



2022/23 ANNUAL REPORT

Pathways to **COMMUNITY**

We acknowledge we are on unceded, traditional Mi'kmaq territory, and we are grateful for the Peace and Friendship treaties. At ISANS, as we work to settle newcomers to Nova Scotia, we honour and respect the Indigenous people of this land.



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Our Vision

A community where all can belong and grow.

Our Mission

Help immigrants build a future in Nova Scotia.

Our VALUES

Collaboration

We demonstrate collaboration by building relationships in which we can share responsibilities and ideas, and work together to enhance opportunities for all.

Respect

We demonstrate respect by encouraging an environment of fairness, honesty, and integrity for all clients, partners, and colleagues.

Inclusion

We demonstrate inclusion by welcoming and respecting the diversity in our community and fostering a sense of belonging in all.

Diversity

We demonstrate diversity by valuing and respecting differences in experiences and perspectives, believing in everyone's ability to enrich Canadian society through their unique contributions.

Innovation

We demonstrate innovation through service excellence by being creative and flexible, by being responsive to clients and partners, and by continually seeking new opportunities.

Accountability

We demonstrate accountability by acknowledging responsibility for our services, tools, actions, and decisions by being transparent and principled in our approach to people and situations.

Immigration is an integral element in our local, provincial, and national communities



Lilani Kumaranayake
Chair, Board of Directors
ISANS

The ISANS vision is working to have a community where all can belong and grow. There are many pathways to build this vision.

For the last four years, we have shared with you how each of our services and programs comprise distinct and important pathways to help immigrants build a future in Nova Scotia.

Whether in person or at a distance, our services help newcomers achieve their immediate and long-term goals to get settled, learn English, connect with community, go to school, find employment, and do business. At the same time, they encourage employers to diversify their workforces; they support community members to embrace the principles of equity, diversity, and inclusion; and they help all of us strengthen our dedication to immigration in Nova Scotia.

Now, in our fifth year of exploring the pathways to possibility ISANS offers to immigrants in Nova Scotia, we couldn't think of a better or more appropriate possibility to explore than the one that encompasses all our work throughout our history and that is most closely aligned to our organizational vision: community.

Communities are important to all of us who call Nova Scotia home – regardless of when we arrived. Communities are not simply defined by our geography; at their core, communities are people providing support networks that protect us, uplift us, and allow us space to grow and flourish.

Immigration is an integral element in our local, provincial, and national communities. It strengthens the weave of our collective fabric by encouraging resilience and innovation, and by fostering unique connections that enable us to create lasting change toward a future where we all have equitable opportunities to grow and belong.

As Board Chair, along with my fellow Directors, our focus has been on continuing to have a strong organization where our excellent staff always feel engaged and valued within the ISANS community. It is only with a strong internal organization that ISANS can work more broadly to integrate and strengthen our communities by working with immigrants to help them call Nova Scotia home.

Thank you to the many people who come through our door and who settle and stay in our province. Thank you to the incredible staff team at ISANS whose dedication, vision, and commitment makes such a difference for people settling here and for our communities.

We are proud of the work we've done over the last year, and that we've always done, to help immigrants build their future here and bring us closer to our vision.

ISANS strives to build a strong community through immigrant settlement and integration

At ISANS, when we think of the future, it always centers on community and the important part immigrants play in shaping it. Our vision of a community where all can belong and grow depends on the cultural diversity, resilience, skills, perspectives, and economic growth immigration brings to Nova Scotia and Canada.

In the coming pages, you'll read wonderful examples of the ways ISANS strives to build a strong community through immigrant settlement and integration, and you'll also find links to stories of our clients, both immigrants and community members, who share how ISANS has helped them grow and embrace new opportunities.

In addition to those examples and stories, some other community-building work we're proud of from the last year include our engagement of Mi'kmaw artist Lorne Alexander Julien to create a mural for our Mumford office with the theme of "Welcome." His beautiful, vibrant artwork – titled *Mi'kmaki* – has encouraged meaningful conversation among our clients, guests, and staff about the unceded, ancestral land of Mi'kmaki on which we work and live, and it stands as a sign of our commitment to honour and deepen our relationships with Indigenous people in Nova Scotia and beyond.

