



2011-2012 Annual Report



Ometz is...

Executive Message

Ometz is... 4 years-old going on 150. We merged three long-standing agencies four years ago to create an integrated 21st century response to our community's needs; needs that those agencies have been servicing since 1853 in support of a fledgling Jewish community in Montreal, with most of its members having just arrived from Eastern Europe.

Ometz is... Who? What? Where? Why? Nowadays, we no longer hear these questions. Instead, there is a nod of recognition and a growing number of referrals to our Intake Department. But, just to be sure, Ometz is undertaking a PR campaign about "Ometz is..." in the upcoming year!

Ometz is... significant growth in our fourth year with the launch of an annual fundraising event that raised \$360,000, the creation of a multi-room Family Counselling Centre, a new website re-designed for maximum client accessibility, as well as an intensive management training program addressing issues of talent management and succession planning for the agency.

Ometz is... always about people helping people help themselves.

Ometz is... the thousands of people seeking our help - some in need of support, counselling, work, a new home in a new land, or the chance to volunteer and lend a helping hand.

Ometz is... close to 100 professionals responding to those needs - social workers, psychologists, therapists, employment and immigration counsellors - all committed to offering accessible, responsive and culturally-sensitive services to our clients.

Ometz is... innovative services for children and youth, for parents, for families, for individuals, for schools, and for companies and organizations.

Ometz is... our Board and committee members, dedicated to ensuring that the necessary human and financial resources are in place to help us meet our mandate.

Ometz is... more than 400 volunteers who mentor, tutor, provide pro bono professional services, and offer their time to complement our staff efforts and help our clients realize their goals.

Ometz is... our partners - Federation CJA, Centraide, Emploi-Québec, Ministère de l'Immigration et des Communautés culturelles, Health Canada, Public Health Agency of Canada - whose ongoing financial support permits us to fulfill our mandate.

Ometz is... planning to celebrate our 150th anniversary next year! Join us for this milestone as we honour our community, our service to our community, the extraordinary things we have accomplished, and the groundwork we are securing for the generations to follow.

Ometz is... a wonderful, dynamic agency, one that we have been privileged to serve this past year.

Howard Lohner, CPA, CA
President

Howard Berger
Co-Executive Director

Gail Small
Co-Executive Director



Ometz is...

there for you in a crisis



Crisis Intervention

Naomi walked in to Ometz not knowing where to turn. Her husband, an extremely controlling and possessive individual, kept a strict rein on her and her three young daughters. Naomi described him as sadistic, financially restrictive and physically violent. Her plan had been to move out in secrecy. One night, a violent episode erupted forcing her to leave earlier than anticipated.

Naomi and her daughters sought refuge at Ometz, bags in tow. Ometz professionals contacted a local shelter to make sure they had somewhere to stay. Working with our partners, we provided assistance in helping the family establish a new home, and provided services ranging from budgeting help to camping subsidies to family counselling.

What we do

Ometz provides 24-hour turnaround on calls and walk-in service for emergencies. We offer responses such as access to food and shelter, and can help connect and advocate with public and private sector organizations. Our professionals meet with clients, assess the situation, and devise a plan of action.

Recent highlights

- This past September, our annual clothing giveaway, held in collaboration with the Young Adult Division of Federation CJA, outfitted 700 children and provided them with much-needed supplies for school
- Established a community crisis response team, available in the event of a community disaster or crisis

Social Services	
Intake	1,590 families
Financial assistance	2,365 families
Mental health	141 individuals
Special needs	90 subsidies
Camping	601 scholarships

Ometz is...

helping young people maximize their potential



When Melissa came to Ometz, she was not doing well. She had failed grade 10 and it looked like she might fail again. Her home life was unstable too, with her mother suffering from chronic depression while struggling to care for her baby brother. Things hadn't been good in a long time and they seemed to be getting worse.

Her mother's social worker suggested our Maximize Youth Potential (MYP) program for Melissa. And slowly, things began to change. The MYP worker and Melissa charted a course - setting up goals, connecting her with a tutor, and establishing an education plan along with learning experts. She attended workshops with other teens and started to see a counsellor to help her deal with her mother's serious depression. This year, Melissa is graduating grade 11 and has been accepted into a Health Sciences program at CEGEP.

What we do

Ometz's MYP program is tailored to the needs of each adolescent, and involves a contract between Ometz and the client. The program offers social services, educational and career supports, and incorporates incentives designed to help youth at risk achieve social and academic success.

