



MUSLIM SOCIAL SERVICES KW

2016 ANNUAL REPORT

MISSION

MSS aims to serve the community by providing culturally- and spiritually-sensitive programs, counseling services, and social assistance.

VISION

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

VALUES

Faith-based principles.

Demonstrating the strengths and caring of the Islamic faith.

Inclusivity.

Filling the gaps that prevent people from feeling they are a valued member 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-judgmental 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.

MESSAGE FROM THE FOUNDING DIRECTOR & BOARD CHAIR

MSS is a result of a strong collective desire of the Muslim community to serve others, the spirit of which is captured by our MSS motto, a Muslim tradition, “the best of people are those who serve others.” The word that captures this ten year journey is “Shukr”—gratitude. First of all, I wish to express my gratitude to God Almighty for giving us the strength, patience, courage, and guidance to carry on our service to others. And, God Willing, we will continue for many more years to come. Our gratitude is also due to all the volunteers, supporters and donors of MSS. Nothing of what we have accomplished would have been possible without you.

What motivates me, and others, to continue our commitment to MSS, is seeing the contribution MSS makes to peoples’ lives. We’ve come a long way in a decade. Our strategic priorities have changed and continue to evolve in response to the needs of the community. But our commitment to dignity for all people remains unchanged. In spite of our small size we chose to dream big. And it is because of our dreams ten years ago that today we are proud to be recognized as a charity of excellence.

The challenges ahead are many and most of them, as identified by our recent evaluation and community research project, are a lack of financial resources threatening our sustainability as an organization, a problem that is facing many in the social service sector. However, I am confident that the Board, staff, community supporters and partners together will find ways to help our ambitious little train keep climbing the mountain.

I am proud of MSS for retaining its identity as an inclusive Muslim organization that welcomes everyone and serves all. It is a place where Muslims and non-Muslims of all backgrounds and diversity of beliefs feel valued, respected, and served in a supportive, non-judgmental environment. In a political climate often hostile to any deviation from a socially-constructed “norm”, this fundamental respect and embrace of plurality is needed more than ever.

I thank you all for being part of the journey of MSS and hope we will continue to have your guidance and support.