I'm also pleased to share that, in the fall, our Settlement Digital Navigators won Digital Nova Scotia's Diversity and Inclusion award for their work helping immigrants access and use technology and online tools to actively participate in community life. Our new Employer Engagement podcast – a speaker series that highlights Nova Scotian employers, employer supports, and tips for immigrant recruitment and retention – also represents the way we're embracing digital tools to bring our wider community together.

Our reports over the last four years have focused on the ways we help immigrants find their pathways to possibility through our services and programs. In that time, we have responded to humanitarian crises in Afghanistan and Ukraine, developed sector-specific language and employment training, supported our clients with interpretation and family care, fostered opportunities for community integration such as gardening and field trips, as well as expanded pre-arrival services.



Jennifer Watts
Chief Executive Officer
ISANS

No matter where we're from, we all thrive when we live respectfully with one another. Communities offer us connection and a sense of belonging that are critical for enjoying a fulfilling life. When we give our support to those who need it, and when we welcome new people into our community, it encourages growth and reciprocity. More often than not, those who receive support are committed to give it back to others in countless beneficial ways.

ISANS is deeply invested in helping immigrants build a future here.

As we experience in our work, and as you will read in this report, immigrants are building their own future as well as our collective future as a province. It is exciting and inspiring to see the opportunities that lie before us.

Thank you for your contribution to building pathways to community here.



Connect with **COMMUNITY**

COMMUNITY INTEGRATION IS at the heart of an immigrant's settlement journey. Getting to know your local neighbourhood, the people who live there, the fun things to do, the places to see, and the many ways to contribute and participate help you feel connected to your new home in some of the most meaningful ways. But as any newcomer will know, immersing yourself in your new community can sometimes be overwhelming and intimidating. There is so much to learn and explore that it can be hard to know where to begin.

At ISANS, our Community Integration Services focus specifically on ensuring this process is as easy as possible for new immigrants. Our services help immigrants find information and volunteering opportunities, access community services and support, and connect with community members with similar interests. We also offer recreation support, which is a particularly

important part of community integration. In addition to promoting physical and mental wellness, recreation helps community members learn new skills and build relationships and friendships with others, which encourages further participation and a sense of belonging in the community.

Our CIS team's Community Connections program helps government-assisted refugees and their families find the recreational opportunities they're most interested in, as well as apply for funding to cover their registration costs. A reality of the recreation system is that it is complex and challenging to navigate, especially for new immigrants, which is why we developed a new, more involved volunteer support role to help our clients on a longer-term basis.

Recreation Navigators are volunteers who we match with families to help them find opportunities, register for community activities and sports, and access funding, all while teaching them how to navigate the system on their own. The paired matches meet weekly for two hours for at least six months, and we're thrilled at the success this unique initiative has had for immigrant individuals, families, and the wider community.

At an individual level, Recreation Navigators have deepened our clients' sense of belonging in their new home, and their own understanding of the barriers that immigrants face has deepened as well. Additionally, clients are building relationships with community volunteers and learning how to access services on their own.

For the wider community, our staff work with partners to highlight the ways in which our recreation system can improve and become more accessible to all, and we look forward to continue advocating for positive change in the years to come.

33

Recreation Navigators matched
with families

150+

Clients supported by
Recreation Navigators

Get SETTLED

ISANS SETTLEMENT SERVICES offer all immigrants to Nova Scotia the foundational support they need on their immigration journey, while also empowering them to use their resilience and strengths to grow and flourish in their new communities. Whether responding to humanitarian or family crises, locating affordable housing, or helping mothers become their children's first teachers, our settlement teams are dedicated to ensuring every immigrant has the support they need to successfully meet the challenges of long-term integration, especially those most vulnerable.

This past year has been an incredibly busy one for our settlement teams. In summer 2021, Canada committed to resettling 40,000 Afghan refugees in Canada, and this work is still going strong across the country – including here in Halifax, where Stanfield International Airport is a port of entry to Canada. ISANS is on the front lines of this initiative, with dedicated staff welcoming arrivals at the airport as they disembark,

supporting them through Customs and Immigration, and connecting them with many social and community services such as the education and public health systems.