Recent highlights

- Grew our roster of skill development workshops such as cooking, finance and budgeting to give participants basic life skills, and to develop their network and community affiliation
- The success of our MYP program has resulted in many new referrals on a wait list; plans for next year include doubling our program capacity by adding extra staff
- Our new FIX program, which outreaches to high-risk Jewish youth, many of whom are struggling with drug use, has succeeded in engaging close to 50% of participants

Services for Youth at Risk	
FIX	44 young adults
MYP	59 adolescents
Afterschool program	26 children



Ometz is... Beatrice

Immigration

“As a young couple with a toddler, we decided to leave France after several tense years. I was a recent university graduate and realized my CV had little value without some international experience. I checked out Canada, specifically Montreal. We arrived in April 2005 and met with an immigration counsellor, who helped us find a daycare for our daughter, an apartment, and gave us many ideas to ease our integration.

Later on, a social worker at Ometz helped us find a doctor, as I was 5 months pregnant. We also started to make new friends on trips arranged by Ometz to Sainte-Adèle and Ottawa. We enjoyed the Jewish holidays because of Ometz. I remember Chanukah and the joy of all the kids; receiving baskets for Rosh Hashanah and Pessah which brightened up some very difficult moments. But most of all, when I think of Ometz, I think of dedicated people, who listen to you and are not judgmental, who help you find a solution to your problems, and who help you integrate into Quebec society. Today, I know we should never have arrived alone, but, thanks to Ometz, I know that we will never be alone from now on.”

Beatrice

What we do

Ometz offers a variety of services to help new immigrants explore, move to and settle in Montreal. From immigration counselling to employment services, we help them navigate the immigration process and establish new lives in Canada.

Recent highlights

- Expanded our Welcome Program to four sessions, adding one specifically devoted to family issues
- Offered a very successful program for children called Sunday at the Arts in collaboration with Fortissimo Academy in Côte St-Luc, designed to combine English language acquisition with arts and crafts
- Five clients were featured in local community papers, sharing their personal stories of immigrating to Montreal

Immigration Services	
Pre-migration consulting	102 individuals
New immigrants (who have arrived within one year)	248 individuals
Settlement (individuals who immigrated within the last 5 years)	1,888 individuals
Welcome and information sessions	339 participants
Language courses	234 participants
Outings and events	456 attendees



Ometz is... about healing



Ometz Family Counselling Centre ribbon-cutting event
L-R: Neil Uditsky, YAD Montréal Chair; Jason Arbiter, JRC Toys; Marc Kimmel, 2009 YLC Chair; Howard Lohner, Ometz President

“We contacted Ometz after trying many different types of programs for our two children, Isaac, 7 and Joseph, 9. As a family, we were struggling with continuous conflict between the boys that had escalated into physical aggression. Joseph acts out and requires a lot of space within the family, while Isaac is so quiet and withdrawn. My husband and I also have very different styles of parenting. To put it bluntly, we were falling apart.

My husband and I agreed to follow up with a recommendation from our sons’ school to begin the interactive family play therapy program at Ometz. We were reluctant to reach out yet again as we had tried many times and both boys had not done well. They had also not connected to anyone on an individual basis. Needless to say, the use of different play venues allowed our boys to feel a comfort they had yet to feel. It was truly an amazing experience to deal with issues in a manner that allowed each of our sons to feel engaged.

Thank you to our wonderful therapist at Ometz. He skillfully guided our children through a variety of creative therapies where they felt free to express their anxieties in an open and safe way.”

The Cohen family

What we do

Ometz offers many different modalities of counselling services to the community on a sliding scale basis. Individuals, couples, children and families are able to take advantage of the department’s expertise in play therapy, family therapy, couples counselling, divorce mediation, individual therapy, and art and drama therapy.

Recent highlights

- Ometz Family Counselling Centre recently moved into its new offices on the 5th floor of the Cummings Building. The Centre includes a private waiting area, two play therapy rooms and counselling space, and is equipped with state-of-the-art equipment. These new premises allow us to offer counselling services in a dignified and confidential manner, and reach out to many more families and children in our community.

Ometz is grateful for the fundraising efforts of the Federation CJA 2009 Young Leadership Campaign team, led by Marc Kimmel, whose vision, leadership and compassion made this dream a reality.

Counselling

Counselling Services	
Counselling	268 individuals
Interactive family play therapy	171 families

Ometz is...

Alexei



Employment

“When I arrived from Israel in July 2010, I went to Ometz. They helped me modify my résumé to Canadian standards. I met with an employment specialist who took the time to really understand what I had to offer. She gave me guidance as to what to expect in the job market, and referred me to the Ometz website to research jobs in my field. I found several jobs that matched my skills and my counsellor directed me to several job openings. One of those companies hired me.

