

ANNUAL REPORT

2021-2022

Building Business, Enriching Lives



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ANNUAL REPORT

2021-2022

Strategic Highlights

Through a year of pandemic challenges came innovation and resilience. Significant advancements to our technical infrastructure brought improved access to our clients, increased reach and scalability of our services and better returns for invested public funds.

Operational Highlights

Strong financial management and a focus on building technical infrastructure over the last 10 years allowed SEC to not only weather the pandemic without business loss or staff reductions but supported an immediate and rapid pivot to virtual delivery.

Service Highlights

AQIS program achieved a good number of client services and met the annual target by 102% (947 new clients, 377 repeat clients, a total of 1324 clients). Group sessions and workshops surpassed the set target by 17%, with a total number of 468 participants.

EarlyON programs served 46,298 participants through 1637 virtual sessions and some limited in person on site and outdoor programs as COVID allowed. Pre recorded and live virtual sessions were also served through our social media platforms.

Supervised Access in York & Peel Regions offered more than 400 virtual services, ensuring parent child contact continued even during partial closure.

SEC's multilingual Central communication centre provided critical government & settlement service information to over 18,000 callers and booked over 6200 individual virtual service appointments.

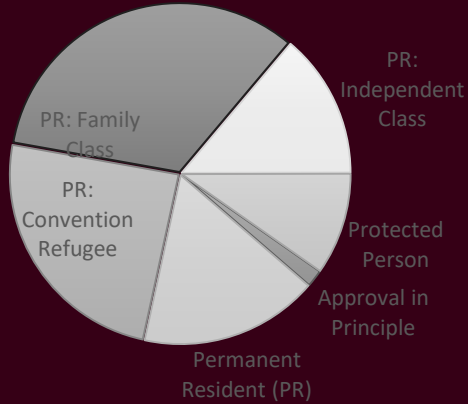
Rahim Emmanuel -
“Never let a serious crisis go to waste. And what I mean by that it's an opportunity to do things you think you could not do before.”

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Summary

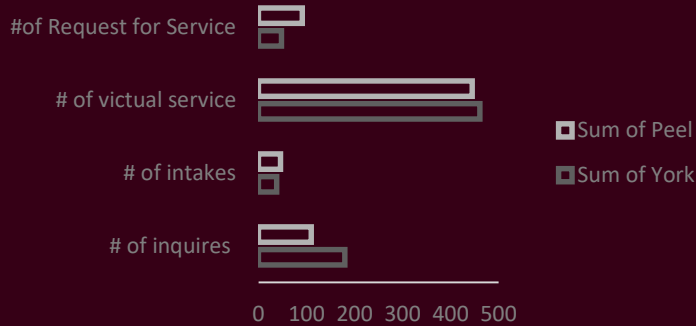
Newcomer Services



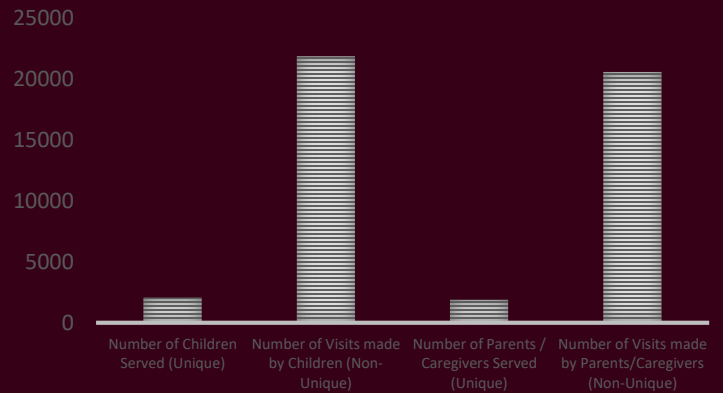
Accreditation & Qualification Information Services



