

ANNUAL REPORT

2022-2023



GIVE A MAN A FISH AND FEED HIM FOR A DAY. TEACH A MAN TO FISH AND YOU FEED HIM FOR A LIFETIME.

- MAIMONIDES

A MESSAGE FROM OUR CEO AND PRESIDENT

The past year at Agence Ometz has underscored the power of community and the importance of adaptability.

Following the outbreak of war in Ukraine last February, what began as a handful of Jewish Ukrainian refugees in Montreal grew to over 225 people - the majority of them women and school-aged children. Ometz quickly mobilized to provide and coordinate urgent assistance to these newcomers related to housing, employment, language classes, accessing government services, psychosocial support, social activities and more. We also took a leadership role as a community convener, working closely with JIAS Toronto, the Quebec and national offices of the Centre for Israel and Jewish Affairs (CIJA), numerous synagogues and grassroots organizations. As the crisis continues, the caseloads unfortunately continue to grow, and what was initially thought to be a temporary situation is evolving into an intermediate or permanent one for many.

Faced with this substantial and unexpected influx, we have been buoyed by the **generosity and compassion of our partners**. Caldwell Residences, for instance, opened their doors to many of the newcomers; with financial support and in-kind



Joel Shalit

donations from Federation CJA, we set up a "store" in our building where they can get essentials like clothing and kitchen goods free of charge; and Camp B'nai B'rith gave young Jewish Ukrainians a true Montreal camp experience in the Laurentians.

Our Ukrainian clients are just some of the almost 12,000 people Ometz reached last year. Ometz is unique in providing a single point of entry for such a wide range of immigration, employment and social services. We refer to ourselves as a Jewish human services agency, and providing a Jewish response means that we always work together as a community to help our clients of all backgrounds reach their full potential.

As health regulations allowed, we returned to predominantly in-person services and activities this year, and have been reminded of the benefits of being physically together in the same space. We have found that it is especially important for our newcomer clients, our mental health clients, and our young adult clients to build community face-to-face. Seeing colleagues and clients alike at the office on a regular basis has brought a renewed vitality to our organization, and we're thrilled to hear laughter and informal conversations in our hallways again.

Similarly, L'Annexe (our centre for young adults, 16-35) has finally become **the hub we always envisioned it being**. It is now open to clients 4 days a week, including as a drop-in space available to young people and community partners.

We have also maintained **hybrid services to ensure accessibility** for as wide a range of clients as possible, using the technological innovations we adopted during the pandemic.

Another exciting dimension of the past year has been welcoming new staff to the agency as well as promoting talent from within. We are in an **active period of renewal**, focusing not only on attracting new talent, but providing stronger career tracks and professional development for our dedicated team. We are also being more intentional about leveraging the wide variety of experiences and skills our professionals, students, board members and volunteers bring to the organization.

In keeping with the second year of our three-year strategic plan, we increased our ability to measure and evaluate programs, prioritizing data-informed decisions around impact. We are using the KPIs, metrics and measurements now available to us to better manage waitlists and identify gaps in services; we're also expanding and strengthening our collaborations to address these challenges. Through marketing and media relations, we are strategically promoting our identity and vision, ensuring that we reach and attract the right audiences. Lastly, we are piloting some operational partnerships and exploring ways to expand the role of volunteers.



As the scope of needs continues to deepen and increase, we are drawing on the experience of our 160-year history, the nimbleness we developed during the pandemic, and the strength of our partnerships. We know that Ometz's continued success depends on the trust and collaboration of team members, professionals, volunteers, community partners, funders and you, our donors. Your support makes our work possible, and we cannot thank you enough!

With deep gratitude,

Dominique McCaughey | Chief Executive Officer **Joel Shalit** | President





OUR VISION

A vibrant, growing community where people care for themselves and each other.

OUR MISSION

Agence Ometz is a Jewish human services agency offering social, employment and immigration services to help people fulfill their potential and to secure the growth and vibrancy of the Montreal community.



OUR STORY

For 160 years, Ometz has been serving the needs of the Jewish community of Montreal. Beginning as three separate agencies, Jewish Employment Montreal (JEM), Jewish Family Services (JFS) and Jewish Immigration Aid Services (JIAS) joined together in 2008 to form the organization that we now know as Ometz. Ometz is the Hebrew word for courage and is a reflection of the courage of those who seek our support in transforming their lives.

