

ISLAMIC FAMILY AND SOCIAL SERVICES ASSOCIATION (IFSSA)

Healthy Muslim Families and Community 19 years of service to Edmonton



*Annual Report -
2010-11*

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About IFSSA

Established in 1992, Islamic Family and Social Services Association (IFSSA), is a non-profit registered charity dedicated to providing services in response to the social needs of the Edmonton community within an Islamic context.

Objectives

- Provide basic necessities such as food, clothing and other emergency assistance to those in need to complement other community resources.
- Help prevent individuals from forming destructive habits (e.g.: alcoholism, drug abuse or anti-social behavior).
- Provide appropriate, culturally-sensitive counseling services through qualified professionals.
- Assist refugees, new immigrants and newcomers to Edmonton in integrating comfortably into the community and society at large.
- Collaborate with community agencies and be a resource for culturally appropriate services.
- Operate as a vibrant, professional and well-resourced agency in accordance with our core values.
- Operate programs for youth and parents focused on strengthening the family.

Vision

Healthy Muslim Families and Community

Mission

To meet the basic physical and emotional needs of the community within an Islamic context.

IFSSA BOARD

1	Abdul Aziz Khan	President	
2	Mehdi Rahman	Vice President and HR	
3	Naveed Cheema	Treasurer	
4	Syed Anwar	Secretary	
5	Imtiaz Zainul	Program Chair	Essential Needs
6	Sehban Khan	Program Co-Chair	
7	Lubna Zaeem	Program Chair	Fostering Healthy Families (FHF)
8	Mana Ali	Program Co-chair	
9	Nida Farooqui	Program Chair	Youth Development and Parental Education (YDPE)
10	Majeda Fyith	Director	
11	Omar Yaqub	Director	
12	Saad Siddiqui	Director	

IFSSA STAFF

			Programs
1	Alisha Shah	Program Director	Youth Development and Parental Education (YDPE)
2	AbdiRasheed	Client Services Administrator	Essential Needs
3	Jordanna Abougoche	Program Director	Fostering Healthy Families (FHF)
4	Sabah Mohammed	Community Outreach Worker	Fostering Healthy Families (FHF)

Programs

Essential Needs Program

The Essential Needs Program (ENP) of IFSSA operates its Halal Food Bank, Clothing facility, and other needs of our clients. The ENP services are provided through a dedicated staff (Client Services Administrator) and Program Chair. The program efforts are greatly helped by (i) the volunteers who provide their time in making food hampers and food deliveries, and (ii) the generous donations of our community members.

To optimize the services and operational practices of the ENP, IFSSA sanctioned an independent evaluation. The evaluator's key recommendations were later implemented to improve the delivery of ENP services and use of warehouse space for food and other items.

In the current reporting period, the ENP provided 1176 food hampers to 275 needy families/individuals. This represents a 44% increase from the last year in the number of food hampers given out. In addition, all clients were given a Ramadan supplement (e.g., dates and increased quantity of essential food items).

Every year during Ramadan, the ENP also distributed Eid-ul-Fitr Gift Cards to all deserving clients. These gift cards were purchased from the Sadqat-ul-Fitr donations received from individuals and various Masajid (mosques). A total of 175 families/individuals representing 675 family members (mainly children) were helped by these gift cards this year to enjoy their Eid-ul-Fitr.

The Clothing and House-hold items Bank was also very frequently used by many of our clients. These items were kindly donated by our generous community members and sorted by our staff and volunteers. Often some community members bring or leave (outside IFSSA building) their poor quality clothing and household items and IFSSA had to dispose off such items. Although IFSSA has made many community announcements to avoid this practice, we still have to cope with this problem.

Fostering Healthy Families (FHF) March 2010 -March 2011 (fiscal reporting period)

In 2009, IFSSA received funding from the Government of Alberta’s Safe Community Initiative to develop the Fostering Healthy Families program to prevent and support victims of family violence in the Immigrant Community of Edmonton. FHF program is a part of Victim Support Outreach Program in addition to eight other agencies in Alberta and was made permanent recently. The program has employed competent staff, who have committed to meeting the needs of the community in an efficient and culturally sensitive manner.

