



RESPONDING TO COMMUNITY NEEDS

ANNUAL REPORT 2017



CCS

Catholic Crosscultural Services

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AT A GLANCE

MISSION STATEMENT

Catholic Crosscultural Services provides services that assist in the settlement and integration of immigrants and refugees.

WHAT WE DO

We serve all newcomers regardless of race, religion, age, country of origin, immigration status, or political affiliation. We provide services in Toronto, Mississauga and Brampton and in collaboration with other organizations, through other community locations in the Greater Toronto Area.

At CCS, we proudly offer our clients services in over 30 different languages: Amharic, Arabic, Armenian, Azeri, Cantonese, Croatian, Dari, English, Farsi, French, Gujarati, Hindi, Italian, Korean, Malayalam, Mandarin, Marathi, Nepali, Pashto, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sindhi, Sinhala, Spanish, Tagalog, Tamil, Tigrinya, Turkish, Ukrainian, Urdu

BOARD OF DIRECTORS

EXECUTIVE

President	John Trainor
Vice President	Joseph De Luca
Treasurer	Stephen Pereira
Secretary	Stephanie DeSantis

MEMBERS AT LARGE

Emile Carrington
Darren Dias
Carmen Diston
Bonnie Hunter
Jeremy Maunder
Zhen Ngu
Sylvia Samuel
Alix Fisher Wharin
Michael Raymond, Interim Executive Director

LEADERSHIP MESSAGE: RESPONDING TO COMMUNITY NEEDS

Catholic Crosscultural Services (CCS) is committed to providing a welcoming environment where newcomers find the support needed to enhance their settlement and integration process. Over the past year, CCS has continued to tailor services to best respond to the emerging needs of the diverse communities we serve, while strengthening our existing programming.

We have a dynamic and innovative approach to our work. This is realized through strategic partnerships and innovative approaches to address the needs of immigrants and refugees. In addition to developing shared knowledge through collaboration with community partners, we use regular follow ups, feedback loops, focus groups and ongoing surveys with our clients to keep us up to date on their needs and ahead of developing trends. This information allows us to provide immigrants and refugees with tailored services, supports and relevant training which are often delivered by our partners.

Canada's response to the Syrian refugee crisis continued to have a major impact on our programming throughout fiscal 2016/17. In late 2016, we identified that the new Syrian refugees were facing significant challenges accessing the specific level Language Instruction for Newcomers to Canada (LINC) class they required. The barriers were caused by limited availability of appropriate Canadian Language Benchmark (CLB) level LINC classes, transportation support and childcare. To address these key issues, CCS developed and submitted an innovative proposal to Immigration, Refugee and Citizenship Canada (IRCC). In January 2017, with IRCC support, we launched our new LINC location in Mississauga that caters primarily to Syrian refugees with little or no English language skills. This groundbreaking approach brought language classes into the neighbourhood where the Syrian refugees live and the need was greatest. The structure of the program allows one parent to attend the morning class while the other parent provides childcare. They then switch roles in the afternoon. It allows single parents to make a similar arrangement with friends in their neighbourhood. The new location eliminates transportation and childcare costs and increases community capacity by creating additional local resources. Now, a once-vacant storage space in a residential building has been revitalized into a space delivering language training and settlement services to the local immigrant and refugee community.

Our Settlement Workers in Schools program continues to develop and deliver culturally and linguistically appropriate activities to meet the needs of newcomer families. This is done through projects such as an orientation week to

engage and prepare newly-arrived primary, middle and high school students who are starting school in Canada.

Newcomers, including refugees displaced from their homelands, require a wide range of guidance and support when settling into their new home. To this end, mental health and crisis intervention services remain a key part of our menu of services. This aspect of our services has proven invaluable to our clients in providing mental health wellness support.

In response to the national demand for services from the sponsorship community, the Refugee Sponsorship Training Program (RSTP) has partnered with various settlement agencies to host RSTP trainers and now has trainers in seven cities across the country. Another major success in 2016 was the creation of an automated matching system which is used to promote and match refugees selected to come under the Blended Visa Office-Referred (BVOR) Program. The tool was developed to deal with the high level of queries related to BVOR cases and to serve refugee sponsors more effectively.