Between September and November 2022, we supported roughly 1,000 Afghan refugees who arrived in Halifax on charter flights from Pakistan. While this is itself a tremendous success for ISANS and Nova Scotia, the real success, we believe, is the engagement and response we've received from the Afghan community who were already settled or have just started to settle in Halifax. Many of them have been recent ISANS clients who arrived with one of the earlier charter flights to Canada in the last year. Despite the hardships they have been through, this group of Afghans have shown an inspiring desire and dedication to help other refugees and immigrants in need, and to give back to the country and communities that took them in.

Almost immediately after arriving in Halifax, many began volunteering with ISANS, and some have gone on to officially join the ISANS team as paid employees. We couldn't be more grateful for their support. Their personal experience, insights, and empathy help other immigrants and refugees feel the safety of a strong support system, which in turn helps them feel more prepared to face challenges and more connected to their communities.

Communities thrive when their members' essential needs are met, no matter how new or well-established those members may be. We all benefit from welcoming communities. By creating an equitable future where everyone can grow and belong, we will build a stronger Nova Scotia.



ISANS is the place where we got our life back, and I am now in a position to help others.

- Abdul Shekib



Scan here

Read Abdul's story by visiting [this webpage](#), or by scanning the QR code.

15 Afghan staff were hired to support the port of entry initiative

975 Afghan arrivals were supported on 3 charter flights to Halifax as one of Canada's ports of entry between September and November, 2022

43 ISANS staff involved in port of entry initiative from April, 2022 to March, 2023



Do BUSINESS



100 people attended
ISANS Immigrant
Entrepreneurship Awards

20 immigrant businesses
showcased their products
and services at the awards

9 sponsors helped make
the event possible

THE RELATIONSHIP BETWEEN an entrepreneur and their community is reciprocal: they equally give to each other, and what they give is immensely beneficial to both.

Communities support entrepreneurs by becoming patrons and ambassadors of their businesses, and entrepreneurs – themselves a community – uplift and support one another by sharing experiences, knowledge, and insights. Entrepreneurs, in turn, support our communities by creatively filling service and product gaps, by building the economy, by creating job opportunities, and by sharing their talents and innovations.

Immigrant entrepreneurs, in particular, have an unparalleled drive to succeed, as well as skills and unique perspectives that lend so much to their communities. To help them on their paths to success, ISANS' Business Development team offers business counselling, training, mentorship, and networking opportunities to immigrants in Nova Scotia who want to start or grow their businesses. We provide our clients with tools and resources to help them better integrate in the community, understand Canadian and Nova Scotian business culture and practices, and make meaningful connections.

An important way that we increase a sense of belonging for immigrant entrepreneurs and bring our larger community together is through our annual ISANS Immigrant Entrepreneurship Awards, which celebrated its third year in 2022. Planning for the October event begins in January, and organization, teamwork, and community collaboration are key to its success. Among the many steps to prepare, we bring together inspiring guest speakers, community sponsors, immigrant entrepreneurs and vendors to showcase their products and cater the event, as well as highly deserving award nominees.

This year, we received over 50 nominations for five award categories, and we had a special award to recognize a distinguished immigrant business for Exceptional Entrepreneurial Achievement, which we presented to Peace by Chocolate. All in all, the event was a tremendous success. It featured a networking hour with culturally diverse food and music, with about 100 people in attendance. We also hosted nine sponsors as well as 20 immigrant businesses who showcased their products and services, and most importantly, we recognized the achievements of 16 outstanding immigrant entrepreneurs.

As we are every year, we were simply amazed by the submissions this year and by the stories immigrant entrepreneurs have to tell. We have had the privilege to witness the resilience of many immigrant entrepreneurs trying new ideas and testing new markets, sometimes struggling, but always with the strength and determination to try again and reach success. What's more, they are unceasingly willing to share their successes and give back to the community to ensure that others receive the help they need.

In our work, we have witnessed much to inspire us about immigrant entrepreneurs, but one thing is abundantly clear: they share our vision to make Nova Scotia a community where everyone can belong and grow.

Learn **ENGLISH**



THE MOTTO OF the Centre for Canadian Language Benchmarks is “language is the key,” and we believe this statement couldn’t be truer in our vision of a future where all can belong and grow. The inability to communicate effectively in English is a significant barrier for many immigrants, often preventing them from successfully integrating into their community and workplace. ISANS Language Services helps immigrants remove that barrier by providing them with the ability to express themselves and the confidence to go about their daily lives, from visiting the doctor and talking to a neighbour, to chairing a meeting at work.