To help victims of abuse the program employs various methods and supports that have proven to be successful. These include, outreach work, an all sisters therapeutic support group, culturally sensitive psychotherapy, a food bank providing food and clothing to in need clients, psycho-education, housing and custody based advocacy. Statistics for the program are compiled in correlation with the fiscal reporting period and are carefully tracked to ensure that program outcomes and client success factors are optimal.

FHF	<u>2011</u>	<u>2010</u>
	\$	\$
Revenue		
Grants -		
ACYS, Note 7	\$ 123,203	\$ 83,371
Service and other revenue	\$ 2,106	
	<u>\$ 125,309</u>	<u>\$ 83,371</u>
Deduct expenditures		
Professional fees	\$ 5,333	-
Office Programs	\$ 4,169	\$ 9,421
Travel and Training	\$ 15,574	\$ 28,574
Wages and benefits	\$ 2,808	\$ 8,362
	\$ 97,425	\$ 37,014
	<u>\$ 125,309</u>	<u>\$ 83,371</u>
Excess of Revenue over expenditures	\$ -	-

Family Violence Education

FHF organizes two educational events on family violence per year. The first one entitled “No Peace in the Home, No Peace in the Heart” at the University of

Alberta in November of 2010 was hosted by **Sheikh Said Rageah**. Over 30 community members attended this event; attendees ages ranged between 17-24 years and 70% were of Somalian descent. Evaluation of outcome data included:

- Participants' knowledge of family violence in regards to definition, cause and effects averaged 33% before the session and rose to an average of 60% post session.
- Family violence was still an area that required education.

Serenity Group- Sisters Helping Sisters:

On a monthly basis, the FHF program hosts a therapeutic support group with our partnering agency, The Today Family Violence Help Centre. It provides a psycho-educational component, along with emotional and cognitive processing. What also makes this group special is it brings women who have experienced abuse together to support and empower each other. The group is facilitated by, Deepika Mittra, a registered social worker. Sixty five clients attended the Serenity Group from July 2010 – March 2011. 100 % of clients rated an 80-100% increase in knowledge in issues relating to FV, types of abuse, cycle of abuse, self-care and safety planning.

FHF Counselling Program

Fostering Healthy Families recognizes that a holistic approach is needed to aid survivors and families in recovering from traumatic experiences. Fostering Healthy Families has set up a subsidized counseling program for clients of the program. Since the start of this program, 19 families have received therapy facilitated by clinical psychologist Dr. Mohamed Sadiq.

Transportation, Food and Clothing, Ramadan gift vouchers

FHF provides food, clothing and other essential needs to its clients through IFSSA's own Essential Needs Program. In addition transportation facilities are provided to clients who lack financial resources. Last year FHF was able to provide food to 74 clients and transport approximately 144 clients to appointments. 17 families were provided gift vouchers from Superstore during the month of Ramadan. The intent was for each family to be able to have a good Eid dinner.

Fostering Healthy Families Program Statistics

March 2010 -March 2011 (fiscal reporting period)

Number of instances of service to families	771
Number of instances of service to adults 18 years and older	1004
Number of instances of service to children aged 0 to 12 years	1471
Number of instances of service to youth aged 13 to 17	308
Hours of face-to-face service provided to all clients	1163 hours
Hours of telephone service provided to all clients	226 hours

Youth Development and Parental Education Program

The Youth Development and Parental Education Program (YDPE) is funded by the Family and Community Support Services, City of Edmonton. Since 2002, YDPE has been actively providing effective preventative programming to youth and parents in the city. In addition to our full-time YDPE Program Director, IFSSA board members and many community volunteers contribute their time and expertise to the success and achievements of the program.