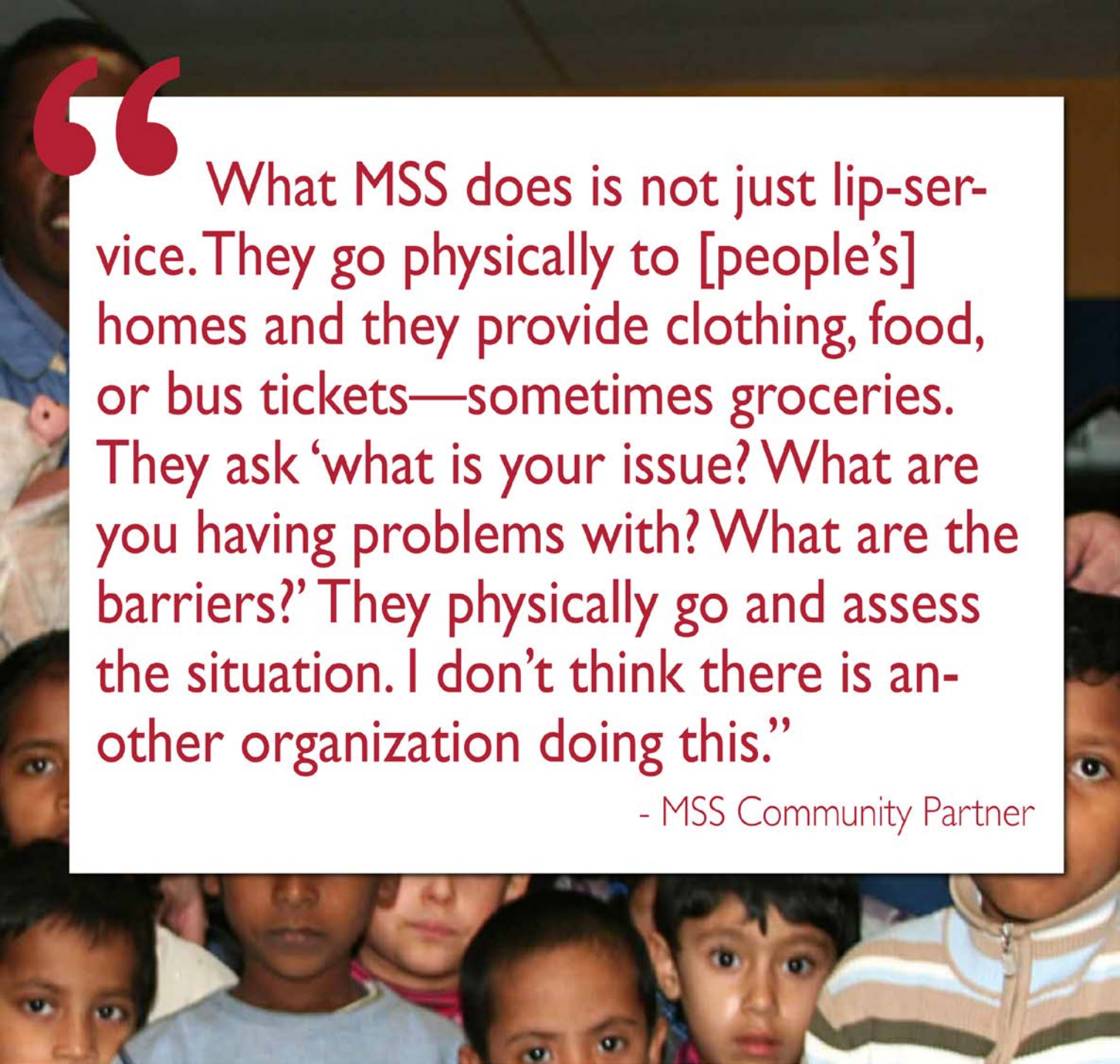
- Idrisa Pandit





What MSS does is not just lip-service. They go physically to [people's] homes and they provide clothing, food, or bus tickets—sometimes groceries. They ask ‘what is your issue? What are you having problems with? What are the barriers?’ They physically go and assess the situation. I don’t think there is another organization doing this.”

- MSS Community Partner



10 YEARS OF MSS

MSS IS BORN

2007

Partnering with counseling centres, mainstream agencies, and other faith groups, Muslim Social Services KW is born to fill a growing gap in spiritually and culturally sensitive services in KW.

2012

MSS GAINS TRACTION

MSS receives a 4-year Ontario Trillium Foundation grant to develop organizational capacity.

MSS IS WELL ESTABLISHED

2013

- MSS establishes office space as one of the pioneer HUB members at the Family Centre
- The first staff team is hired, including a Coordinator, a counsellor, and later a book-keeper.
- MSS receives charitable status.

2014

MSS HIRES STUDENTS

MSS begins hiring students through the Canada Summer Jobs program to develop and assess programs and resources.

MSS IS HIGHLY CREDIBLE

2015

MSS joined a high-ranking group of charitable organizations through accreditation as an Imagine Canada Charitable Organization

2016

300

People served through the Ramadan Food Drive

55

Refugee families supported through Eid al-Adha Food Drive

200+

Community members took our Arabic crash course and cultural sensitivity workshops

\$3000

Contributed to House of Friendship Halal Food Hamper

400+

Meals served at St. John's Kitchen



MSS was granted the prestigious Imagine Canada accreditation



MSS was a finalist for the MAX (Muslim Awards for Excellence) Gala Charity of the Year award



Rohingya Youth Voices won the 2016 World Refugee Award of Distinction in the youth category and the Fresh Voices Award for combining art with activism.

PROGRAMS & SUPPORT

Healing Through Art therapy program

Healing Through Music therapy program

University 101 program

Youth Mentorship

Welcome to Canada Youth program

I Am Rohingya! Play (Rohingya Youth Voices)

Yoga workshops

Studio Impact Youth Leadership program

Computer Literacy program

Family Violence Prevention workshops for newcomers

Men's Newcomer Support Group

Supplies, food, transportation, and interpretation support provided to Syrian newcomers