Young adults are particularly susceptible to the disadvantages that arise from challenges with language. Immigrants of this age group have left the familiarity and support of their homes, schools, and friends at a very important stage in their development, leaving them vulnerable to social isolation, marginalization, and a loss of cultural identity. Early intervention, engagement, and peer connection are vital to maintaining and strengthening their resilience and well-being, as well as ensuring they receive the community support they need to grow and thrive in their new country.

Our Language Training for Young Adults program is specialized for young adult immigrants who cannot complete traditional high school because

their education has been interrupted, they struggle with literacy, or they have aged out of the traditional school system. With this program, young adult immigrants can achieve the language skills they need to acquire high-school equivalency, attain post-secondary education, or prepare for employment with peers who have similar goals and life experiences, ultimately supporting their growth by helping them reach their academic and employment dreams.

We're so pleased with the expansion and successes this program has seen in the last few years. We have increased both the enrolment and the number of classes we offer: all year round, it has several levels to support clients and then doubles in size in the summer to accommodate high-school students who want to continue building their language skills over the summer break. Our students have also gone on to achieve great personal successes, some of which include improving the accessibility of voter information cards for Elections Canada, as well as preparing for university by exceeding the language requirements for Dalhousie's David Packer Grant for EAL (English as an Additional Language).

Collaboration and partnership with key stakeholders – such as the Nova Scotia Department of Education and Early Childhood Development, Halifax Regional Centre for Education, Learn English Nova Scotia, and Nova Scotia Community College – have been instrumental. As a community, we are ensuring all young adults have equitable opportunities to meet their maximum potential.

111 participants in Language Training

for Young Adults, with 5 different levels offered – **a 484% increase** since the program's inception in 2017-18, which had 19 participants and 1 level

I had no English at all. I was level one or zero, or somewhere in between. I did the Young Adult Language Class . . . By the time I finished the program, I think I was level five. So when I went back to school, it was very helpful for me.

- Mervat Harb



Read Mervat's story by visiting **this webpage** or by scanning the QR code.



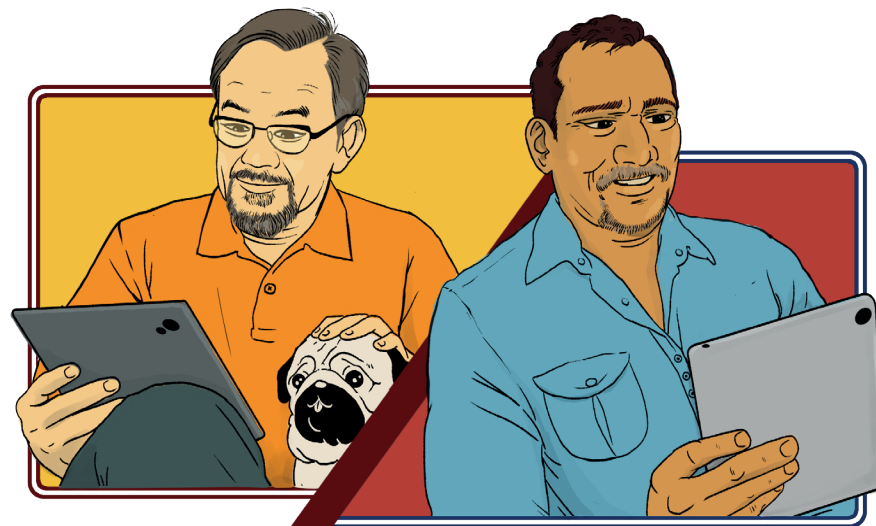
Distance & **ONLINE**

OUR DISTANCE AND ONLINE services enable us to support immigrants both before and after they arrive in Canada. Through three pre-arrival programs – the Atlantic Immigration Program, Nova Scotia Start, and Settlement Online Pre-Arrival (SOPA) – we help immigrants arrive in Canada prepared so that their settlement and integration is as smooth and stress-free as possible. Additionally, we have a dedicated digital technology and support team to ensure our services for all stages of immigration, both pre- and post-arrival, are as accessible as possible in an increasingly digital world. Arriving prepared is not just a motto – it is a key retention strategy.