YDPE encourages individuals in the community to provide input on future program sessions. Discussions with them include present trends, issues and developing topic ideas. Popular topics for 2010-2011 include: Healthy Relationships, Parenting Skills, and Youth Identity. We also have an ongoing After School Youth Program once a week

YDPE	<u>2011</u>	<u>2010</u>
	\$	\$
Revenue		
Grants - FCSS, Note 7	\$ 96,651	\$ 105,631
Service and other revenue		\$ 318
	\$ 96,651	\$ 105,949
Deduct expenditures		
Bank charges and interest	\$ 205	
Conference	\$ 2,148	\$ 1,329
Office	\$ 3,730	\$ 4,942
Professional fees	\$ 3,902	\$ 7,323
Programs	\$ 24,164	\$ 31,181
Telephone and utilities	\$ 682	\$ 1,847
Travel and training	\$ 901	\$ 6,375
Wages and benefits	\$ 64,133	\$ 52,952
	\$ 99,865	\$ 105,949
Excess of expenditures	\$ (3,214)	-

Program Highlights (2010 -2011)

- **1688** community members (both youth and parents) participated in the YDPE Program
- **16** sessions were delivered on a variety of preventative topics

- **40** sessions were delivered in the ``After School Youth Program``
- **6 NEW** partnerships were developed. These include Markaz Youth Group, Canadian Islamic Centre, Edmonton Public School Board (J.Percy Page, Queen Elizabeth High School),Edmonton Islamic Academy, Al-Maghrib Institute, City of Edmonton Family Violence Proclamation Committee
- **18** volunteers contributed their time assisting with areas including research and development, sharing expertise and assisting with event planning and marketing efforts
- **884** hours were contributed by volunteers

Program Outcomes (2010 - 2011)

- Youth participants can now identify between good and bad friendships and therefore make wise decisions in choosing their friends
- Youth participants are able to identify effective methods in decision-making
- Youth participants can implement leadership skills
- Youth participants are more confident and enhanced their speaking skills when delivering presentations
- Youth participants can recognize stress factors and are aware of techniques to manage stress
- Parent participants have tips and solutions to effectively communicate with their children

Boyle street lunch / dinner

Over the last 12 months, the Muslim communities of Edmonton served over 1600 warm, hearty meals to Edmonton's inner city community (Dec 5th, Feb 27th, & Sept 11th). This effort involved over 150 volunteers putting in 900 hours of labour, cooking, and planning. The event included Muslims from all walks of life, from seven to seventy, from South Side Edmonton to Somalia. It saw whole families, couples, seniors, Imams, congregants, and junior high students – with a dedication to rival us all – all working together for a worthwhile cause.

The Boyle St dinners were covered by CBC Radio, CTV, Global TV, Omni TV, and Canadian Arab News.

A typical dinner cost approximately \$2500 and serves 600-700 meals.

In 2011/1432 IFSSA, together with its partners took the Boyle St from an annual experience to a quarterly one. The goal for 2012/1433 is to continue to expand our service and volunteer outreach activities.

The next Boyle St Dinner is planned for Nov 13th. Interested volunteers should sign-up through:

<http://bit.ly/ifssavolunteer>

Please direct questions to Omar Yaqub omar@ualberta.net

Human Resources Program

In this reporting period, the Human Resources (HR) Program made several valuable contributions in the HR area. The HR Committee is proud to be able to:

- Complete a solid assessment of the organizational operations, people dynamics and some of the challenges and barriers experienced at the Board, Committee Chair and staff levels
- Create a proposal that includes:
 - Dress code policy
 - New progressive discipline policy
 - Evolved Time and attendance policy and program
 - Performance evaluation program including a merit review spending capping annual increases to 5%
 - Open Door Policy
 - A confidential Staff Open house with Staff and the President and Vice president
 - Benchmarking with other organizations (i.e., Mennonite Center for newcomers and Edmonton Epilepsy Association)
 - Review of bylaws
 - Two Board development sessions looking to improve communication, growth and focus of board members

