



2019 ANNUAL REPORT

MUSLIM SOCIAL SERVICES

MISSION

MSS aims to serve the community by providing culturally and spiritually sensitive programs.

VISION

MSS envisions an inclusive community that understands everyone's needs and provides support for all.

VALUES:

Faith Based Principles: Demonstrating strengths and caring of the Islamic Faith.

Inclusivity: Filling the gaps that prevent people from feeling they are valued members of the Kitchener-Waterloo community

Compassion: Treating everyone in a sincere, generous, kind and compassionate manner

Respect: Treating all persons equally and fairly in an accepting and non-judgemental manner

Confidentiality: Holding the highest regard for trust and privacy, and upholding the highest professional ethical standards

Social Justice: Creating a society that encourages and celebrates the value of all persons

Letter From The Chair

From its very inception, the purpose of MSS has been to serve the community it is a part of, especially supporting those most marginalized, with dignity, respect, and in ways that are trauma-informed and life-affirming. As a collective, we are deeply invested in mobilizing our resources and energy to foster a healthy and inclusive region that is beautifully diverse and committed to enacting the idea of community through initiatives focused on belonging, building resilience, capacity, and bridges.

In the past year, MSS held a variety of outreach programs for families, children, and elders to facilitate community-building and a sense of belonging through connection with others in culturally responsive contexts. MSS continued to provide multilingual counselling from a lens that is sensitive to cultural and faith-conscious communities.

On behalf of the MSS board, I want to thank each and everyone of you for your support to MSS. Whether it was through your generous financial donation, your gift of time and energy as a volunteer, or through your collaboration with us as an organization, none of what are able to do would be possible without your belief in us as an organization.

I also want to thank our donors and funders as well – we are able to do the work we do because of the resources you have entrusted us with and our shared vision for the betterment of our community and the enrichment of the lives of those who are part of it.

With gratitude,

Humera Javed- Board Chair

2019 Programs and Support

- Counselling
- Psycho-educational Workshops
- Healing through Art
- Connect the Beat
- Play With me
- One Step Closer- Seniors Group
- One Story Two Sides
- Ramadan Food Drive
- Ramadan Community Iftars
- Play with me
- I Belong- Seniors Group

Our Programs

Muslim Social Services



ONE STEP CLOSER

- Everyone has a valuable story to tell and we can all learn so much from each other. Through this program we provided a space for the ladies of the community to come together and share their stories and learn from their experience. Support newcomers' integration, help them navigate the system, create a bridge between service providers and newcomers; be their advocate, raise awareness to gaps and needs.



COMMUNITY OUTREACH AND NEWCOMERS INTEGRATION

- The Integration Support Worker helped newcomers/refugees navigate the health / mental health system, connected newcomers, especially refugees and seniors, to the proper services, accompanied them to their appointments, and was their advocate, when necessary. The Integration Support Worker counselled individuals on daily-life issues and worked with them to ensure their needs were met in the most efficient and comprehensive manner.



Our Programs

Muslim Social Services



COMMUNITY IFTAR

- Each Saturday during Ramadan, we hosted four community Iftars at Chandler Mowat Community Centre. These had a great turnout and many enjoyed breaking their fasts with the community.



RAMADAN FOOD DRIVE

- During Ramadan, MSS was busy with providing social assistance in the form of food gift cards to families in need, all identified by our partner agencies. Over 105 families received Financial assistance- more than 370 individuals.



I BELONG

- An opportunity for seniors newcomers to meet, discuss life experience & challenges and enjoy the support of other seniors in a confidential and nurturing environment.

Our Programs

Muslim Social Services



HEALING THROUGH ART

- Providing a safe space for children to participate in different artistic activities providing healthy outlets for creative expression and expressing their feelings. This program ran Friday evenings at Chandler Mowat Community Centre



PLAY WITH ME

- This program is run for kids aged 5-12. Through learning new games, riddles and songs it enhances kids ability to socialize, establish positive friendships and feel at home.



ONE STORY 2 SIDES

- Children learn how to express their feelings by writing stories and facing the trauma that they have dealt with. It provides children with a safe space to express their feelings and interact with other children. This program also provide Counselling in Arabic for Arabic speakers refugees and group sessions for the caregivers.

