














OTTAWA COMMUNITY LOAN FUND

ANNUAL REPORT 2021



OCLF  FECS

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MESSAGE FROM OUR CO-CHAIR

Timothy Daum, Co-Chair, Board of Directors, OCLF

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ABOUT US

The Ottawa Community Loan Fund (OCLF) is an incorporated non-profit charitable 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 or online delivery.

OUR SERVICES

EDUCATIONAL SERVICES:

OCLF offers free, bilingual and tailored educational services through community partners to newcomers, youth and aspiring entrepreneurs in the areas of:

- Financial Literacy
- Entrepreneurship

LOANS:

- Foreign Credential Recognition (FCRP) Loans
- Professional Development Loans
- Business Loans





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 Charitable Status, OCLF is in a position to empower clients with support, tools and information.

FROM THE DESK OF OUR ED



Jane Duchscher,
Executive Director, OCLF

With another year of COVID impacts to our delivery model behind us, it is with great pride that I consider all that the team was able to deliver in 2021! Demonstrating their flexibility and creativity, the team met all client targets for the year, including making up the lost ground during the first year of COVID when the delivery pivots had to be made. Additionally, the client satisfaction scores, as measured by the Net Promoter Score Index, indicate great satisfaction with the programs being delivered.

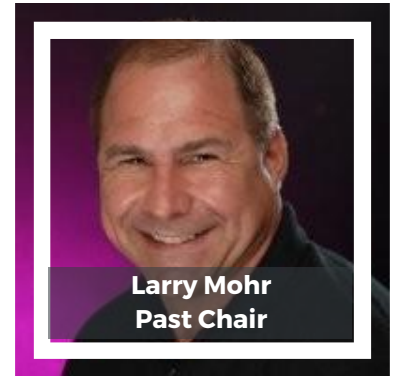
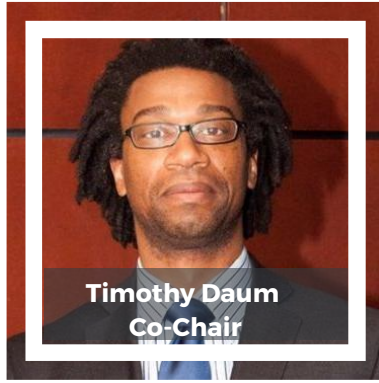
We had the team assessing where there were gaps and needs within the community, while finding partners to work with on creating new programs, getting funders' approval, and successfully delivering them – such as the pilot of entrepreneurship training for women looking to start Home Based Businesses. To date 33% of those completing the first cohort have successfully started their businesses, with more to come!

Finally, I would like to thank our many community Partners, our Funders and our Board for their ongoing support this year. Their support and belief in the team to make the impact we aspire to, allowed us the flexibility to collaborate, explore and deliver new programs this year – thank you! Given the current global situation, we expect the demand in our sector to increase. Our team is ready to engage and deliver as needed, to support the newcomers arriving and in need of assistance – here's to a great year ahead!

- Jane Duchscher,
Executive Director, OCLF

“ The support of our Partners, Funders and Board, and belief in the team...allowed us the flexibility to collaborate, explore and deliver new programs this year.

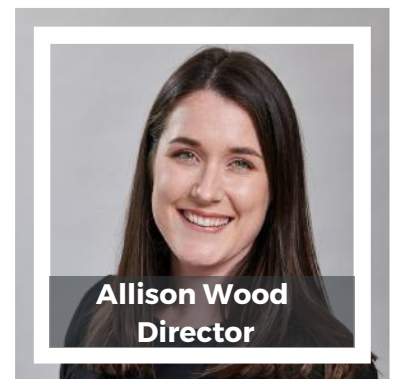
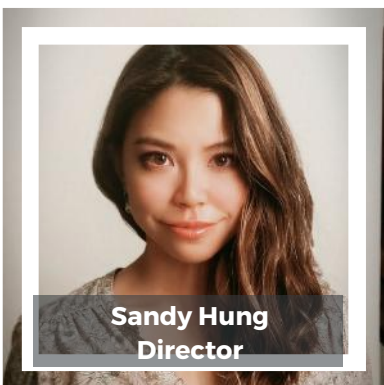
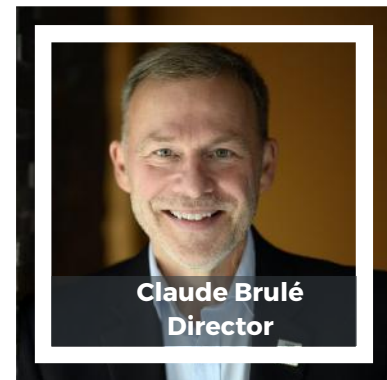
”



