



ANNUAL REPORT 2019

Ottawa Community Loan Fund (OCLF)

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About Us

The Ottawa Community Loan Fund (OCLF) is an incorporated non-profit organization working for financial empowerment in the Ottawa area. OCLF arranges loans to start, buy or expand a small business, and professional development loans to increase employability. OCLF provides education in money management and self-employment through community partners for on-site delivery.

Mission and Vision

OCLF's mission is to empower individuals with information and resources through education and affordable financing, to improve employability and self-sufficiency. Our vision is an inclusive Ottawa where all community members are supported in achieving personal, professional and financial success.

Values

- ◆ At OCLF, we treat others with integrity and respect.
- ◆ We empower the community through education and by enabling access to affordable financing.
- ◆ We prioritize the client's needs in all we do.
- ◆ We engage Community Partners to improve client access to services.

Ottawa Community Loan Fund respects and appreciates the exceptional qualities of every individual with whom we work and partner. With its newly attained Charitable Status, OCLF is in a better position to empower clients with support, tools and information.

Board of Directors

Timothy Daum — Chair

Larry Mohr — Past Chair

Kameshwar Mishra — Treasurer and Secretary

Claude Brulé — Director

Kevin Judge — Director

Barbara Lewis — Director

Oliver Moore — Director

Jennifer Sondergaard — Director

Greetings from the Executive Director Jane Duchscher

What an exciting year for OCLF! We welcomed 2 new team members and launched our Foreign Credential Recognition Program (FCRP), with 3 other community partners. FCRP is looking to make a positive impact on those individuals who have attained credentials from outside Canada; ultimately helping them achieve positive employment outcomes. And finally, we have been granted Charitable Status. We are now creating strategies to best support our community impact activities. Thanks to our many partners and supporters for assisting us in making a difference to those in our community who need it most.



Meet the Team



Laura Koivisto-Khazaal, Director of Strategic Initiatives

Laura manages the Immigration, Refugees and Citizenship Canada (IRCC) contribution agreement. In 2019 she also secured funding from Ontario Trillium Foundation (OTF) to test an alternative financing model with community partners for clients who are not eligible for existing financing sources.

Colette Pépin, Director of Educational Services

Colette oversees OCLF's Educational Programs. She has been working in educational program management, development and training for over 15 years in Canada and abroad. Her motto is to inform, inspire and empower through education.



Vikki Broesamle, Project Manager

Vikki joined OCLF in the fall of 2018 to manage OCLF's Foreign Credential Recognition Program (FCRP). She has been working in the non-profit sector for over 20 years, educating and managing programs designed to help people improve their circumstances in Canada and abroad.

Camelia Barrit, Senior Loans Officer

Camelia helps build strong and lasting business relationship with clients and partners. With more than 7 years of experience in lending and employment services, she finds happiness and a sense of fulfilment in nurturing and looking after her clients.



Lourdes Rojas, Facilitator and Loans Officer

Lourdes loves working with people and for them. With a background in Economics, she found her calling in the not-for-profit sector. She has worked as a case manager, facilitator, peer mentor and business consultant. She is always accompanied by her guide dog Truffle.

Other Team Members

Jack Spicer, Canada Summer Job Intern

Jack worked with OCLF during the summer of 2019 as an office intern. He helped input clients' data into the database, performed various administrative tasks, updated OCLF's social media platforms, and more. He is currently studying History at the University of Acadia, in Wolfville, Nova Scotia, though he lives in Ottawa.



Meet our Facilitators



Vanessa Rakedjian,

Vanessa has a master's degree in English. She is the founder and CEO of *Languissimo*[®], a language school in Ottawa that trains people in English and French. She is a mother, profound athlete, investor and author. She has been facilitating most of the French Credit in Canada workshops at OCLF since 2018.



Dana Khalaf,

Dana has a certificate in facilitation and in teaching English to adults. She is a certified translator and a licensed paralegal in Ottawa. She thanks OCLF for giving her the opportunity to practice her passion for facilitation as a freelance trainer since summer 2017.