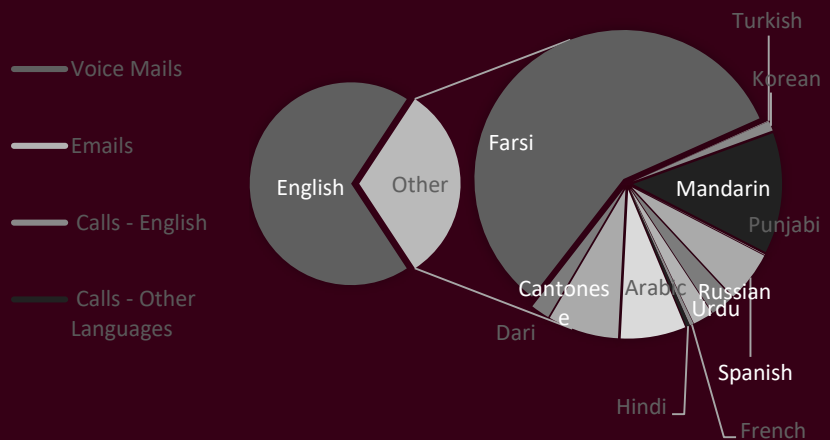
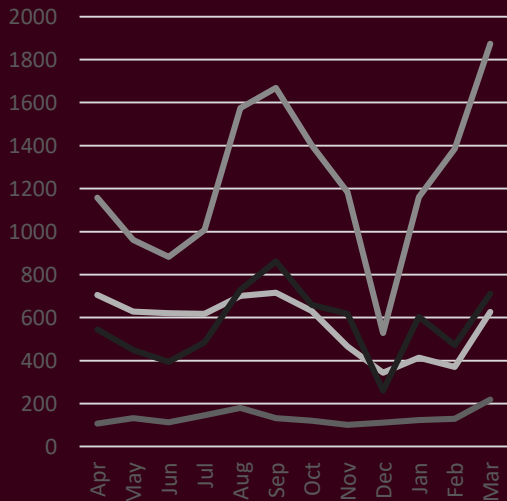
Supervised Access