Today, reaching almost 12,000 people annually, we provide intervention, prevention, support services and programs to enhance our clients' quality of life. Our mission is to deliver accessible, confidential, personalized and culturally sensitive services based on Jewish values. Our staff members are responsive, compassionate, engaged, inspiring-and sensitive to the cultural and language needs of our diverse community.



OUR VALUES

OUR WORK IS GUIDED BY THE FOLLOWING CORE VALUES:

Self-Sufficiency	By engaging our clients—whether individuals or families—to actively participate in the choices that lead to a more productive, meaningful life.
Inclusivity	By welcoming and embracing everyone, without regard to race, religion, language, sexual orientation, gender identity, disability or any other factor.
Human Dignity	By appreciating the uniqueness of each individual and interacting with sensitivity, empathy and non-judgment.
Caring Communities	By creating social, emotional and cultural links, often with community partners, to engage those who might otherwise be isolated or feel disconnected.
Excellence	By upholding the highest professional standards and committing to life-long learning, renewal and innovation.

OUR HIGH LEVEL IMPACT

Almost 12,000 individuals were reached through Ometz services, programs and activities.

160 people of all ages, abilities and backgrounds contributed to our work and community as volunteers.







- ➤ Ometz's centre for young adults, L'Annexe, finally had its long-awaited "official" opening in November 2022. Delayed by two years due to the pandemic, the ribbon cutting celebrated the donors who supported the centre's **bold vision for a new way to engage young people**, as well as the staff and clients who have brought the space to life and turned a long-held dream into reality for the entire community.
- Our School Department ran a variety of workshops at 24 schools around the city, to help children and teens navigate their preschool, elementary and high school years. With a special grant from Federation CJA to promote Covid Mental Health Relief, we created age-appropriate workshops on how to deal with challenging behaviours that arose during the pandemic, which benefited almost 750 students, staff and parents. We also began contracting with schools to provide clinical supervision and professional development for mental health professionals.
- ➤ Thanks to the generosity of longtime donor Arlene Fels, we were able to add a **Web**Accessibility Widget to the Ometz website. This innovative technology supports users with diverse needs including those living with cognitive, neurological, speech and visual disabilities. With features such as text enlargement, screen reader, changing the contrast and more, our website's content can now be more easily accessed by a wide range of users.



- Clinique entourfamille launched the Circle of Security Parenting™ program (a parent support and education group designed to foster secure attachment and help parents better understand their children's needs and how best to respond to them) and an Emotion Regulation Group for grades 4-6 (which helps young people recognize their emotional states, create a personal toolbox of coping skills, and learn how to adjust their behaviour for different contexts).
- ▶ In February to celebrate Jewish Disability Awareness, Acceptance and Inclusion Month (JDAIM) L'Annexe, Agence Ometz, Moishe House, the Sylvan Adams YM-YWHA, ALink and the Cummings Centre collaborated on a multigenerational art exhibit. The inspiring event brought together 37 artists from around Montreal and over 200 guests. This was the second annual, and first in-person, "From Strength to Strength" JDAIM vernissage.

A FOCUS ON: CLINIQUE ENTOURFAMILLE

clinique entourfamille expanded its team of professionals and provided valuable guidance and solutions around developmental, social and academic growth for the second full year in a row. **220 children** were seen for motor difficulties and speech disorders, child therapy and family children therapy. **479 parents** participated in parent consultations and screenings, and were referred to appropriate resources to improve their child's developmental trajectory.





2,170

FOR THE COMMUNITY

people attended **118** workshops, lectures, conferences and events organized by Ometz.



FOR OUR VULNERABLE MEMBERS

people received our support to improve their quality of life, reduce social isolation, achieve financial autonomy and develop a positive outlook of their future.

440

people living with mental health challenges, intellectual disabilities and autism spectrum disorder received support to advance their quality of life, personal well-being and employment status.

346

individuals, couples and families used our counselling services to improve relationships, cope with crisis and develop confidence.

77

individuals participated in our Money Matters program, helping them learn how to budget and empowering them to become financially independent.





1,071

FOR CHILDREN AND ADULTS

children and adults benefited from material and financial assistance to meet essential needs and secure a decent standard of living.