MEET OUR BOARD OF DIRECTORS



We had a tremendous year and inspite of all the challenges that have existed in 2021, our Board is pleased to have continued impact...and have made our community a lot better this year



MEET OUR FACILITATORS AND SUMMER STUDENT



**SARA
TAVASSOLI**
FACILITATOR



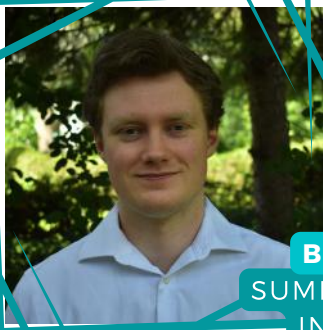
**GENEVIEVE
GAZAILLE**
FACILITATOR



DANA KHALAF
FACILITATOR



**VANESSA
RAKEDJIAN**
FACILITATOR



BEN SMITH
SUMMER STUDENT
INTERN 2021

MEET OUR TEAM



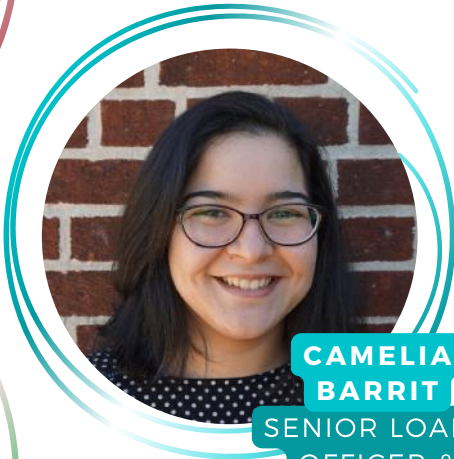
**JANE
DUCHSCHER**
EXECUTIVE
DIRECTOR



**PIERRE
GAUDET**
DIRECTOR OF
EDUCATIONAL
SERVICES



**LAURIE
BECKSTEAD**
DIRECTOR OF
PROGRAMS



**CAMELIA
BARRIT**
SENIOR LOANS
OFFICER &
FACILITATOR



**KAIS
AL-IRIANI**
SENIOR LOANS
OFFICER



**LOURDES
ROJAS**
LOANS OFFICER &
FACILITATOR



**MADHUSMITA
RANA**
PROGRAM
COORDINATOR
& FACILITATOR



**GABRIELA
MINGÁN**
PROJECT
ADMINISTRATIVE
ASSISTANT

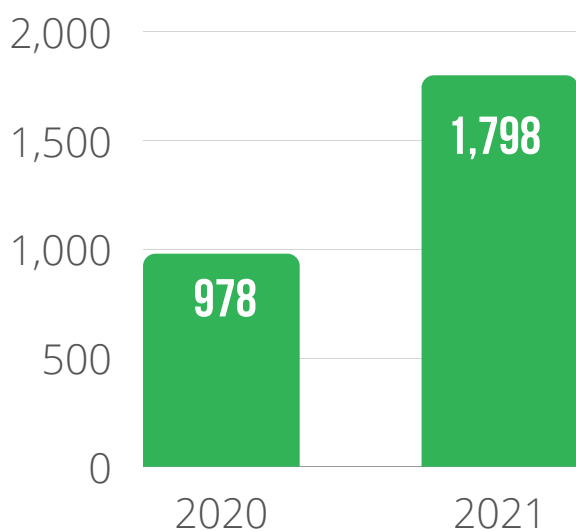
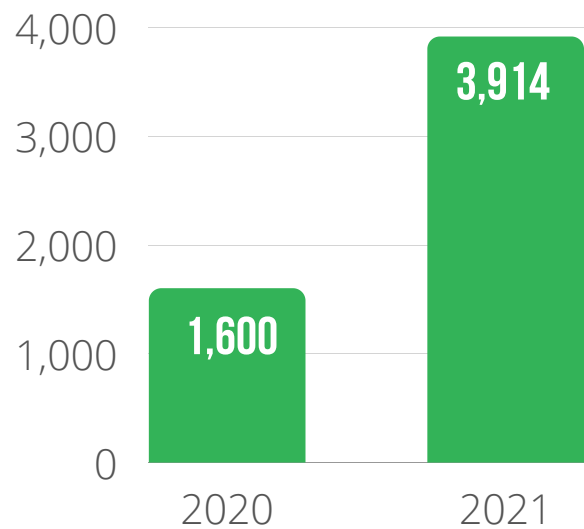
With another year of COVID and lock downs behind us, the OCLF team is proud to share the meaningful impact we had on the community we serve.