CCS anticipated the need for conflict resolution and mediation services for sponsors and newcomers and set up a year-long Toronto Refugee Sponsorship Support Initiative with assistance from the City of Toronto. The innovative program successfully assisted in resolving sponsorship disputes by clarifying the rules and terms of sponsorship and providing dispute resolution support. This helped to avoid a number of potential sponsorship breakdowns.

There has been a growing international demand for our RSTP expertise. We have been honoured with invitations and have presented RSTP internationally. CCS has also received visits from foreign NGOs and government representatives who came to Canada to discuss and learn from our experience with training and supporting refugee sponsors

There have been important developments at the Board of Directors this year as well. The Board has now completed a multi-year process that included board training, the development of a new strategic focus in terms of the Board's role, and the development of a new strategic plan. The Board's strategic plan moved to the operational planning and implementation stage and action is now underway. Implementing the plan will see new approaches in fundraising and in the role of CCS as a dynamic idea leader in the immigration and refugee field. Another focus will be on fully utilizing the creative energies of the staff in working with the Board to bring new thinking and program

LEADERSHIP MESSAGE: RESPONDING TO COMMUNITY NEEDS

ideas to the field. Finally the area of communication in all its facets is being revamped.

A major development this year is the departure of Carolyn Davis as Executive Director. Carolyn provided important leadership to CCS and was an important force in agency expansion over the past decade. We recognize and honour her contribution. CCS is now in the search phase for a new Executive Director. The Board is confident that an excellent candidate will be found to join the Board and staff in leading CCS in its next phase of development.

This year will see the departure of myself as President and four other Directors – Joseph De Luca; Bonnie Hunter; Emile Carrington; and Jeremy Maunder. I want to extend my heartfelt thanks to them for their service. Each one made important contributions and helped the organization

navigate difficult times. Thanks to outstanding work by Board members we have recruited excellent new Directors to step in to their positions.

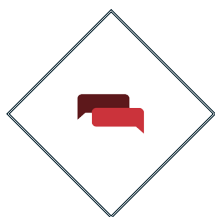
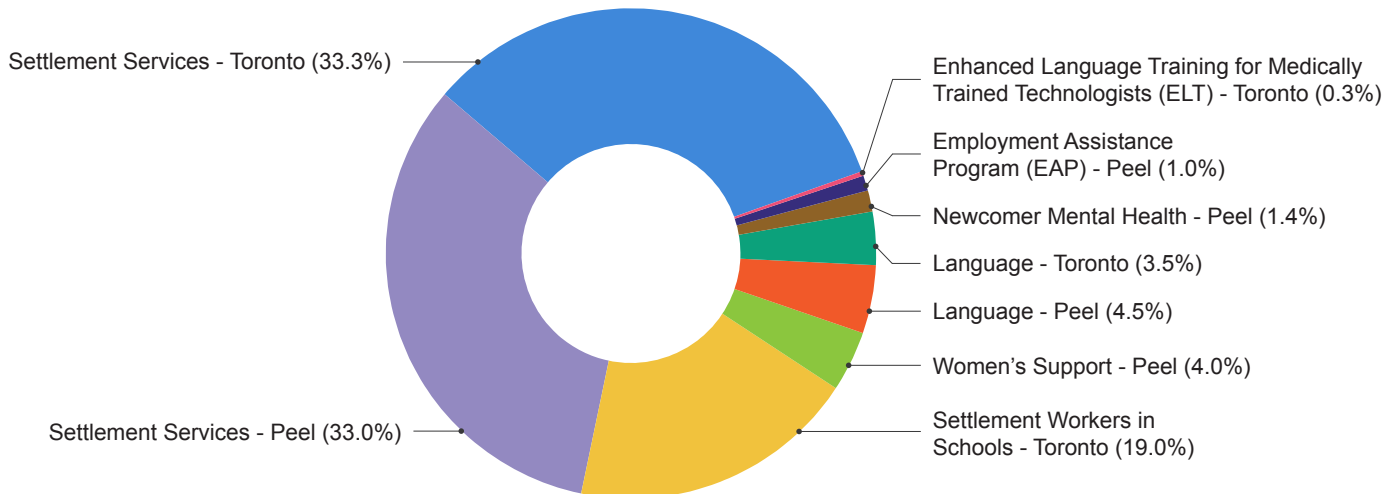
As always, the greatest strength of Catholic Crosscultural Services is our talented staff, Board of Directors, volunteers, partners and funders. Through your efforts this year, CCS served 16,363 clients in over 30 languages in our offices and through our itinerant services at our community partner agencies across Toronto and the Region of Peel. We thank you for your ongoing support and commitment to setting newcomers on the path to successful settlement and integration.