Our Programs

Muslim Social Services

COUNSELLING



- We provide spiritually and culturally sensitive counselling to those who require it, free of charge in many languages (English, Arabic, French, Turkish)
- Counselling services include:
 - Individual Counselling
 - Group Counselling
 - Family Counselling
 - Couple Counselling
 - Safer Families Programming, including women's groups
- Our counselling services are growing; during the last year we provided 20 psycho-educational workshops in different locations and 450 individual counselling hours. We are accepting referrals from mainstream organizations and building partnership with many agencies to better serve the community.

2019 Financial Statement

NET ASSETS

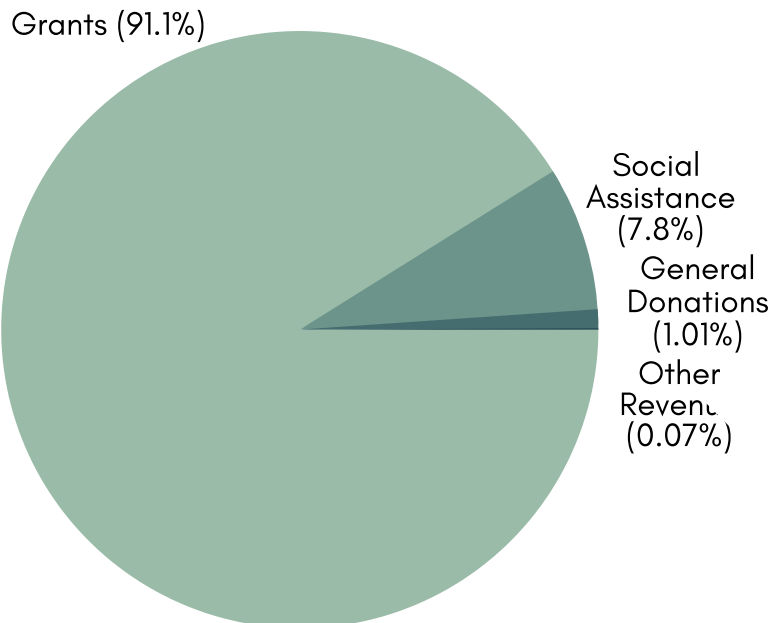
Revenue

	2019	2018
Grants	\$151,688	\$84,801
Social Assistance	\$12,993	\$11,605
General Donations	\$1,696	\$7,590
Other Revenue	\$120	\$2,476

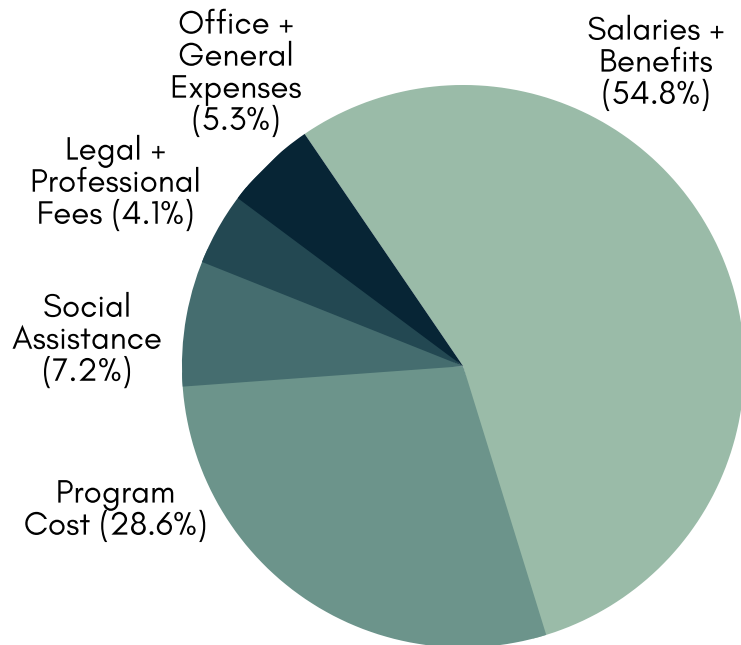
EXPENSES

	2019	2018
Salaries and Benefits	\$80,467	\$61,402
Program Cost	\$42,052	\$19,084
Social Assistance	\$10,583	\$9,311
Legal and Professional Fees	\$6,100	\$6,100
Office and General Expenses	\$7,750	\$6,881

2019 REVENUE BREAKDOWN



2019 EXPENSE BREAKDOWN



Thank You to Our 2019 Funders



LYLE S. HALLMAN
FOUNDATION



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CHILDREN'S SERVICES
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KITCHENER
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- Community Fund
- The Motz Family Endowment