CLIENT INTERACTIONS

We experienced an increase of

145%

in the number of client interactions from 2020 to 2021



UNIQUE LIVES IMPACTED

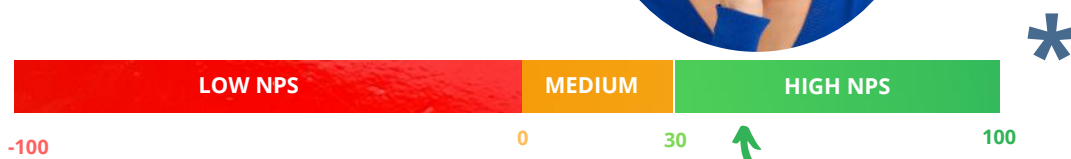
We impacted

84%

more lives in 2021 compared to last year, with our new and ongoing programs

IMPACT 2021

WHAT IS A GOOD NET PROMOTER SCORE? (NPS)



↑ OCLF's Net Promoter Score

OUR WORKSHOPS



EMPLOYMENT

Foreign Credential Recognition Program



of FCRP clients who found a job are working in their field of choice

*Source: <https://www.retently.com/blog/good-net-promoter-score/>

WHAT OUR CLIENTS SAY

“ La formatrice est très impliquée et passionnée et m'as transmis une bonne énergie. L'organisatrice a fait en sorte de nous transmettre tous les liens nécessaires et transmettre nos questions. ”

- Participant à l'atelier, Crédit au Canada

“ The presenter didn't use jargon. She explained everything in plain language. ”

- Workshop Participant, Orientation to Entrepreneurship

“ All my questions, doubts about finances in Canada are covered in a one session. I'm confident and inspired on how to handle my money as a newcomer. I like the budget steps explanation, the finance tools website, the saving ideas week by week. Thank you very much! ”

-Workshop Participant, Financial Empowerment Workshop

TESTIMONIALS

“ After my migration to Canada about 2 years back, I was looking for a career change to get out of desk work. So, I chose to be a commercial truck driver. But the expense to get the license is too high and not covered by OSAP because of the duration for the course. Then when I learned about OCLF from YMCA web page, I contacted Lourdes (OCLF).

-FCRP Loan Client

“ Complex concepts are explained in a very simple and clear way. Lots of useful resources shared doing the program. ”

-Program Participant, Home Reno Entrepreneurship Training

“ I knew everything in my field, about soap making, but I needed to know how to do business in Canada. And thanks to the OCLF and OCSB, I gained the knowledge I needed.

-Program Participant, Home-Based Business Training

“ I guess I can take the time to thank you and the organization for the support... it gave me and my family the peace of mind necessary to move forward. It does make a difference. So thank you again!

-FCRP Loan Client

“ I am grateful for this program as it has given me the opportunity to study and change to a career I have always wanted to do. ”

-FCRP Loan Client

“ Pierre's experience, knowledge, ability to impart it (nuances and all) with navigating a start-up. Initially I hoped the focus more closely related to construction trades but as time passed was grateful for the broader perspective as a business idea began to take shape with another participant in our cohort. We'll be in touch to discuss our opportunity with the goal of securing a loan.