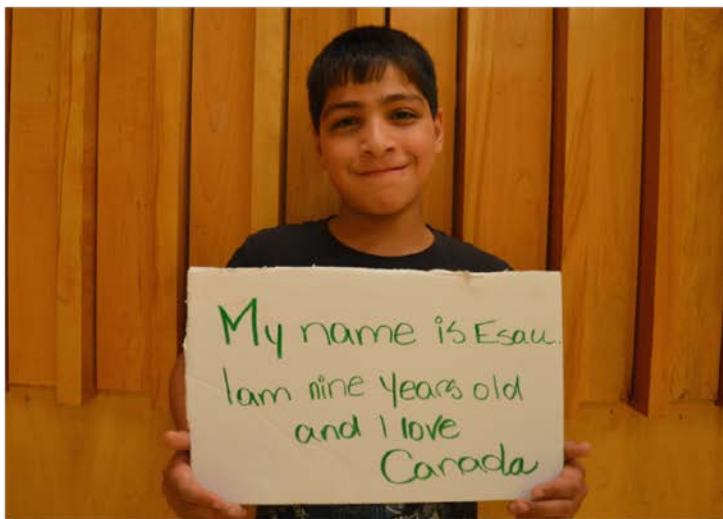
Co-sponsorship of a Syrian refugee family

Holiday meals for women and children in local shelters

A meal provided with Habitat for Humanity

Ramadan and Eid treats for women in Grand Valley Institution

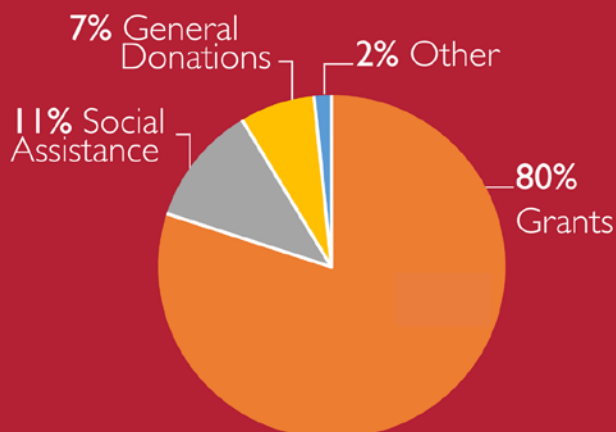




2016 FINANCIALS

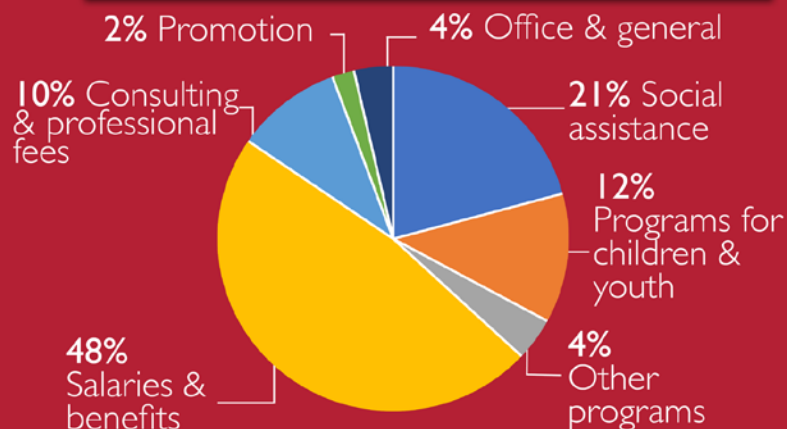
For more details about our 2016 financials please visit our website at www.mulsimsocialserviceskw.org

Net Assets	2016	2015
	\$31,785	\$54,687
Revenue		
Grants	\$78,239	\$29,773
Social assistance	\$11,087	\$14,924
General donations	\$6,845	\$3,154
Other revenue	\$1,588	\$1,111
	\$97,399	\$88,962



2016 REVENUE BREAKDOWN

Expenses	2016	2015
Salaries and benefits	\$53,467	\$49,281
Social assistance	\$23,324	\$12,273
Programs for children & youth	\$13,611	\$1,401
Consulting & professional fees	\$11,000	\$25,963
Other programs	\$4,497	\$731
Promotion	\$2,276	\$2,901
Office and general	\$4,046	\$2,864
	\$112,221	\$74,183
Net Deficit	\$14,822	\$14,779



2016 EXPENSE BREAKDOWN

THANK YOU TO OUR 2016 FUNDERS



THE KITCHENER
AND WATERLOO
COMMUNITY
FOUNDATION

Ontario
Trillium Foundation



Fondation Trillium
de l'Ontario

Service
Canada 



IMMIGRATION
PARTNERSHIP
Settle. Work. Belong.

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