Sara Travassoli,

Sara is a TESL Ontario certified teacher with over twenty years of experience in curriculum development and workshop facilitation with organizations like World Skills, OCISO, YMCA and OCLF. She is very passionate about helping newcomers in their journey of integration in Canada.



Geneviève Gazaille,

Geneviève has been facilitating Credit in Canada and BizTOC workshops for OCLF since 2019. As a bilingual communications professional, she regularly acts as a facilitator, trainer and speaker. She is the proud owner of *The Storyteller Communications & Marketing* in Ottawa.

OCLF PROGRAMS

LOANS

OCLF provides microloans to eligible clients for professional development activities and starting or expanding a business. The objective of lending operations is to provide clients with affordable and accessible financing.



Foreign Credential Recognition (FCRP) Loans:

FCRP loans are used for foreign credential recognition and licensing costs for internationally trained professionals. The loan capital is provided by our lending partner Desjardins.

Professional Development Loans:

OCLF provides loans through Alterna Savings to cover tuition and related costs for training programs that increase employability.

Business Loans:

OCLF provides loans to start, expand, grow, or improve a business. We provide support to our clients with business plan writing, creating cash flows, and assist with the loan application process. Our lending partners Futurpreneur, Alterna Savings and Desjardins provide the capital, and set the terms and conditions of the loans.

EDUCATIONAL SERVICES

Through Community Partners, OCLF develops and delivers educational programs in Ottawa in both English and French. The objective of the programs is to empower participants with information and tools to increase economic confidence and self-reliance, and in some cases to start a business.

Workshops:

Workshops are designed to help newcomers understand credit in Canada, specifically, how it works and how it may be different from what they are used to. This includes learning how they can build a good credit history for themselves, while avoiding the potential pitfalls of overuse of credit. The workshops are delivered by trained professionals and tailored for groups, keeping in mind their language proficiency. Occasionally, related topics, like budgeting, are also discussed.

Entrepreneurship Training:

Business Training Opportunity Circle (BizTOC) works via community partners to offer training to eligible newcomers who wish to explore self-employment options in Ottawa. Delivered within the classroom setting through 10 modules, BizTOC covers a variety of topics related to starting a business. It includes business coaching and credit counselling as well.



Impact made in 2019



Over **99** Credit in Canada workshops delivered.

3 BizTOC entrepreneurship cohorts.



Over **1190** participants in Credit in Canada workshops.

49 participants in the BizTOC entrepreneurship program.



267 individuals accessed one or more 1:1 sessions to discuss their business plan, career advancement or credit situation.



5 individuals received a Business Loan from an OCLF Lending Partner, including business plan writing and cashflow support from OCLF.



35 individuals received a Professional Development Loan from an OCLF Lending Partner for a training program or licensing process in order to improve their employability.



OCLF's lending partners Alterna Savings, Futurpreneur and Desjardins provided over **\$419K** in loan capital to clients.



99% of Credit in Canada participants would recommend the workshop to their friends and family.

83% of the BizTOC clients intend to pursue self-employment after finishing the program, more than **95%** participants found the program useful.