Settlement Online Pre-Arrival

A significant benefit of our pre-arrival programs is that they set immigrants up for success and foster a sense of belonging before they even set foot on Canadian soil. SOPA achieves this by developing settlement plans and career action plans for internationally trained professionals preparing to come to Canada. Moving to a new country can be challenging and stressful, but the level of preparation that SOPA offers can alleviate the anxieties that are common in this transition. With less stress, SOPA clients can focus more on the learning opportunities and the personal and professional connections the program provides, sometimes even securing promising career prospects before landing in Canada.

SOPA is a network of six settlement agencies across Canada, each with their own regional expertise and networks. As the managing partner of SOPA, ISANS is proud of the concerted effort all six agencies made to engage with each other at both strategic and frontline levels over the last year to ensure all SOPA staff feel a strong sense of belonging to the SOPA program, as well as a desire to grow and develop professionally. This level of an open, collaborative, and healthy workplace environment makes it easier to extend a sense of belonging and growth to our clients who are already tremendously focused, committed, and resilient.



ISANS Digital Transformation and Technology Support

Building on the success of our Language Services Digital Navigators, which we wrote about in our annual report last year, our Digital Transformation and Technology Support (DTTS) team now has dedicated Settlement Digital Navigators who provide digital support to clients and staff across multiple ISANS teams. They also support wide-scale initiatives such as our Tech Lending Library, which enables our clients to borrow the hardware they need to build their digital skills, access online and hybrid programming, and pursue careers in Nova Scotia, an important component of successful integration and newcomer retention.

So much of our society's interactions happen in the online sphere, so bridging the digital divide is essential to ensuring everyone, especially immigrants, can fully participate in Nova Scotian communities, as well as pursue their passions and goals.

SETTLEMENT ONLINE PRE-ARRIVAL

2,998 Clients received a **customized settlement plan** through SOPA

1,588 Clients completed at least one SOPA course

SETTLEMENT DIGITAL NAVIGATORS

248 Hours spent supporting 211 clients with **digital training** and tech set-up

242 Chromebooks distributed to clients

Find EMPLOYMENT

At ISANS, we pride ourselves on our wrap-around, specialized programs, and we believe in the power of engaging community partners to improve immigrant retention in Nova Scotia.

Our employment and bridging services are excellent examples of this community-minded and comprehensive approach. To help immigrants find employment in their desired fields, our employment team collaborates closely with employers, regulators, educational institutions, volunteers, subject-matter experts, government organizations, and many other partners. Through these partnerships, we offer many employment-related services, from one-on-one counselling to employment-readiness training, to programs that are profession-specific, gender-based, competency-based, youth-focused, and employer-driven.

One such program is our Youth Employability Project (IYEP), which has served more than 260 young people since its inception in 2016. Over the last year, we have trained and supported 62 youth to enter the labour market in a position related to their career goals, one of whom – Gutu Waqo – immigrated to Canada three years ago. Gutu worked as a cleaner in that time, but he decided to start IYEP to find better opportunities for his future. Until then, Gutu hadn't been in a position to think about his career aspirations; but now, having participated in the program's career exploration, he realizes he wants to pursue a career as a Red Seal Automotive Mechanic.

We're proud to share that Gutu is well on his way to his dream career. With support from IYEP staff and our Trades Practical Assessment program, he began a position as a Lower Technician with Mr. Lube. Our team also collaborated with the Automotive Sector Council of NS to register him for their 'Pathways to Success,' an entry-level training program focused on essential skills for the automotive sector. Since then, he has successfully completed his IYEP work placement (600 hours) and is pursuing an apprenticeship with the Nova Scotia Apprenticeship

Agency. His employer has expressed his willingness to support Gutu through his apprenticeship, recognizing his incredible work ethic, his commitment to learning and professional development, his relationship-building skills, and his willingness to contribute to the automotive sector – a sector facing significant labour challenges.

Gutu's story is a powerful one, because it demonstrates just how much immigrants like him can accomplish when given the right support. Prior to IYEP, he faced significant barriers in the labour market because he hadn't earned a high-school diploma and had limited experience searching for jobs in Canada. Now, Gutu has developed his skills, secured long-term employment related to his career goals, and found a pathway to growth within his professional sector.

All at once, Gutu is realizing his potential, his economic security has improved, and our community is benefitting from his skills and determination.