John Trainor
President, Board of Directors

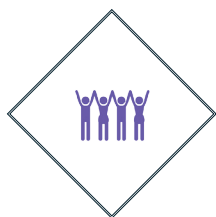
Michael Raymond
Interim Executive Director

KEY FACTS

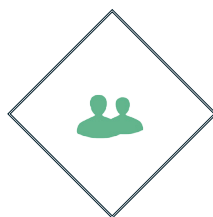
Service Programs by the Numbers



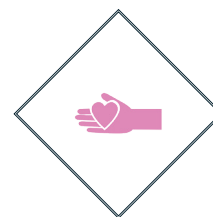
1,802
group sessions



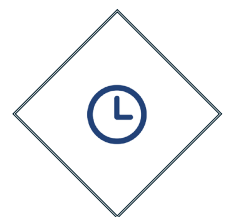
17,802
session participants



16,363
clients served



227
volunteers



6,334
volunteer hours

CCS PROGRAMS

SETTLEMENT SERVICES



Youth trained by CCS help with a special annual Community Citizenship Ceremony organized with ICC and IRCC. (Photo Credit: ICC/Oliver Yang)

Our settlement services support immigrants and refugees to successfully settle and integrate into Canadian society. Working with our Settlement Workers, clients were able to develop settlement action plans based on their assessed needs, and received timely and relevant information and referrals to achieve their goals.

With additional funding to support Syrian refugees, CCS worked with community partners to ensure services are widely accessible at locations such as community agencies, libraries, City of Toronto facilities and employment agencies. Our Arabic-LGBTQ support group also offered activities in a safe environment to address specific needs such as housing and legal assistance.

Workshops and group sessions provided thousands of newcomer clients with valuable information regarding government services, financial literacy, housing, education, parenting and fire safety. Service Canada clinics and Orientation to Ontario sessions helped better equip newcomers with settlement information.

Through partnerships with a number of service providers, and support from volunteers, we organized a range of activities to empower newcomers, and to give them the tools for the start of successful integration such as conversation circles to practice and enhance their English language skills, and computer training. Other key

activities included trainings to assist at-home mothers who have been away from the labour market due to family employment, cashier and customer services training, food handling certificate training, and home daycare training to equip newcomer women with tangible skills and the confidence to prepare for employment. Through the CRA's Community Volunteer Income Tax program, 2016 income tax returns were prepared and filed for hundreds of clients.

Starting this year, The Housing Help Centre will provide weekly services at our Settlement Integration Place (SIP) location to support newcomers with housing issues.



Graduates of new Mississauga Language Instruction location with staff

CCS PROGRAMS

LANGUAGE INSTRUCTION

English language classes from beginner to advanced levels (Canadian Language Benchmark (CLB) 1-8) in our Peel and Toronto locations facilitated the integration and settlement of newcomers into their new home country.

All classes are taught by TESL certified instructors who monitor the learning and progression of students towards their learning goals. Monthly settlement themes were incorporated into the lesson plans to enhance students' learning and understanding of settlement-related knowledge. The overall learning experience was enhanced with field trips into the community. Workshops with guest speakers were organized on a range of topics including sessions on orientation to the labour market.

Support services like free childminding is an integral contributor to the success of our Language Instruction for Newcomers to Canada (LINC) Program which enables parents to attend the classes without having to find alternative, and often costly, childcare.

Family Literacy Program activities helped newcomer parents and children come together in improving language skills. The March Break program activities in our Toronto offices offered participants the opportunity to practice reading and pronunciation skills together. Children



Children enjoy March Break Program activities

also played a variety of interactive learning games and completed art activities related to daily themes. Family Time assisted parents in developing confidence in building their child's literacy skills at home as well as preparing their children for kindergarten.