Because of the help I received, I wanted to give back to our local community. The best way I knew how was to help other newcomers like me who were looking for work. I know there is a shortage of experienced .Net developers in Montreal and that I have the expertise to train others.

I chose to teach others through Ometz because Ometz is the only home I know. They provided the space, technical support, secured companies to endorse my course, and referred their clients. My intention is to help people who need to improve their lives. By doing this, I feel I am improving my life as well.”

Alexei

What we do

Ometz works with both job seekers and employers. We help job seekers move closer to gainful employment, by providing coaching, training, workshops, individual employment counselling, website job listings, recruiting events, and referral and placement services. We help companies hire personnel via our networking events, as well as through our comprehensive referral and placement services.

Recent highlights

- Restructured our intake process to assess and refer our clients more effectively to employment counsellors specializing in training, counselling or placement services
- Introduced a web page permitting recent graduates to apply directly to company job listings, bypassing interview and placement services through Ometz
- Attracted Me Lucien Bouchard, former Premier of Quebec, as a speaker at our successful Cocktails and Conversation recruiting event

Employment Services	
Intake	1,710 individuals
Placement	900 individuals
Job orders	1,690
New employers	119

ProMontreal Entrepreneurs	
Consultations and workshops	123 individuals
Funded businesses	9

Ometz is... Mercedes



Mercedes had worked in the garment industry for many years. After several years of unemployment, depression and reliance on Ometz for financial stability, Mercedes' case manager presented the Ometz Companion for Seniors training program to her. Given Mercedes' caring and gregarious nature, and her interest in a 'helping' profession, this seemed like a viable and interesting response for her.

As most of the funding was covered by Ometz, Mercedes set out on a training path that held the promise of a new career. Three years later, Mercedes has developed an expertise in caring for seniors and has been consistently employed, no longer needing the financial assistance that she once relied upon.

What we do

Ometz develops and offers workshops and courses to allow clients to upgrade their job skills in order to maximize employment opportunities. We seek out and suggest vocational responses that meet the unique profiles of our job seekers.

Recent highlights

- Introduced a series of workshops emphasizing the use of social media and technology to maximize job search
- Created a new partnership with Alzheimer Society Montreal, advancing the skills of participants training as companions for seniors
- Became a training resource for Concordia University Executive MBA Program
- Offered training, education and career exploration to Ometz youth at risk

Trainings

Training Services	
Employability workshops	1,836 participants
Computer training	85 participants
Click training	804 participants

Ometz is...

enhancing our children's education

Schools

“Ometz’s involvement at Hebrew Academy represents a crucial strategic relationship that we value each and every day. The Ometz-provided school counsellors are just one element of the services we benefit from. You are there for us every time we need you. Over the past several years, we have turned to you for special guest speakers on a multitude of topics. Whether we want a speaker on “sexting” or on eating disorders, you have always provided us with top-notch resources. There are several additional areas as well that Ometz supports our school. We have recently extended our school counselling arrangement to include formal CEGEP/college guidance. This added layer of support allows our school counsellor to focus on her strengths and the guidance person to focus on theirs. The parents have appreciated this added service and the hand-holding that it provides as they navigate a new system. We also use Ometz facilitators and presenters for numerous parent workshops that are held annually. Our parents have benefitted from presentations on “Building Resilience”, “The Teenage Brain and Risk Taking,” and “Cyber Protection for our Children,” just to name a few.

There is one more area that we rely on Ometz on a regular basis that needs mention and our appreciation. Ometz are the “go to” people. Whenever we have a question or concern in the arena of student services, the first word out of our mouths is “Ometz”. Whether we need guidance or support, Ometz is just a phone call away. In fact, on many occasions, we don’t make the call, Ometz does. Several summers ago, I was on holiday and I received a call from Ometz informing me of a crisis that was erupting in my community. I was brought up to date, and offered advice and guidance. Ometz’s proactive call signalled a new aspect of the overall services that we had come to rely upon.

Could we survive without Ometz? Of course we could; however, our children, parents and faculty would be flying solo – not a pretty picture. Thank you for being there for us, now and always!”