888

preschoolers were observed for motor difficulties and speech disorders by Ometz school counsellors and therapists, and **99** were flagged and referred to appropriate resources to improve their developmental trajectory.

Over 80

parents received support from their peers and child development specialists through our parenting groups.

985

FOR YOUTH AND YOUNG ADULTS

young adults aged 16 to 35 at risk of social and economic exclusion received support and guidance to set personal goals, improve their quality of life and maximize their potential.

929

school children participated in classrooms discussions about relationships, sexuality, Internet safety, prevention of bullying, conflict resolution and resilience.

125

sessions of our Learning & Enrichment Afterschool Program (LEAP) provided mentoring, academic and emotional support to youth.

I'm an elementary school principal, so I see the effects of the pandemic on my young students firsthand. Many of them struggle with anxiety, stress, self-regulation, self-awareness and peer conflict. The Ometz school workshops on navigating social success have been so beneficial, not only for the kids, but the teachers, staff, parents and myself!

The facilitator does fun activities that help the students express themselves and give them strategies to process their feelings in healthy ways. It's so important for all of us to be reminded of things that may seem simple and to focus on the why behind the behaviour. I'm grateful to Ometz for supporting and building on the work we're already doing in the classroom, reinforcing the importance of always striving to be kinder, better people.





EMPLOYMENT

- Ometz launched an integration aide (or "shadow") training to meet the growing demand for professionals who can help neurodiverse children and young adults navigate group settings. The course prepares participants to assist with day-to-day activities and to work with classroom teachers or counselors to ensure that the young people are well-integrated into the broader setting, whether academic or communal. Afterwards, all participants get a 4-week internship to gain valuable hands-on work experience.
- ➤ To address urgent resettlement needs, we assisted 70 Ukrainian Jewish refugees with every aspect of the job search process, including advocating for them to potential employers. We also continued to offer a wide range of individualized support for our general employment clients, such as writing and finetuning CVs, LinkedIn training, interview preparation and practice, and career coaching.



➤ At L'Annexe, we completed several full cohorts of accès:succès (our pre-employment program for neurodiverse young adults), helping participants learn the essential skills they need to become financially and professionally independent. We also partnered with Concordia University's Access Centre for Students with Disabilities for a special cohort to help university students living with ASD develop their skills and awareness in interpersonal communication, time management and prioritization, and mental wellness.

A FOCUS ON: L'ANNEXE

The L'Annexe team continued to collaborate with young adults (16-35) to help them **build autonomy**, **engage in community**, **and develop their unique vision of wellbeing**. Over the past year, we hosted numerous workshops (many of them client-led), events, and groups. We offered one-on-one services with a holistic approach through case management, counseling and individual therapy, budgeting, employment assistance and career exploration. Additionally, we focused on integrating clients' voices and leadership into the centre, and deepening and expanding our community partnerships.



EMPLOYMENT



job seekers used our services, in person and online, to navigate the job market, update their skills and find suitable employment opportunities.

people participated in workshops, trainings and peer support groups to learn techniques and gain confidence for successful job searches.

people with mental health-related disabilities received support navigating the job market and finding, securing and maintaining employment.

A friend told me about the Integration Aide training at Ometz and I called right away. I've always loved working with kids and I knew that this was a good opportunity. I took the course, did my internship at a CPE, and then they hired me full-time. Now I work as a shadow in the morning with a 3 1/2-year-old boy, and as a regular teacher in the afternoon with the whole class.

The little boy I shadow is very smart and loving, but he has trouble communicating. He can't sit and focus for a long time. So I'm there to teach him, slowly, step-by-step, how to stay in the circle, how to engage with his friends, how to use his words. He's already made so much progress since we started working together! I'm hoping that he'll advance with the other kids next year and I'll be able to follow him to his new class.

In the past, I would often get frustrated because it seemed like my education was holding me back, but now I love what I'm doing, and I feel really fulfilled.