Settlement workers are also on hand at the language locations to offer language instruction services and settlement assistance to the students.

Funding from the federal government helped CCS set up a new Mississauga LINC location in response to the needs of the Syrian newcomers. This innovative idea brings classes to the clients in their own neighbourhood making it more accessible and eliminates barriers of lack of finance for transportation and childminding services.

Much More Than Just An English Class

"We came to Canada on February 9, 2017. Right now I am in English classes and getting settlement advice. My wife will start English classes in September and will be using the daycare for our one-year-old daughter. This is my third week in the CCS English class and so far, I love it. I like the fact that the classroom resembles Canada because there is a mix of cultures and everybody has a story to tell. I get to practice my English every day, chatting with friendly people in the classroom. I have improved my hearing skills, so now I am more confident when people talk to me. Now that I understand more, I don't need to ask people to repeat as often as before.

CCS has given me the chance to grow friendships with so many people of different cultures and I feel more secure with the steps I am taking in life because of the advice I am getting....The first moment I came to CCS, I didn't know what to expect, I just thought – 'It's an English Class, go for it!' But now, I know there are many programs or services like daycare for your children while you're having classes...advisors that can guide you in the right direction to get what you need for settlement."

– Israel, student (Language Class)

CCS PROGRAMS

WOMEN SUPPORT SERVICES



CCS offers a range of services to help women and their children live safe and free from violence.

Our Women's Support Services (WSS) and Transitional Housing Support Program assisted hundreds of newcomer women and their children who have, or are, experiencing domestic abuse.

Interventions were provided such as developing safety strategies and transitional planning, crisis intervention and

support counselling to improve their social and emotional functioning and helping secure affordable housing. We supported them in connecting with the legal support system where barriers exist with only a handful of Family Law lawyers accepting Legal Aid Certificates to represent women with their legal issues which can be exhausting for the clients and the support workers.

This year, WSS Workers attended various trainings to learn how to best assist women seeking support at CCS who are victims of human trafficking. Workers also ran ongoing support groups for women to help them access a support network and focus on future planning. The groups were language-specific and often held after-hours to accommodate the needs of our clients.

Despite many barriers encountered by both clients and workers we have had success stories of women and their children attesting to the excellent services that they have received from CCS. The interventions have changed their lives by helping them create a safe environment and live free of violence so they are in a position to fully settle and integrate into life in Canada.

I Had The Power All Along!

Angie, a single mother working as a grade school teacher, moved to Canada with her sons to marry a Canadian man she met online. His visits and their Skype conversations did not prepare her for the lies she had been told or the verbal, emotional, physical and sexual abuse she encountered. She fell into a depression, feeling guilty for having brought her children into the mess, and having sold everything she had worked for back home.

One of her neighbours encouraged her to attend language classes at CCS when her husband was at work. Through her improved English she learned about the range of services offered by CCS and met a Settlement Worker in the women's program. She learned about the signs of abuse and the countless resources available to her and her children.

Angie was connected to a Mental Health worker to address her depression and a Transitional Housing and Support Worker to help leave her abusive relationship and move to a safe home. She also found support to address the sponsorship infraction, since as soon as her husband learned that she was seeking help, he reported to the Immigration authorities that the marriage was fraudulent and coerced.

"I had the power all along, I lost a bit of myself with my husband, but I was strong enough to find myself and be a better and stronger person because of it...nobody will EVER take that away from me again" says Angie.

Angie is now much happier, renting her own two-bedroom apartment, working part-time, seeking support for her depression and living free from abuse.

CCS PROGRAMS

REFUGEE SPONSORSHIP TRAINING PROGRAM (RSTP)



The level of interest in refugee sponsorships across the country remained high. A number of activities were carried out by the RSTP team in response to existing demand for services including: expanding the program across the country; developing an automated matching database for the Blended Visa Office-Referred (BVOR) Program to connect vulnerable refugees with sponsors; innovating to provide conflict resolution support and mediation services; and sharing knowledge beyond borders.

A number of new and seasoned sponsors continued to show interest in sponsoring Syrian and other refugees. Recently resettled refugees began looking for ways to reunite with family members left behind, resulting in “echo effect” sponsorships. To deal with the high demands for training and support and owing to funding from the federal government, the program expanded its services to reach more sponsoring groups.