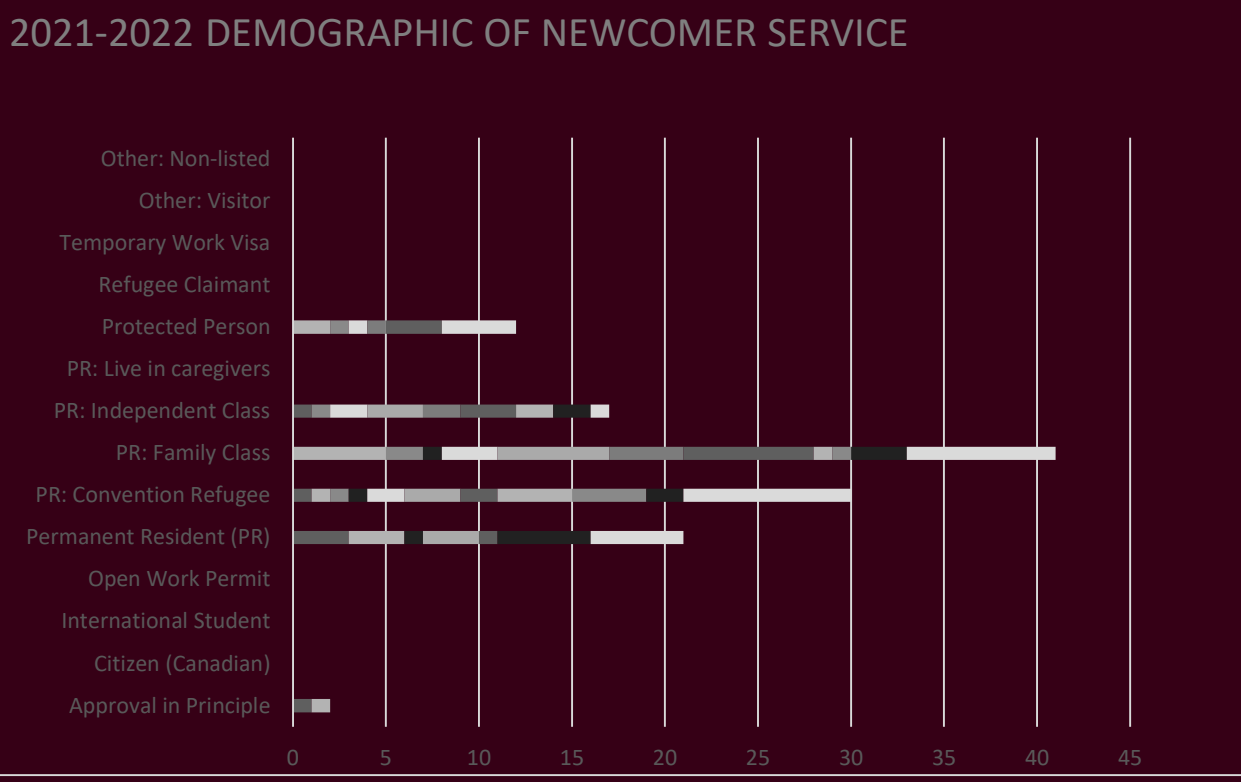
EarlyOn 2021 YTD Actual



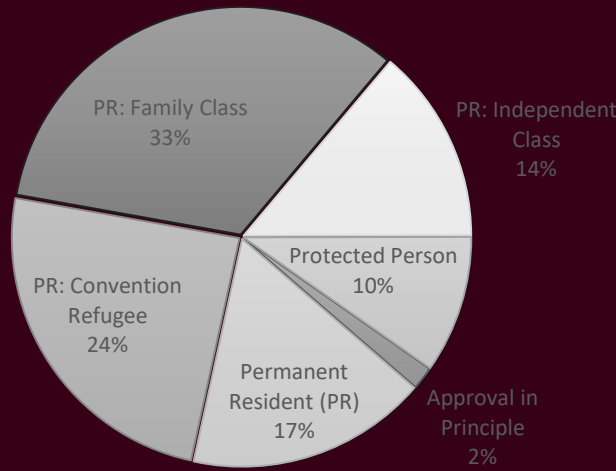
Communication Center



Newcomer Services

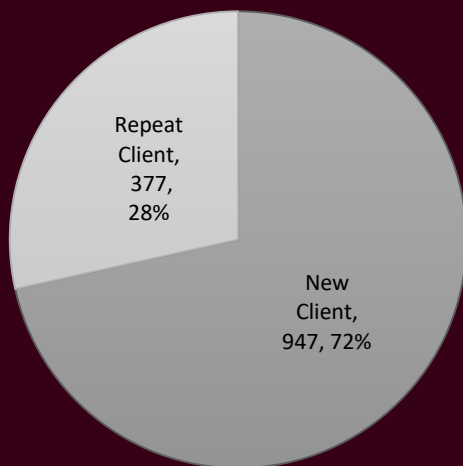


Newcomer and Family Services supported engagement of over 69,000 contacts. 5,300 were registered



PR: Family Class made up of 33% of the Newcomer Service Demographic in 2021-2022

Accreditation (AQIS)



Annual Target surpassed by 102%

New partnership with WES Gateway Program

Through the partnership with WES Gateway program, the AQIS program helped clients who, as a result of adverse circumstances in their country of education, have limited proof of their academic achievements to get their foreign credentials assessed and recognized. WES works with the AQIS program to identify qualified individuals educated in Afghanistan, Eritrea, Iraq, Syria, Turkey, Ukraine, and Venezuela as participants in the Gateway Program.