“I learned how to make a resume. I learned how to read job descriptions. After I finished the training, I started my work placement at Mr. Lube as an Automotive Technician . . . Before participating in the IYEP program, I had no career goal. Now, I know that I’m going to be a Red Seal Mechanic.”

-Gutu Waqo



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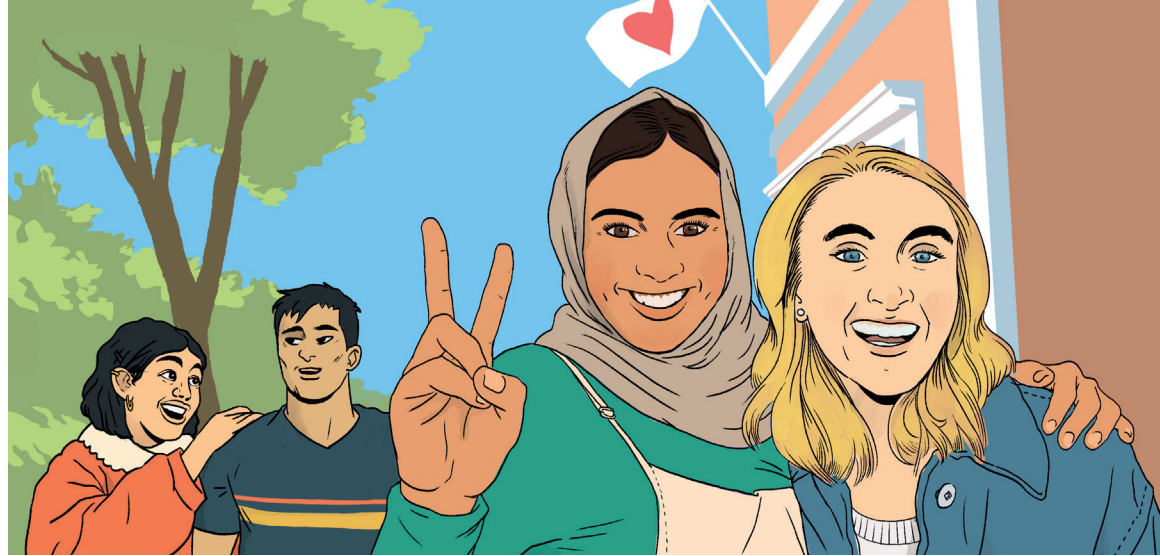
Hear Gutu tell his story by visiting [this webpage](#) or by scanning the QR code.

260 young people have been supported through the Immigrant Youth Employability Project since it began in 2016

62 youth were trained and supported through IYEP between April, 2022 and March, 2023 to enter the labour market in a position related to their career goals



Equity, Diversity & **INCLUSION**



WHEN IMMIGRANTS ARRIVE in Nova Scotia and elsewhere, they can face many barriers to successful settlement. The time and effort that is necessary to learn English, find appropriate and affordable housing, secure childcare, and access health and community services are just a few examples, and these can overlap and compound when immigrants or their dependants live with complicating factors such as trauma or disabilities.

As a service provider whose mission is to help immigrants build a future in Nova Scotia, we are continuously engaged with our clients and the communities we serve so that our ever-evolving suite of community-driven, educational programs and workshops on intercultural equity, diversity, and inclusion (I-EDI) reflect their emerging needs and lived realities.

This year, our Service Delivery Improvement project, or SDI, has actively sought to partner with newcomer communities that face compounding, intersectional barriers to settlement success and equity. Together with these communities, ISANS has designed several new I-EDI workshops that increase our capacity, as well as the capacity of the community, to address their complex concerns, improve their access to services, and help them feel valued and included.

We've also been working hard over the last year with four key partners in HRM – Reachability Association, The North Grove Community Family Centre, Square Roots Food Bundle Program, and HRM Recreation – to deepen our understanding of the way common barriers work together to further marginalize immigrants with complex settlement needs. As a result, we have innovated four new workshops to help service providers and community

members offer more equitable, inclusive, and accessible support to immigrants. As we pilot and test these new offerings in 2023, ISANS will remain engaged with our community partners so that we can be sure to deliver the most appropriate, client-driven, and up-to-date I-EDI training available in HRM.

