divergent children. We appreciate IRCC for this support so that we can better serve the growing needs of the Surrey community.



MOSAIC

Engaging Newcomers, Enriching Communities

ANNUAL REPORT 2022-2023



Living Wage
for Families BC

MOSAIC expresses our gratitude to the skwxwú7mesh (Squamish), selfwitulh (Tseil-Waututh), xʷməθkʷəyəm (Musqueam), qiqéyt (Qayqayt), scəwaθən məsteyəx (Tsawwassen), kʷikʷəłəm (Kwitwetlam), qicəy (Katzie), q'wa:nł'ən (Kwantlen), Semiahmoo and Matsqui Nations, on whose ancestral, traditional and unceded territories we are privileged to deliver our services.



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