ANNUAL SPOTLIGHT ON IMMIGRATION



- Since war broke out in Ukraine in early 2022, Ometz's Immigration Department has taken a leadership role as a community convener, connecting with partners across Canada. We have been providing and coordinating urgent resettlement services for Jewish Ukrainian refugees related to housing, employment, navigating government services, psychosocial support, and social activities to connect them to the local community and each other. We have already helped over 225 Ukrainians (40% of whom are school-aged children) begin building new lives in Montreal.
- We hosted our first in-person **Family Hanukkah Party** since the pandemic. Over 300 newcomers from around the world celebrated with delicious food, a dance performance, and fun activities like animation filmmaking, chess and arts and crafts. Additionally, almost 200 kids received a bag full of new toys to make the holiday (often their first in Montreal!) extra special.
- Nine outstanding recipients in a variety of fields were awarded the Ometz Newcomer Education Scholarship to help them pursue their educational and career goals.



▶ In order to help our newcomer clients integrate into the local community, and take advantage of everything it has to offer, we strengthened existing partnerships and began several exciting new collaborations. Notable collaborations include Federation CJA's Russian Speaking Jews (RSJ) Philanthropy Division, Table de concertation des organismes au service des personnes réfugiées et immigrantes (TCRI), Caldwell Residences, Kehilla Montreal, the Jewish Public Library, Camp B'nai Brith, numerous synagogues, Bienvenue à Notre-Damede-Grâce, PJ Library, the McGill Ukrainian Aid Initiative and the Ukrainian National Federation of Canada - Montreal.

A FOCUS ON: OMETZ VOLUNTEERS

Over the past year, our volunteers returned to primarily in-person activities. They helped prepare income tax returns for clients who did not have the means or ability to file them themselves; coached and supported young adults to prepare for their high school equivalency (GED) exam, opening up further academic and work opportunities; provided one-on-one academic or language assistance to those requiring extra support; and served as mentors, providing social, emotional and learning support to students in our LEAP after-school program. Our Ukrainian newcomer clients were not only helped by Ometz volunteers, but became enthusiastic volunteers themselves – connecting and generously giving back to the community.



IMMIGRATION



788

newcomer families from around the world received information and support at every step of their immigration and adjustment to their new lives in Quebec.

650

children and adults discovered their new home and connected with the community through our integration activities.



Ometz newcomers received guidance to successfully enter the Quebec job market.

IMMIGRATION

At first, we thought the war would only last a few days, that we could wait it out. But then there was a huge bombing and everyone panicked. My 7-year-old son, parents and I fled to Poland with just one suitcase.

Even though my parents and I received our Canadian visas quickly, there was a problem with my son's paperwork, and we couldn't get anyone to tell us how to fix it. We didn't know what to do! That was when our cousin in Montreal told us to contact Ometz. Our Ometz caseworker was a huge support system to my whole family, advocating for us and reassuring us that everything would work out.

We finally made it to Montreal this past February. Ometz has helped us with school, summer camp, French class. They've given me career counselling to try and figure out how to start a new business here, like the one I had to leave behind. Being part of a strong Jewish community again has been a gulp of fresh air.

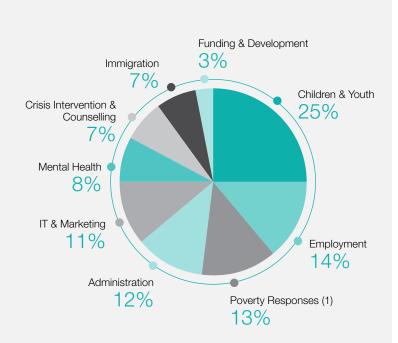
Because of Ometz, we feel safe again, and we know that we are not alone.

FINANCIALS 2022-2023

STATEMENT OF OPERATIONS

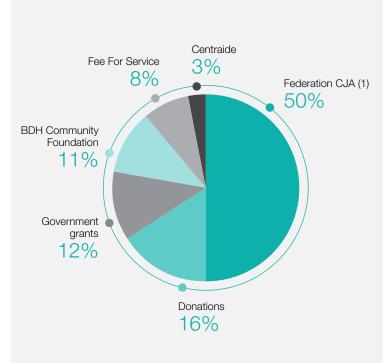
Year ended March 31, 2023

ANNUAL EXPENSES 2022-2023



(1) Poverty response through the community financial assistance program amounting to \$696,740 is not included in our statement of operations, but is included as an expense on this chart.

ANNUAL REVENUE 2022-2023



(1) Federation CJA also contributes \$696,740 for community financial assistance. This amount is not included in our statement of operations, but is included as a source of revenue in this chart.