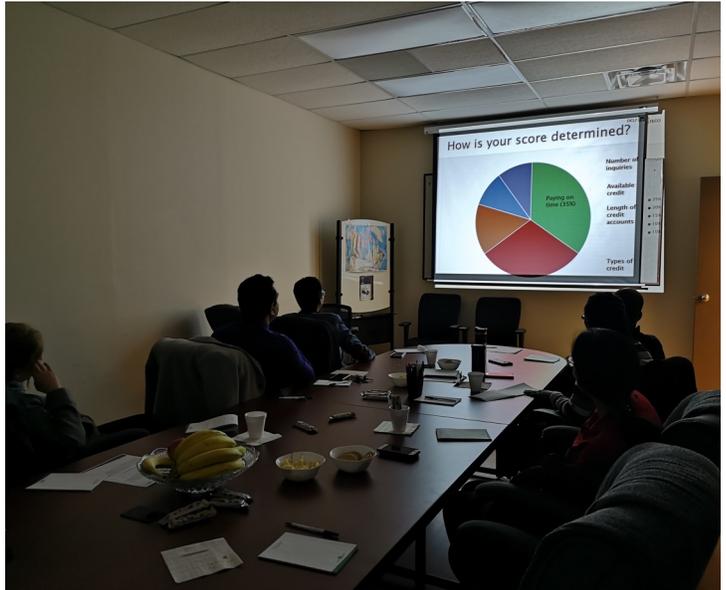
Partner and Client Testimonials

"The students found her easy to understand, engaging, and very knowledgeable!! She made things relevant by giving real-life examples that resonated with the students."

— Community Partner, November 2019

"The presentation was well organized and very informative! The facilitator kept things interesting and relevant! The content was limited to include what is truly important so as not to overwhelm the students."

— Community Partner, December 2019



"The workshop was very useful for me. I had some information about credit but a lot of my questions were answered here. I would recommend this workshop even to the youth in schools and universities."

— Workshop Participant, May 2019

"J'ai vraiment aimé le type d'information fourni ainsi que l'énergie de l'animatrice. Le cours m'a donné du courage d'avoir du crédit au Canada"

— Participant à l'atelier, Juillet 2019

"I will start to use my credit card and build my credit history because now I know where to go from here. I will put in use what I learned today in the workshop and share the information with my friends."

— Workshop Participant, November 2019

"Merci beaucoup ! J'aurais une carte de crédit. Je vois les choses d'une autre façon maintenant."

— Participant à l'atelier, Octobre 2019

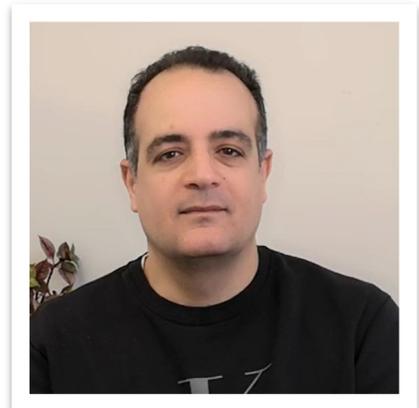
Loan Success Stories



Meet **Paige Watts** — mom of 3 wonderful children and the owner of WildChild Coffee Project. After having worked in the corporate and social sector, Paige decided to take a leap of faith to open her own business with a purpose to give back to the community. WildChild Coffee Project is an exciting café providing great food and drink, as well as a secure and fun play experience to families with young children. Paige says, *“I was struggling to secure financing from the big banks because my husband was deployed overseas and could not get independent legal counsel. As such, I reached out to OCLF and am grateful that I did. OCLF provided me with the support I needed and made the process simple, stress free and easy to follow. I was supported every step of the way, finally securing a business loan through them with Alterna. OCLF and specifically Camelia, helped me when I was defeated with a system meant to break start-ups. OCLF gave me the feedback I needed through the process to ensure I was a success and I would recommend them to anyone in the beginning stages of their business. OCLF is the reason I was able to start, and keep my business open and I will always be grateful for that.”*

Check out her website at wildchildcoffeeproject.com and her [Facebook page](#)

Richard Baradhi is one of our **2019 Foreign Credential Recognition Program** loan recipients. He is now working as long-haul truck driver at Canada Cartage, after successfully completing his driving program and meeting the Ministry of Transportation of Ontario (MTO) requirements. Richard says, *“There were many things beyond my expectations at OCLF. Access to the basic funds itself was a great help. There was one-to-one consultation to make sure our needs were met. There were several follow-ups during the program and up until I got a job...My life wouldn't be as good as it is now without OCLF.”*



Events and Special Project in 2019



Foreign Credential Recognition Program (FCRP) Launch, 5th March: Designed to help internationally trained professionals, FCRP is funded in part by Employment and Social development Canada (ESDC) and delivered by OCLF and 3 other community partners.