To ensure that support is available to regions across the country and to expand training and outreach capacities at a national level, CCS developed agreements with various settlement services providing agencies to host RSTP trainers, and placed them in six cities across the country (Vancouver, Edmonton, Calgary, Saskatchewan, Winnipeg

and Halifax). This also allows regional trainers to create deeper connections with settlement agencies and bridge the relationship of settlement agencies and the sponsorship community.

Under the federally-funded programs, RSTP delivered training workshops to over 1,600 sponsors and potential sponsors, two e-training courses and successfully delivered the 2016 National Sponsorship Agreement Holder (SAH) Conference in Saskatoon bringing together over a hundred representatives from the SAHs, IRCC, UNHCR and IOM.

The Blended Visa Office-Referred (BVOR) Program, which matches refugees selected by the United Nations High Commission for Refugees (UNHCR) with Canadian sponsors, was successful in matching over 1,700 refugees, of whom close to 45% were Syrian. This was made possible in part by the innovative BVOR Matching System launched by RSTP in January 2016, which automated a highly complicated and time-intensive manual matching process to match BVOR refugee profiles with potential sponsors.

With the new matching system, sponsoring groups are now

Helping Those Who Are Most Vulnerable

“Thanks to BVOR, we were able to welcome a family in record time. We formed our G5 (Group of five) in January 2017, first contacted BVOR on February 7, and our family arrived on June 1. Our sponsored family is truly wonderful and it has been a very positive experience.

I am so grateful to the Program and your staff for your help. Having someone as a touchstone, knowing that there is someone who can answer questions and that there is a contact point is great.

My message to someone considering sponsorship would be that this is about shared humanity. This is about solidarity with the rest of the human race and at some point, we need to think about those refugees who are vulnerable. The BVOR program helps those who are most vulnerable.”

– Catherine, Private sponsor (BVOR), Group of Five

CCS PROGRAMS

REFUGEE SPONSORSHIP TRAINING PROGRAM (RSTP)



Atlantic RSTP Trainer with sponsors and local representative from YREACH-YMCA at a workshop in Yarmouth, Nova Scotia

able to quickly review available profiles and automatically select the profiles they want to put on hold and confirm, or cancel their choices. This enables staff to deal with the high volume of inquiries and emails, making the process more efficient.

With funding provided by the Ontario government, RSTP offered training and support to refugee sponsors based in the province. The key elements of support offered to Ontario sponsors were delivery of training workshops through in-person and webinar sessions, development of training and information materials, creating and maintaining of an online portal (www.ontario.rstp.ca), dealing with inquiries, and support with application forms, including revising application forms to avoid errors and correcting returned application forms.

With the arrival of a large number of Syrian refugees through the Government's Resettlement and Private Sponsorship of Refugees programs last year within a short time period and involvement of many novice sponsorship groups, CCS predicted the need for services to assist with averting sponsorship disputes and resolving them as they arose to avoid sponsorship breakdowns. The innovative Toronto Refugee Sponsorship Support Initiative funded by the City of Toronto enabled us to successfully assist in resolving sponsorship disputes by clarifying the rules and terms of refugee sponsorships and providing dispute resolution support. This led to a number of potential sponsorship breakdowns being avoided, resulting in successful sponsorships.

Through this program, various activities were organized including delivering workshops on managing expectations, rights of private sponsored refugees and ethical considerations in private sponsorship of refugees; organizing group discussions for peer learning on dealing with sponsorship challenges; and providing guidance and interventions on dealing with sponsorship disputes. Resource materials were developed including the Month 13 resource kit. A free mediation service was provided for sponsors and newcomers in cases of sponsorship disputes in conjunction with St. Stephen's Community House Conflict Resolution and Training Program. To this end, 10 Arabic-speaking volunteers were recruited to act as mediators and interpreters in mediation sessions.

Canada's successful resettlement of Syrian refugees has put the country's refugee resettlement programs, in particular the Private Sponsorship of Refugees (PSR) Program in the spotlight. A number of countries have shown a keen interest in replicating or creating similar programs to resettle refugees. As part of these efforts, RSTP has shared its experiences in providing training and support to private sponsors with countries who have recently developed a PSR program or who are in the process of creating one including a delegation from Italy; UK government officials; and NGO representatives from USA, Japan, UK and Australia. RSTP staff were also part of a UNHCR delegation to Brazil.