Rabbi Boruch Perton
Educational Director, Hebrew Academy



Schools

What we do

We offer an array of support services to more than 100 schools in Montreal. The goal of these services is to:

- Allow students to reach their potential
- Enable parents to support their efforts with positive parenting strategies
- Enable teachers to understand student behaviours and better manage their classrooms
- Enable teachers to build appropriate social skills in students and deal with psycho-social issues
- Enable teachers to support and enhance the policies, climates and cultures of schools

Recent highlights

- Proactively responded to the Quebec Ministry of Education’s requirement that schools must implement an anti-bullying response by providing schools with consultations and programming
- Provided education on “psycho-social development and learning of children” to rabbis from ten orthodox schools
- This past year, nine schools in the English Montreal School Board participated in our Kids Can! drug education program for grade 6 students

School Services	
Counselling	792 students
Speech and occupational therapies	2,166 screenings
Kids Can! drug education program	539 students
Parlour groups	278 parents
Schools and daycares receiving services	91

Ometz is...

impacting a child's life



Volunteering

"I wasn't sure what to expect but I decided to become an Ometz mentor. I was excited to meet Brandon, 10, who lived alone with his mom. My first impressions were that he seemed to be okay and I wondered why he needed a mentor. He was polite, well put together with clean clothes, and he even had an iPad. I never saw his mom but she would always tell us to have a good time when we left the apartment to go on our outing. Brandon was always at the door waiting for me when I arrived and was never late. We would go bowling, see a movie or play sports in the park.

I later learned that his mother was battling depression since his dad had passed away. He felt a great responsibility in making sure she was happy and well cared for. Much of her time was spent in bed. He didn't have too many friends because he was afraid that they too would abandon him as did his father. He washed his own clothes each night because he didn't have extra school uniforms to wear. And he was on time because he did not want me to see the disarray in their apartment. The iPad had been a donation from a generous donor.

One day, while playing basketball, Brandon became overwhelmed and started to cry. He told me that he felt so lucky that he was able to play like the other kids and that he wished I could be his real brother. Suddenly, I understood not only what he needed but how much this relationship meant to me. I felt so fortunate to be allowed into his life and to have him in mine.

Thank you Ometz for this opportunity."

Mike

What we do

Ometz offers a wide range of volunteer opportunities matching the skills and interests of our volunteers with the needs of our clients. We connect volunteers with children and families who need extra support. As a result, our volunteers help strengthen academic skills, encourage socialization and build self-esteem, while developing their own leadership skills.

Recent highlights

- Developed a cooking workshop for youth at risk
- Collaborated on a camping duffel bag program with Akiva School to send our kids to camp with all the supplies they need
- Arranged for our mentors and mentees to attend our fundraising event together

Ometz is...

A Chance to Shine

This year, we hosted our first annual fundraiser, raising \$360,000 in support of our programs and services for at-risk youth. The fundraiser, A Chance to Shine, was held at Place des Arts with the world premiere of *Le Petit Prince* by Les Grand Ballets Canadiens. The audience of 1,200 donors, volunteers, staff and honorary guests included 300 children and families that we serve.

"I can truly attest to the growing needs of the less fortunate in our community and to the wonderful work our professionals perform on a daily basis,"

said event chair, Arlène Abitan. "Our supporters have shown their compassion and together we are making a real difference in the lives of our children."

Youth at risk face a number of challenges, including living in poverty, dealing with abuse and coping with learning disabilities. The funds raised will be used to enhance current programs and services to help them succeed, including counselling and academic support, speech and occupational therapies, an afterschool program, and an addiction support program.

Thank you to our event patron, Herbert Black, our sponsors and our organizing committee. *Todah Rabah!*

Patron

Mr. Herbert Black

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Ometz is...

building a strong community



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We are indebted to our Board for their vision, creativity and commitment:

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*Executive Committee

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Agence de la santé et des services sociaux de Montréal
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Federation CJA
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Human Resources and Skills Development Canada
Laura Schecter Fund (King family)
Ministère de l'Immigration et des Communautés culturelles
Ministère des Services gouvernementaux
Public Health Agency of Canada
Ville de Montréal

Thanks to the generosity of individuals, families and corporations, we are able to provide vital programs and services to our community.