Financials

Overall Financial Position	2011	2010
	\$	\$
Assets	528,061	493,421
Liabilities	137,761	133,051
Net Assets	390,300	360,370

Statement of Operations	2011	2010
	\$	\$
Revenue		
Donations and Tithes (Zakat)	242,779	307,445
Donations - Mahmood Family	70,387	
YDP Program operations, Schedule I	96,651	105,949
Family Violence Program operations, Schedule II	125,309	83,371
Patronage dividends	2,068	2,483
	537,194	499,248
Program expenditures		
Essential needs	166,093	197,488
YDP, Schedule I	99,865	105,949
Family Violence, Schedule II	125,309	83,371
Mahmood Family - Funeral costs	51,599	-
Mahmood Family - Transfer to Public Trustee	18,787	
	461,653	386,808
	75,541	112,440
Overhead expenditures		
Advertising and promotion	896	
Amortization	6,896	6,064
Bank charges and interest		

	117	277
Office	1,861	1,593
Professional fees	4,378	-
Realty fees	1,248	1,739
Repairs and maintenance	1,577	1,925
Telephone and utilities	4,463	4,844
Wages and benefits	24,175	26,590
	45,611	43,032
Excess of revenue over expenditures	29,930	69,408

Government Funding - Operations	<u>2011</u>	<u>2010</u>
	\$	\$
Municipal grants - YDP Program	96,651	105,631
Provincial grants - Family Violence Program	123,203	83,371
	219,854	189,002



MINUTES
ANNUAL GENERAL MEETING 2010

Sunday, November 14, 2010

1:30-3:00pm

1:35 - Opening Invocation - Amaar Gil

1:40 - 2009 Minutes Ratified by Zeem Siddiqui and Jamil ahmed

1:45 - Board Nominations Opened

Criteria for board members explained by Omar Yaqub

1:50 - Board Nominations closed

1:51 - Sis Nazia Islam discussed why AGM was delayed

- No questions were asked

1:55 - Programs Update - Nazia Islam

Nazia Islam walked through the achievements of Essential Needs, Fostering Healthy Families, and YDPE. (These stats can be found in the 2010 Annual Report).

2:20 - Financials - Naveed Cheema

Naveed Cheema walked through IFSSA's financial statements. (These stats can be found in the 2010 Annual Report).

Zeem Siddiqui asked “Why total client numbers doesn’t reflect the increase in the Essential Needs Budget?”

Naveed Cheema and Abdurashid answered, “In previous years IFSSA reported the number of individuals helped, this year we reported number of clients not including family members.”

- The AGM will be corrected; “clients” will be changed to “families”.

Naveed Cheema made a motion to go with BDO Guntie as our auditor.
Gulam Nabi Chaudhry approved the motion
Omar Yaqub seconded the motion

Quaseem Khan asked what the auditors fees were.
Naveed Cheema: “Approximately 7k”

2:30 - Elections - The electoral process was explained by Quaseem Khan
Jawad Rashid, Syed Anwar, and Farukh Haque retired from the IFSSA Board
Naveed Cheema, Sehban Khan, & Omar Yaqub ran for reelection
Mana Ali, Majeda Fyith, and Mehdi Rahman ran for election

Naveed Cheema was nominated by Gulam Nabi Chaudhry, and seconded by Sajjad Hussain

Omar Yaqub was nominated by Najib Jutt, and seconded by Jamil Ahmed

Sehban Khan was nominated by Anwar Islam, and seconded by MK

Mana Ali was nominated by Ehsan Gill, 2nd’ed by Kawsana Rashid

Mehdi Rahman was nominated by Gulamn Nabi Chaudhry, and 2nd’ed by MK

Majeda Fiyth was nominated by Ejaz Cheema, and 2nd'ed by Saima Abid

3:00 Elections were concluded. Meeting Adjourned.

Acknowledgements

IFSSA would like to take this opportunity to thank our many supporters and volunteers



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