CCS PROGRAMS

SETTLEMENT WORKERS IN SCHOOLS (SWIS)

Settlement workers located in elementary, middle and secondary schools continued to support newcomer families across Scarborough.

Responding to the need for employment and volunteering opportunities, we increased our weekly lunchtime drop-in activities in high schools to assist youth with pre-employment skills and created additional opportunities for youth to gain experience through volunteering during the school year. These activities continued through the summer with programs to orient newly-arrived primary, middle and high school students through the Summer Enrichment, Newcomer Orientation Week (NOW), and Welcome and Information for Newcomers (WIN) programs. Over 200 youth from all NOW program hubs directly connected with a range of youth service providers and students from Scarborough High Schools in a one-day Youth Forum organized in August.

Syrian families were provided much needed settlement support in both Public and Catholic schools. Our staff served as a resource for school boards for information and support in assisting Syrian families settle in schools and made presentations on Syrian culture and strategies to better understand the needs of Syrian newcomers at several Scarborough schools. Additional after-school activities provided Syrian youth with safe and friendly spaces to connect with other youth through sports.

The youth component of our five-week Families in Transition Pilot Program took place in July. Syrian youth gained strategies to cope with Canadian school culture, expand social networks, create digital stories and volunteer with four community organizations. As part of our involvement in the City's Syrian Youth Advisory Committee, a group of 35 Syrian youth participated in the Syrian Youth Open Dialogue.



Youth are provided with the opportunity to engage with service providers at the 2016 Youth Forum



Newcomer Orientation Week: Preparing Newly-Arrived Youth For High School In Canada

"The NOW (Newcomer Orientation Week) program has really benefited me a lot. To be frank, I was pretty nervous about high school before attending this program. When I think of high school, I would think of unfamiliar places, new people, new teachers and exams. NOW program has changed my thoughts. I get to know more about high school earlier, meet new friends and learn great quantity of tips to be successful. I can't wait to start my high school life now!"

– Coco, participant (Dr. Norman Bethune CI NOW Program)

CCS PROGRAMS

EMPLOYMENT SUPPORT

We continued to provide pre- and post-employment services through the federally-funded Employment Access Program (EAP) in our Peel offices to enhance skills of newcomers to help them successfully secure and maintain employment.

Through workshops and individual counselling, participants learn about Canadian labour market trends and corporate culture, prepare professional resumes and cover letters, practice interviews and learn effective job search techniques. Additionally, a speed networking event provided the opportunity for job seeking clients to receive direct feedback from employers representing a variety of sectors.

Clients attended an employer connection activity to present resumes and interviewed with employers. One hundred percent of clients attending indicated that the opportunity was valuable as they were able to experience a simulated formal job interview in Canada, helping them feel better prepared.

Enhanced Language Training for Medically Trained Technologists (ELT) was offered to internationally trained healthcare professionals in preparation for a transition into careers in medical technology to improve job specific language skills, and develop professional networks and workplace communication skills.

To help participants further build their professional network and understand sector requirements, an Employment Resource Day (ERD) was held at the Cedarbrae Library in March 2017. Guest speakers from Toronto Foundation for Student Success, University Health Network, Hooper



Participants have the opportunity to network at the 2017 Employment Resource Day

Holmes Canada, and Nurse Next Door were present to share with participants the current trends and hiring practices in the field. Participants had the opportunity to meet with these employer representatives in person to gain more insight on how to successfully gain employment. In 2016/17, a number of ELT graduates were able to find commensurate employment and a few pursued their licensing.

In addition to services provided through the EAP and ELT programs, our settlement workers continued to connect clients to partner agencies providing specialized employment support and services through referrals and organizing presentations.