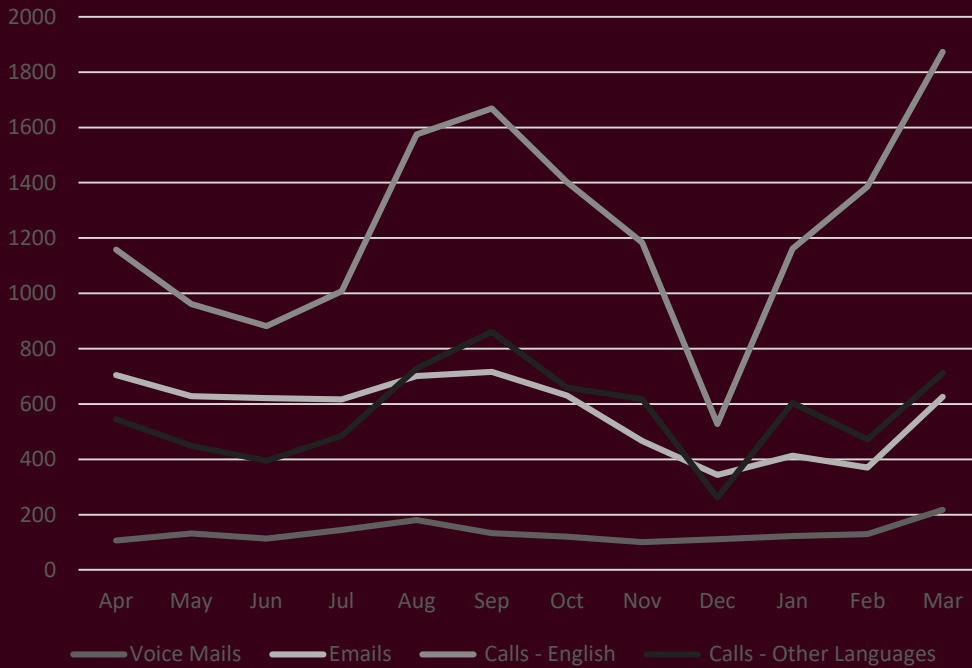
The Accreditation & Qualification Information Services (AQIS) team continued to serve clients virtually during this fiscal year. Overall, the capacity to provide virtual service made it easier for clients to access the AQIS Services. It is especially convenient for clients who have no vehicles, undertake survival jobs, or have small kids at home. No-shows for appointments are rare. By delivering virtual group sessions and workshops, attendance improved when compared with pre-pandemic in-person workshops.

To keep the AQIS facilitator's knowledge up-to-date to ensure the quality of services, we practice as follows:

- 1. actively participate in community partners' information sessions/webinars*
- 2. exchange emails to circulate updates from regulatory bodies, training institutes, and community partners*
- 3. conduct regular team meetings to share knowledge*
- 4. store programs information and regulatory body updates in a shared drive for program staff to access anytime, and archive outdated information annually*

Communications Center

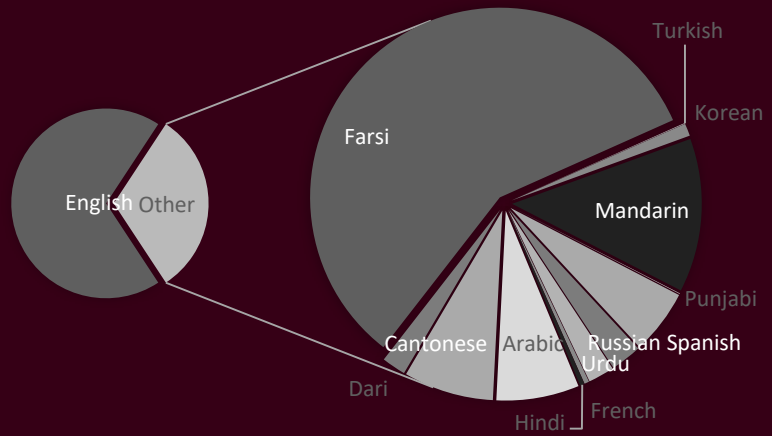
Total Client Contacts (calls/emails/voice mail)
April 1 2021 - March 31, 2022