Laura and Colette at New Entrepreneurs of Ottawa Networking (NEON) Event: The event, that brings together small business owners for inspiration and information, took place on 25th April, 2019 at Ben Franklin Place.



Jane and Vikki at Welcome to Ottawa Week (WOW): OCLF, in partnership with Desjardins, delivered a workshop about Credit in Canada at the event and conducted a Networking Event for newcomers interested in financial field.

Events and Special Project in 2019



Member Participants at the Financial Literacy Action Network of Ottawa (FLANO) Event, 6th June: FLANO works through its members to promote and disseminate financial literacy in Ottawa, with special attention to vulnerable sections of the society.

Special Project in 2019

Ontario
Trillium Foundation



Fondation Trillium
de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

ONTARIO TRILLIUM FOUNDATION (OTF) SEED

The TrainUp program is designed to explore use of an alternative funding approach through community members for occupation-specific training. The program focuses on those who have otherwise no access to pay for training and are not eligible for current financial supports between \$500-\$3,000. Clients also have access to financial literacy training and career counseling wrap-around services. The program is funded by the Ontario Trillium Foundation and is delivered in partnership with The John Howard Society and EBO Financial Education Centre.

Special Thanks

OCLF would like to thank the following for all of their contributions in making this a great year for us.

Funders

Funded in part by the Government of Canada under the Foreign Credential Recognition Program

Canada



Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

Lending Partners



Special Thanks

We thank all our community partners for enabling us to deliver our services to their clients.

Community Partners

- **Settlement agencies:** LASI Coalition; World Skills, Catholic Centre for Immigrants, OCISO, Immigrant Women Services Ottawa, Jewish Family Services, CESOC, Lebanese and Arab Social Services Agency, Somali Centre for Family Services, Ottawa Chinese Community Service Center;
- **Employment support organizations:** Employment Ontario: YMCA-YWCA, PQCHC, Agilec, St. Lawrence College Employment Services, Vanier CSS, YSB, La Cite Employment Services, John Howard Society; and other EOOD sites across the city;
- **School boards:** OCDSB, OCSB and CEPEO;
- **Training institutions:** Algonquin College, Algonquin Careers Academy, Willis College, St. Lawrence College, Carleton University, University of Ottawa, Trades programs at YMCA, Crossroads Truck Training School, Transport Training Centres of Canada, Versailles Academy of Make-up Arts, Esthetics & Hair, Canadian National Institute of Health, Academy of Learning College (Ottawa West), Herzing College and La Cite Collegiale;
- **Entrepreneur support organizations:** Invest Ottawa, TiEOttawa, Futurpreneur Canada, Ottawa Public Library, Collab Space, eSAX, BIAs, Chamber of Commerce;
- **Financial literacy support organizations:** EBO Financial Education Centre, Credit Counselling Society, Causeway and other.
- **Coalitions and umbrella organizations** such as: Local Employment Planning Council (LEPC) — Ottawa Employment Hub, Ottawa Local Immigrant Partnership (OLIP), Financial Literacy Action Network of Ottawa (FLANO), Refugee613;
- And many others!

Summary of Audited Financial Statements 2019

REVENUE	DECEMBER 31, 2019
Government Grants	\$986,831
Contributed Services	\$96,720
Loan Referral Fees	\$2,979
Interest and Other Income	\$5,102
Total Revenue	\$1,091,632

EXPENSES	DECEMBER 31, 2019
Staffing	\$460,383
Project Partners	\$455,616
Communications and Marketing	\$19,032
Professional Fees	\$13,939
Operations	\$71,965
Grants	\$1,000
Loan Losses & Provision	\$37,749
Other	\$3,874
Total Expenses	\$1,063,558