Work Experience For Internationally-Trained Healthcare Professionals

“Language was the biggest difficulty when I was studying for Canadian exams and preparing for licensing and this (ELT Program) makes it easy to learn the language we need in a professional setting. The coaching sessions about job searching and resume writing opened my eyes to the correct way to highlight my skills. CCS helped me get several volunteer positions to sharpen my skills and get some Canadian experience. I started volunteering at Toronto Western Hospital and Procure Family Clinic and later on as a writer at the Medical News Bulletin. All these experiences enhanced my resume and made me stand out to get my first medical job in Canada – a clinical research assistant which is a crucial step in my medical licensing journey.”

– A.K., participant, ELT Program

CCS PROGRAMS

NEWCOMER MENTAL HEALTH

Culturally and linguistically appropriate mental health services were made available to newcomers at our offices in the Peel region, in addition to services offered at partner agency locations in Toronto. A Wellness Fair highlighted the importance of wellbeing and connected newcomers with health and wellness professionals to provide information and consultations on a variety of topics.

Responding to the needs of Syrian newcomers, we continued to provide one-on-one, couple and family counselling in Arabic and English. Coping strategies and support services enhanced their ability to deal with cultural and language barriers, unemployment, isolation, separation from family members and the effects of the ongoing war in their homeland. They learned the importance of maintaining a positive attitude and living a healthy lifestyle, and as needed, they were referred to appropriate further services

in the community. Two group sessions that focused on defining mental health and removing the stigma associated with seeking support and counselling further helped these clients to be receptive to receiving mental health services.

Through our partnership with ACCES Employment, we provided ongoing mental health supports to Syrian newcomers in Peel and Toronto enrolled in the Construction Trades Project. Individual counselling was provided to Syrian newcomers who were taught strategies to cope with anxiety, stress and other related everyday life issues. Through group sessions, these clients learned to deal with change, establish safety/trust and understand cultural differences. All project staff were trained in cultural competency and sensitivity to deal with clients from various cultural backgrounds.

Investing in Mental Wellbeing of Newcomers: Elizabeth's Story

Elizabeth moved to Canada with her husband and four kids in 2014 prepared with enough savings to keep them going while they found employment and settled in. Due to unexpected circumstances, she was in a bind with her savings running out and living in an apartment unsuitable for her needs. Not wanting to move to a shelter or become dependent on welfare, she made an appointment with a CCS Settlement Counsellor to discuss her options.

"When I met Elizabeth, I realized she could use more help than filling the application on subsidized housing or tips on finding employment. She was overwhelmed with the situation she was in and I asked her if she would like to speak with a Mental Health Counsellor."

— CCS Settlement Worker

"I provided Elizabeth resources on parenting including information on social, emotional and physical growth and development of adolescents, how to engage them and use rewards and punishments creatively. I find that newcomers have their own solutions, it just needs to get triggered. I did not visit her house or family, she herself had that strength and skill that we were able to enhance with some counselling."

— CCS Mental Health Counsellor

"I have spent three years in Canada and I am not settled yet, but the support I received from CCS has helped me relax and feel like I have a family in Canada. I was relieved to have someone to talk to. I have now been here at my new place of work for six months and I joke, I smile even while my problems are still pushing. Counselling has helped me manage stress better. My problems are still there, but I am not carrying them the way I used to. The way I talk to my children has changed, I can hear them. They can now hear me."

My advice to other newcomers: As soon as they drop their bags, they should take classes to learn to deal with mental stress because when they know the issues that lie ahead, it can help them manage whatever they pass through."

— Elizabeth

CCS PROGRAMS

TORONTO EAST QUADRANT LOCAL IMMIGRATION PARTNERSHIP (TEQ LIP)



CCS is the lead agency in a consortium of four organizations that facilitate the Toronto East Quadrant Local Immigration Partnership (TEQ LIP). The objective of TEQ LIP is to work closely with service providers, stakeholders and communities to support a connected, responsive and collaborative service system for newcomers.

An underlying principle of TEQ LIP's work is to facilitate the voice of newcomers in planning and decision-making to ensure services and policies are informed and reflective of their needs. In Fall 2016, TEQ LIP expanded its newcomer engagement strategy with the launch of a Toronto Newcomer Council in collaboration with all Toronto LIPs and with funding support from the City of Toronto. The Council leverages the Toronto Quadrant LIP network

to recruit, train and engage 40 newcomer and immigrant representatives and connect them to local and municipal planning and decision-making processes.