Ometz is... tzedakah at work

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\$50,000 +

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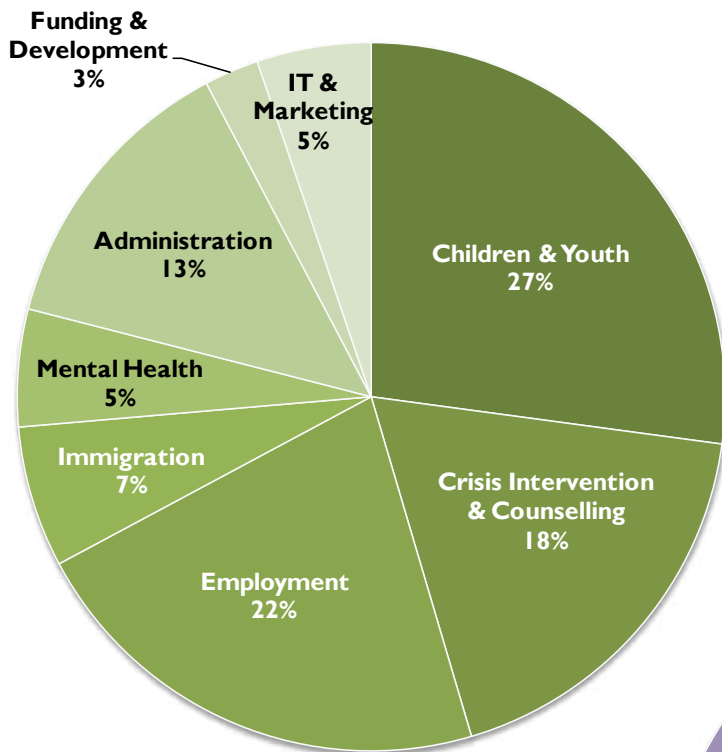
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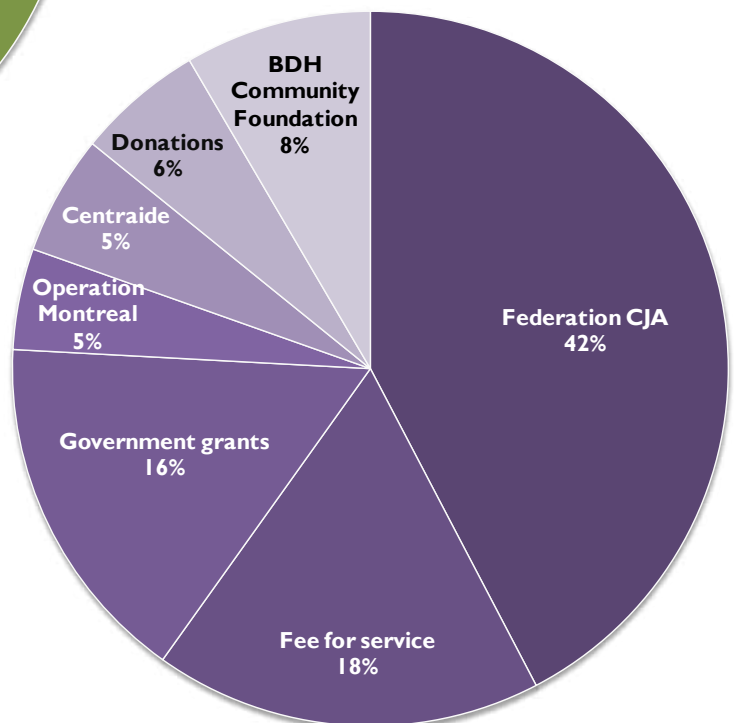
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Expenses & Revenue

2011-2012 Annual Expenses



2011-2012 Annual Revenue



Agence Ometz

Statement of Operations - for the year ended March 31, 2012

Revenue	2012 \$	2011 \$
Federation CJA	2,293,890	2,163,028
Fee for service	1,035,713	1,052,669
Government grants	945,697	850,645
Operation Montreal	270,000	281,000
Centraide	320,000	320,000
Donations	304,605	392,017
BDH Community Foundation	536,290	467,609
Rent in kind	210,000	210,000
Total revenue	5,916,195	5,736,968

Government grants	2012 \$	2011 \$
Emploi-Québec	438,859	475,195
Health Canada	184,137	116,450
MICC (PANA)	94,771	92,285
PSOC	72,117	70,427
HRSDS	20,849	20,541
Conseil du trésor, Québec	49,749	-
Other grants	85,215	75,747
	945,697	850,645

Expenditures		
Operating expenses		
Program salaries and benefits	3,845,325	3,674,027
Program contract professionals	287,660	261,622
Activity costs	281,466	259,985
Professional development and memberships	30,329	23,881
Rent	210,000	210,000
Marketing	140,772	83,559
Information technology	175,395	192,995
Amortization of capital assets	62,427	66,938
	5,033,374	4,773,007
Administration		
Salaries and benefits	574,022	580,173
Office and general	94,533	95,501
Insurance	43,932	48,062
Professional fees	28,046	20,784
Bank charges	4,703	3,748
	745,236	748,268
Funding and development	138,346	93,552
Total expenditures	5,916,956	5,614,827
(Insufficiency) excess of revenue over expenditures	(761)	122,141

Thanks to our funding partners:



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