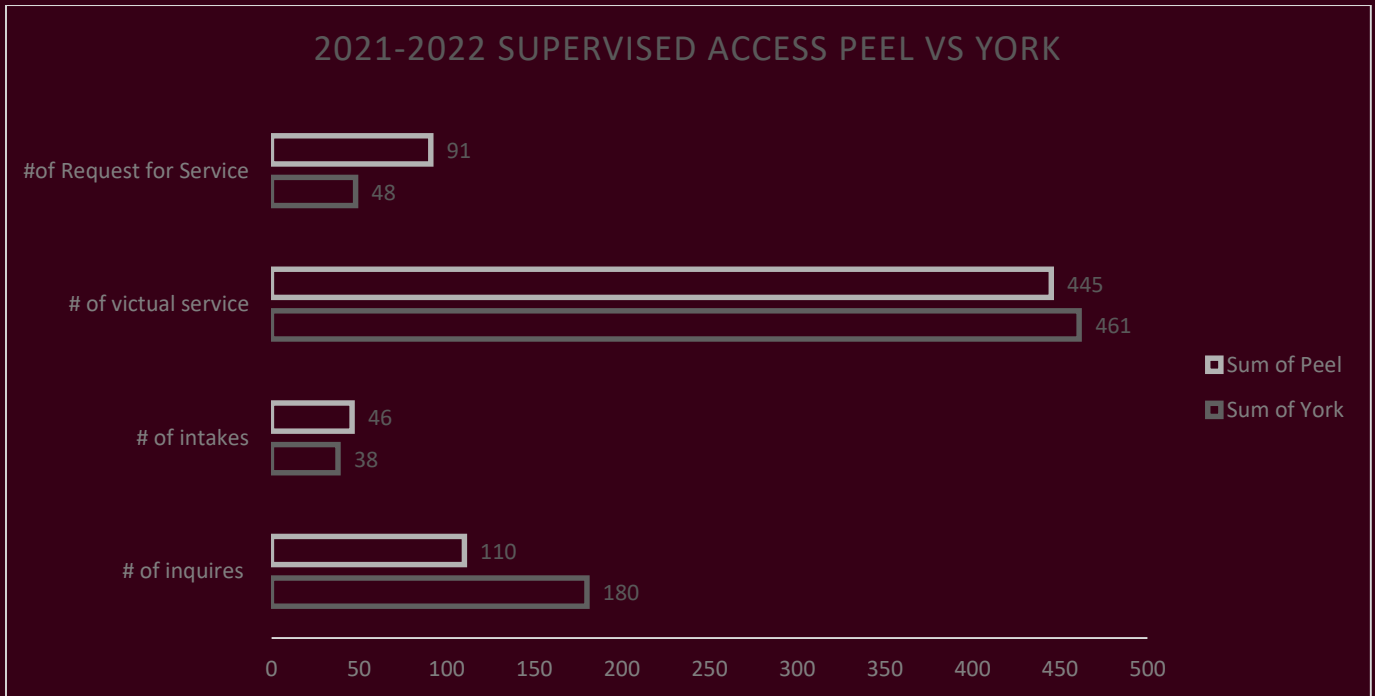
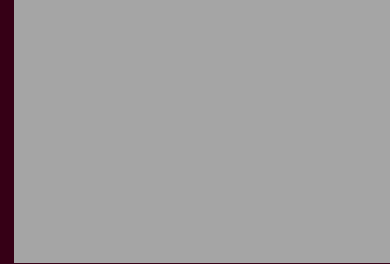
Calls increased by 1148.5% in comparison to calls in 2020

Top 10 Language Lines

- 1 English
- 2 Farsi
- 3 Mandarin
- 4 Cantonese
- 5 Arabic
- 6 Spanish
- 7 Russian
- 8 Urdu
- 9 Dari
- 10 Korean