The work of achieving equity, diversity, and inclusion is the responsibility of all people. Our success and growth as a multicultural community in Nova Scotia depends on our collective willingness to apply the values of I-EDI in everything we do. ISANS' Intercultural EDI workshops help us all discover how we create shared happiness and open, welcoming communities together.

24 available workshops and training related to I-EDI: 18 for community members and 6 for employers

106 existing partnerships, 65 of which were developed in the last year

3,316 community members and 937 professionals **attended ISANS' I-EDI training** between April, 2022 and March, 2023

Diversify your **WORKFORCE**



DIVERSITY IN THE WORKPLACE is a major asset to employers. Among countless benefits, hiring people of all backgrounds and abilities sparks creativity and innovation, creates opportunities for professional growth, leads to better decision-making, helps us become more compassionate as individuals, and makes our community at large more open, welcoming, and vibrant.

At ISANS, we offer many supports for employers across Nova Scotia to help them tap into the strengths an immigrant workforce brings. Through our Online and On-site Recruitment and Information sessions and unique tools such as SkillsMatch, we help employers meet their hiring needs by connecting them with skilled, job-ready candidates. Through offerings such as our Professional Practice program, we facilitate work placements at no cost. And through our Onboarding Employer Engagement program, we help employers across mainland Nova Scotia build their capacity to hire

and retain immigrants as well as navigate the designation process of the Atlantic Immigration Program.

In addition to these employer supports, we also offer training and resources to help employers make their workplaces more welcoming and more open to diverse perspectives and talents. Our Intercultural Workplace Program (IWP) is a perfect example. Leading with the principles of equity, diversity, and inclusion, this program coaches employers and their staff to approach all their employee interactions as relationships that honor and respect all individuals, inclusive of national and cultural background. Over the years, IWP has worked closely with many organizations, but our work with Dalhousie University's Facilities Custodial Services is a true testament to the community-building we value in our work.

IWP has been involved in the coaching and training of the Dalhousie Custodial Services team for the last 8 years, covering topics on interpersonal and intercultural communication from many perspectives such as gender, religion, national origin, biases, and stereotypes. Using this wider cultural lens, the Dal Custodial team now responds to workplace conflict with increased understanding and respect, which over the years has led to a dramatic reduction in misunderstandings and complaints as well as a significant increase in the overall diversity of their workforce, growing from approximately 20% international workers to well over 50%.

Michael Campbell, Dalhousie's Custodial Services Manager, credits their 8-year partnership with ISANS as one of the main reasons this diverse workforce runs smoothly, but this great success would not have been possible without their dedication to strengthening and reinforcing a positive work environment for all. The Dalhousie Custodial team has been outstanding at managing and responding to complex challenges, and their willingness to learn about and embrace an intercultural workforce is an example to us all.

Having a diversified workforce – it's phenomenal. You get a very eclectic, very knowledgeable staff.

-Michael Campbell



Scan here

Read Michael's story by visiting [this webpage](#) or by scanning the QR code.

230 staff across Dal custodial teams and management **participated in Intercultural Workplace Program (IWP)** workshops, discussions, and debrief sessions

81 IWP workshops were facilitated for various employers between April, 2022 and March, 2023 with 937 attendees

Our Year IN NUMBERS

15,165 immigrants received ISANS services
218 countries of origin among ISANS clients

319 community members volunteered at ISANS and 167 ISANS clients volunteered in the community for a total of 6,651 hours



FAMILY, CHILDREN, AND SPECIALIZED SETTLEMENT SERVICES

13,250 interpretations facilitated

1,750 personal documents translated

499 children were cared for in our early childhood education centres



COMMUNITY INTEGRATION SERVICES

54 families participated in community gardens

50 community partners and organizations

1,052 immigrants took part in 75 Community Connections activities

568 ISANS clients were registered for 1,875 recreational and social activities in the community

EMPLOYMENT AND BRIDGING

1,451 ISANS clients gained employment, of whom **195** were refugees and 246 were Ukrainian nationals

70% of all employed clients gained employment in their field or a related one

REFUGEE RESETTLEMENT

1,540 refugees received settlement services



1,184 government-assisted refugees and 65 privately sponsored refugees were supported in their first year