FINANCIALS 2022-2023

STATEMENT OF OPERATIONS

Year ended March 31, 2023

	2023	2022
REVENUE	\$	\$
Federation CJA	3,020,738	2,179,149
Fee for service	500,025	625,953
Government grants	900,337	2,013,951
Centraide	250,000	250,000
Donations	1,170,678	1,058,006
B.D.H. Community Foundation	835,560	650,000
Interest income	54,341	12,627
Total Revenue	6,731,679	6,789,686
EXPENSES		
Operating expenses		
Program salaries and benefits	3,840,629	3,948,699
Program contract professionals	224,266	211,021
Activity costs	386,849	349,138
Professional development and memberships	28,904	29,597
Marketing	290,854	236,423
Information technology	458,836	325,471
Amortization of capital assets	192,740	235,813
Amortization of intangible assets	42,547	53,989
	5,465,625	5,390,151
Administration		
Salaries and benefits	734,315	737,560
Office and general	89,932	83,980
Insurance	57,369	54,649
Professional fees	61,219	40,335
Bank charges	3,173	3,509
	946,008	920,033
Funding and development	230,967	223,284
Total expenses	6,642,600	6,533,468
Excess of revenue over expenses	89,079	256,218

	2023	2022
GOVERNMENT GRANTS	\$	\$
Federal grants (CEWS and CERS) (1)	-	1,179,609
MESS - Services d'aide à l'emploi (SAE)	584,349	545,084
MSSS-CCSMTL Programme de soutien aux organismes communautaires (PSOC) (2)	284,954	259,829
Governemt of Canada - Canada Summer Jobs (CSJ)	30,001	24,429
Other grants	1,033	5,000
	900,337	2,013,951

(1) During 2021-2022, in the context of the COVID-19 pandemic, Agence Ometz qualified as an eligible employer for the Canada Emergency Wage Subsidy (CEWS) and Canada Emergency Rent Subsidy (CERS), and as a result of demonstrating reductions in revenue according to the legislation during the program eligibility period, we received \$1,116,000 and \$63,609 of CEWS and CERS, respectively.

(2) PSOC grant consists of \$243,794 for Mission globale (\$219,829 in 2022) and \$41,160 for Soutien communautaire en logement social (\$40,000 in 2022).

This page is an extract of the Ometz financial statements



OUR TEAM

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EXECUTIVE TEAM

Dominique McCaughey
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Allan Ptack
Chief Operating Officer

Susan Hochmann (Karpman)
Chief Program Officer



Each year, we work with public, private and community organizations and contribute our voice and expertise to numerous local networks, professional alliances, roundtables and citizen groups, including:

SOCIAL SERVICES



Ometz and L'Annexe work with the **Table Concertation Jeunesse de Côte-des-Neiges** to engage in dialogue, cooperation, and development of services with and for youth in our district.

EMPLOYMENT



As a member of **AXTRA**, the 98-member provincial coalition of Employment Counselling Centres, Ometz is on the cutting edge of labour market information and resources, with access to provincial and federal policymakers.

IMMIGRATION



Our partnership with the **Operation Ukrainian Safe Haven (OUSH)** National Secretariat provides Ometz with policy and immigration information to inform Ometz's Community Table on Ukraine.





































Mental Health Commission de Commission la santé mentale du Canada































None of the work that Ometz does would be possible without the support of our funders and donors. From a transformational gift to an occasional cheque, every dollar allows us to create positive change in the lives of thousands of members of our community. We sincerely thank each and every one of the individuals, foundations and corporations that supported Ometz through their donations this past year.

FUNDERS

THE ARLENE FELS TRUST



B.D.H. COMMUNITY FOUNDATION







THE GUSTAV LEVINSCHI FOUNDATION





THE MIRIAM AARON ROLAND SOCIAL SERVICE FUND





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\$10,000 +

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uriu

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\$5,000 - \$9,999

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Jonathan Sigler

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Mark Spatzner

Leesa Steinberg

Howard Szalavetz

Adam Toledano

United Way Centraide

Lillian Vineberg

\$500 - \$999

Anonymous

Laurie Abitbol

Melodie Adler

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Jonathan Bicher

Ralph Bienstock

Milan Bratin

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Geneviève Busbib

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Michael Mashaal

Bruce Mazer

Carrie Mazoff (Goldstein)

Paula Merovitz

Linda Mestel

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Matthew Ziniuk











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