Supervised Access



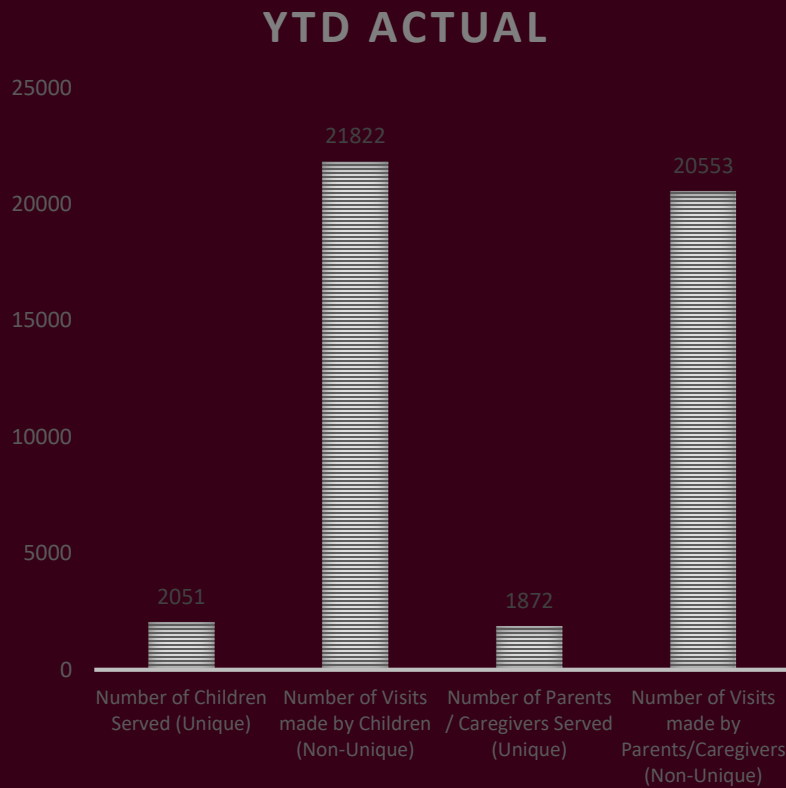
In person visitation and exchange between children and visiting parents remained closed. Our families were frustrated by the separation and lack of contact. Staff worked closely with our families and our courts to transition families without specific court orders to access virtual visitation.

Supervised Access' Wait time remained steady at an average of 14.4 days in 2021-2022

Safety Rate remained at 100%, with 0 complaints filed

Child Care & EarlyOn

EarlyON programs served 46,298 participants through 1637 virtual sessions and some limited in person on site and outdoor programs as COVID allowed. Pre recorded and live virtual sessions were also served through our social media platforms.



Childcare Licenced sites operated in person supporting children and families at our three Before and After School programs and CNC continued to provide virtual support to children whose parents participated in online language training.

46,298 participants through 1637 virtual sessions in the year 2021

Looking Ahead

Fundamental shifts are ahead for non-for-profit agencies focused on public service delivery. Service modalities have modernized more in the last two years than what has occurred in the prior twenty. Legacy based local place-based service delivery and resistance to virtualization has been disrupted. Piloted “System Manager” models implemented in 2019 by the Province of Ontario that included engagement of private sector companies have proven effective in not only service but cost efficiencies. These results will accelerate similar changes to the contracting of services in other key areas such as Family Services, Newcomer Services and Child and Youth programs.

As I look ahead, I feel a significant gap in the service ecology will emerge. As austerity measures will inevitably come to service funding at both the provincial and federal levels, the focus of investment will shift to mobilizing the skilled workforce and supporting only the most vulnerable. The individuals who fall between these two priorities will find significantly fewer public services and we will see social impacts begin to emerge.

Our focus on, and development of, our enterprise service offerings will become more critical and urgent. The objective to build ethically and accessibly priced fee-based services that fill these gaps and potential disrupt traditional high-cost supports is a priority for our strategic planning and service development. Continued advancement of data-based decision making, service evaluation, maximizing technology, increased service access and strong cost efficiencies will be our priorities in the coming years.

We are hopeful that 2022 will bring the “endemic” phase to these disruptive times. COVID has facilitated a true paradigm shift public sector service delivery. We will not return to the systems of 2018. The way forward will continue to bring fundamental change

Patricia Cousins

–
“data based decision making, service evaluation, maximizing technology, increased service access and strong cost efficiencies will be our priorities in the coming years”

Financial Summary

Our enterprise operations experienced a substantial decline in business activity, significantly reducing its contributions to the charitable operations. SEC is grateful for the government support that allowed our business operations to remain solvent. Revenues in Bridge Translations and Solutions, dropped by over 85%. Despite this this loss our business completed the year with a small surplus.

Our public service delivery sponsors continued to honor the service contracts and as noted SEC moved rapidly to shift from place-based service support to that of virtual delivery.

By leveraging our reserves and opportunities for more flexible use of public revenues and supports SEC invested over \$100,000 into our technical networks and data base development.

Rapid review of our expensed and moves to ensure savings and austerity allowed us to finish 2021 with a surplus of approximately \$200,000, adding to our future reserves.

As we move into 2021-2022, we anticipate continued financial challenges as the pandemic continues to challenge our operations and services.