65 applications were submitted to sponsor
183 privately sponsored refugees

BUSINESS DEVELOPMENT SERVICES



1,743 ISANS clients received business services

856 ISANS clients participated in business training

165 immigrant business listed in ISANS Business Marketplace App

19 ISANS clients started a business

EMPLOYER SUPPORT SERVICES

617 Nova Scotian employers were engaged in ISANS employer supports

226 employers in rural Nova Scotia and small centres were engaged in ISANS employer supports

333 employers were engaged in the Atlantic Immigration Program



DISTANCE AND ONLINE

3,990 active clients on Settlement Online, ISANS' virtual platform for settlement-related courses

ISANS pre-arrival clients live in **972** international cities

735 ISANS clients in Nova Scotia live outside of Halifax Regional Municipality

LANGUAGE SERVICES

2,469 language learners in 120+ active classes

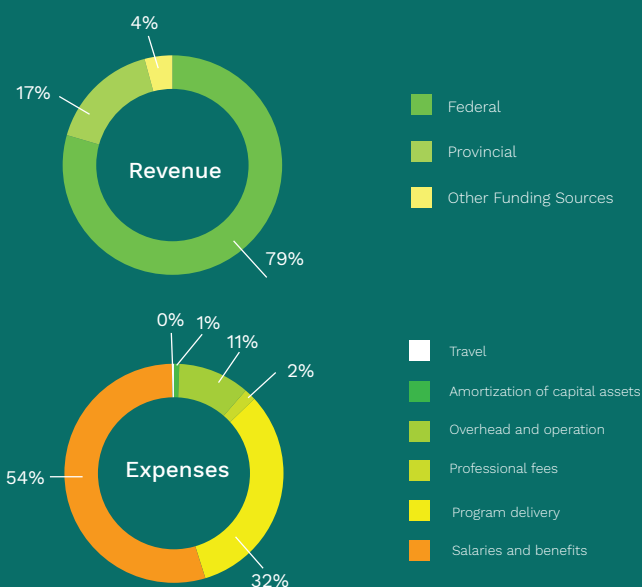
1,176 ISANS clients supported through language advising

27 specialized language programs for vulnerable populations, skills in the workplace, and specific career sectors

Highlights from the 2022-2023 Financial Report

Revenue	2022 - 2023	2021 - 2022	% CHANGE
Federal	\$29,172,059	\$19,988,804	45.9%
Provincial - Nova Scotia	\$6,192,997	\$5,624,039	10.1%
Other funding sources	\$1,485,316	\$1,369,466	8.5%
TOTAL	\$36,850,372	\$26,982,309	36.6%

Expenses	2022 - 2023	2021 - 2022	% CHANGE
Amortization of capital assets	\$303,810	\$420,457	-27.7%
Overhead and operation	\$3,745,414	\$2,639,693	41.9%
Professional fees	\$619,434	\$311,556	98.8%
Program delivery	\$11,388,693	\$5,473,710	108.1%
Salaries and benefits	\$19,288,304	\$16,748,429	15.2%
Travel	\$87,785	\$145,157	-39.5%
TOTAL	\$35,433,440	\$25,739,002	37.7%



2022/23 FUNDING PARTNERS

Accessible Community Counselling and Employment Services
 Atlantic Canada Opportunities Agency
 Bow Valley College
 Colleges and Institutions Canada
 Emera
 Employment & Social Development Canada
 Immigrant Employment Council of BC
 Immigration, Refugees & Citizenship Canada
 J & W Murphy Foundation
 Mental Health Foundation of Nova Scotia
 MOSAIC
 Mothers Matter Centre
 Nova Scotia Advisory Council on the Status of Women
 Nova Scotia Apprenticeship Agency
 Nova Scotia Community College
 Nova Scotia Department of Community Services
 Nova Scotia Department of Education and Early Childhood Development
 Nova Scotia Department of Labour, Skills, and Immigration
 OCASI - Ontario Council of Agencies Serving Immigrants
 Ottawa Community Immigrant Service Organization
 Pier Labs
 Public Health Agency of Canada
 RBC Royal Bank
 Social Research and Demonstration Corporation
 S.U.C.C.E.S.S. AEIP
 TELUS Friendly Future Foundation
 Trucking Human Resource Sector Council Atlantic
 WES Mariam Assefa Fund
 World Skills Employment Center

NOTES

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