-Program Participant, Green Building Entrepreneurship Training

SUCCESS STORIES

Zhonghua Li (Harry), a student of the Home-Based Business Program, is on his way to launch an online social sporting platform that will be connecting athletes and fans with other professionals in the area to share the passion, knowledge, and skills required for different types of physical activities. With over 15+ years of experience in the legal field in China, Harry was also running several small businesses.

Says Harry, “when I joined the ESL class, I benefited a lot from the lessons, especially the OCLF business material.” He mentions that the patience and professional advice received has helped him budget and build the credit needed to be approved for a mortgage. Hence, showing the great impact this program had on his knowledge and decision making.

Bridget Olushola Akinmadele

has successfully completed her certificate for Home-Based Business Program with OCLF and is well on her way to achieve her entrepreneurial goals by establishing an online store business that sells African clothes and accessories in 2022. A Bachelor of Business Administration in Nigeria, Bridget worked for the federal government in Nigeria for 17 years.

She moved to the US and subsequently to Canada to follow her dreams. Moving to Ottawa and her refugee claim acceptance opened doors for Bridget, and she was able to participate in different settlement and integration programs around the city. As a part of the HBB Program, Bridget completed her assignments, met with Camelia (HBB Facilitator and Mentor) during mentoring sessions and never missed a session, although she is a working mom and taking care of two kids. “I must confess that HBB is a different and unique course which came at a point of losing my grip to my passions... the thought-challenging questions from Camelia have really been helpful to motivate me for my business”,



says Bridget. She adds, “...my aim is to see how I can contribute to the society at large and support those vulnerable and non vulnerable communities as a way of saying ‘Thank You’...”)

ED SERVICE RECOGNITION AWARD 2020

Every year the Ottawa Community Loan Fund (OCLF) gives an Executive Director Service Recognition Award to a deserving client. The award was created in 2019 to express appreciation for the accomplishments of retired Executive Directors. The recipient will demonstrate resilience and has experienced a positive impact from the OCLF program they participate in.

It brings us joy to tell the story of our 2020 recipient, Angeline Bilonda, a client of our Foreign Credential Recognition Program.

— “ —

From the bottom of my heart, I would like to thank OCLF for the support you have given to me...My dream was to work at the Ottawa Hospital and this is where I am right now...

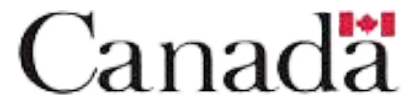
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Laurie Beckstead, Director of Programs, OCLF, with Angeline Bilonda, ED Service Recognition Award Recipient, 2020

THANK

FUNDERS

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



Funded by:



Immigration, Refugees and Citizenship Canada

Financé par :

Immigration, Réfugiés et Citoyenneté Canada



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

YOU

LENDING PARTNERS



COMMUNITY PARTNERS

• World Skills • Catholic Centre for Immigrants (CCI) • Ottawa Community Immigration Services Organization (OCISO) • Immigrant Women Services Ottawa (IWSO) • Conseil Economique et Social d'Ottawa-Carleton (CESOC) • Lebanese and Arab Social Services Agency (LASSA) • Ottawa Chinese Community Service Center (OCCSC) • YMCA-YWCA, La Cité, Ottawa-Carleton District School Board (OCDSB) • Ottawa Catholic School Board (OCSB) • Conseil des écoles publiques de l'Est de l'Ontario (CEPEO) • Algonquin College • University of Ottawa • Invest Ottawa • Futurpreneur Canada • Ottawa Employment Hub • Financial Literacy Action Network of Ottawa (FLANO); and many others...



FINANCIALS



SUMMARY OF AUDITED FINANCIAL STATEMENTS 2021

REVENUE	DECEMBER 31, 2021
Government Grants	\$1,099,000
Contributed Services	\$160,000
Interest and Other Income	\$13,300
Total Revenue	\$1,272,300

EXPENSES	DECEMBER 31, 2021
Staffing	\$483,000
Project Partners	\$601,000
Communications and Marketing	\$10,700
Professional Fees	\$83,000
Operations	\$63,000
Loan Losses	\$9,200
Other - Loan Provision Recovery	(\$15,000)
Total Expenses	\$1,234,900

**WE COULDN'T HAVE DONE IT
WITHOUT YOU...**