Social Enterprise for Canada Statement of Financial Position

| March 31 | 2022 | 2021 |
|--|--------------------|--------------------|
| Assets | | |
| Current | | |
| Cash (Note2) | \$1,167,127 | \$ 1,101,4589 |
| Short-term investments (Note3) | 526,794 | 507,725 |
| Accounts receivable | 189,901 | 117,969 |
| Government funding receivable | - | 114,130 |
| Prepaid expenses | 94,368 | 76,939 |
| Long-Term investments (Note 4) | 1,978,190 | 1,831,352, |
| Investment in Social Enterprise Canada Corporation (Note 5) | 251,754 | 260,986 |
| Tangible capital assets (Note 6) | 620,498 | 573,093, |
| | 825,389 | 726,927 |
| | \$3,702,831 | \$3,392,358 |

Financial Summary

Social Enterprise for Canada Statement of Financial Position

| March 31 | 2022 | 2021 |
|---|-------------|-----------|
| Liabilities and Net Assets | | |
| Current | | |
| Account payable and accrued liabilities | \$641,880 | \$618,069 |
| Current Portion of deferred revenue (Note 7) | 640,467 | 605,746 |
| Current portion of obligation under capital lease (Note 12) | 81,967 | |
| | <hr/> | <hr/> |
| | 1,364,314 | 1,223,815 |
| Obligation under capital lease – long term (Note 12) | 85,773 | - |
| Long Term portion of deferred revenue related to capital Items (Note 8) | 337,254 | 435,020 |
| | <hr/> | <hr/> |
| | 1,787,342 | 1,658,835 |
| Commitments (Note 9) | | |
| Net Assets | | |
| Internally restricted | 914,000 | 914,000 |
| Unrestricted | 1,001,489 | 819,523 |
| | <hr/> | <hr/> |
| | 1,915,489 | 1733,523 |
| | <hr/> | <hr/> |
| | \$3,702,831 | 3,392,358 |

Financial Summary

Social Enterprise for Canada Statement of Operations

| For the year ended March 31 | 2022 | 2021 |
|---|--------------|--------------|
| Revenue | | |
| Government funding | \$ 5,414,054 | \$ 5,175,556 |
| Service fees | 172,444 | 72,004 |
| Miscellaneous revenue | 17,871 | 23,716 |
| Other funding | - | 55,803 |
| Other funding | 121,755 | 76,832 |
| Other revenues | 5,726,124 | 5,403,911 |
| Expenses (Note 9) | | |
| Welcome Center | 2,883,851 | 2,742,501 |
| Early Years programs | 1,663,084 | 1,568,412 |
| Child Care | 344,716 | 249,082 |
| Supervised access | 443,253 | 375,572 |
| Administration | 212,268 | 339,992 |
| Trillium | 45,678 | - |
| | 5,592,850 | 5,275,559 |
| Excess of revenue over expenses before undernoted item | 133,274 | 128,352 |
| Gain from investment in Social Enterprise Canada Corporation (Note 5) | 48,692 | 78,722 |
| Excess of revenue over expenses | \$181,966 | \$ 207,076 |

Leadership & Dedication

2021-2022

Our Team

SEC is fortunate to have dedicated professionals who place high value on service to their communities. In this last year, we have witnessed perseverance and commitment. Our child care staffs who faced countless layoffs and closures have remained focused and positive about their work and the support they provide to families. Our newcomer services and family support programs showed creativity and resilience in their focus on client outreach and delivery of needed client supports.

Our Board of Directors remained vigilant and engaged in these challenging times. As volunteers they continue to demonstrate their commitment to community by giving of their time and skills in what has been a significantly challenging year.

Special acknowledgement should be given to our CARE Team, a dedicated small group of SEC staff who each quarter build an engaging and motivating newsletter that raises our spirits and motivates us to do better.



“We cannot become what we need to by remaining what we are”.
– Oprah Winfrey

Sponsors and Funders

We gratefully acknowledge and thank our past and present investors. Without their continued support, we would not be able to serve our communities.



Immigration, Refugees
and Citizenship Canada



MINISTRY OF THE ATTORNEY GENERAL

Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario



Employment and
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