For the past several years, TEQ LIP has implemented a targeted approach to build connections among Francophone and Anglophone service providers, increase awareness on the needs of Francophone newcomers and facilitate opportunities for collaboration to increase reach of services. In September 2016, the TEQ LIP Manager was invited to present our work with the Francophone community to LIPs of the Prairies and Northwest Territories Region at a Western LIPs Learning Event in Calgary, Alberta.

Other highlights of the past year include hosting a Newcomer Artist Showcase as part of Toronto Newcomer Day; a Funders' Forum entitled 'Adapting and Innovating – Building a Successful Funding Strategy', and a successful 5th annual BRIDGES Collaboration Forum for service providers.

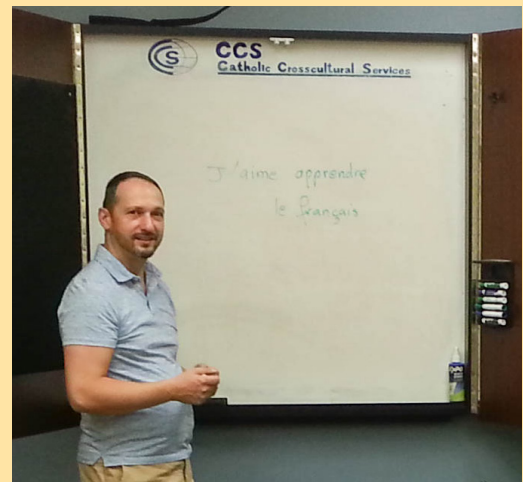
In March 2017, TEQ LIP completed its fifth year of working with organizations, stakeholders and the community in Scarborough and beyond, supporting collaboration, partnerships and a seamless services system for newcomers. To celebrate this anniversary, TEQ LIP released an Implementation Progress Report detailing TEQ LIP's work and accomplishments from 2012-2017. (available on TEQ LIP's website www.scarboroughlip.com)

Learning From The Students

"I came to CCS for the first time with my partner who wanted to check out the French language lessons. I offered to volunteer as a French teacher and haven't stopped since. It's been about a year and a half and I enjoy every minute I spend with the students. We have become good friends and the team at CCS is incredibly helpful and nice to work with.

I am happy to share my knowledge with other people. I see it as an 'exchange'. The students come from different backgrounds, cultures and ages and I always learn something new from them too!"

– Edouard, CCS volunteer leading the French conversation circle



STATEMENT OF OPERATIONS

Year Ended March 31, 2017 Year Ended March 31, 2016

INCOME	\$	\$
IRCC - Welcoming Communities	3,206,990	3,287,038
IRCC - Language and Skills Development	3,101,158	2,994,074
IRCC - Orientation	1,638,895	1,439,016
IRCC - RSTP	938,135	694,831
IRCC - Labour Market Access	443,918	621,563
Ministry of Citizenship and Immigration - NSP	419,221	196,266
IRCC - LIP	350,000	380,000
Ministry of Community and Social Services - VAW	278,299	278,299
Earned Income	207,830	176,865
Pay Equity Revenue	201,683	201,683
Catholic Charities	190,268	190,267
City of Toronto	142,705	446,678
United Way Peel Region	131,426	129,791
Regional Municipality of Peel	46,264	21,535
ESDC	43,528	37,220
Donations	2,846	8,235
Ontario Trillium Foundation	2,763	243,009
MEDTE (Culinary Training)	-	47,226
Lifeline Syria	-	40,248
Prosper Canada	-	26,112
COSTI (International Student Program)	-	14,865
	11,345,929	11,474,821
EXPENDITURES	\$	\$
Wages	7,025,397	6,627,037
Building occupancy	1,614,235	1,509,226
Employee benefits	1,460,876	1,416,589
Program and central administration allocation	693,655	622,334
Program expenses	612,361	681,760
Office and general	277,913	350,492
Equipment lease and purchase	206,081	229,999
Staff travel	70,962	64,509
Promotion and publicity	21,308	17,010
Purchased services	18,237	21,480
Training and conferences	8,902	14,174
Mornell Hub Renovation	-	524,060
Absorbed by departments	(693,655)	(622,334)
	11,316,272	11,456,336
EXCESS OF INCOME OVER EXPENDITURES	\$	\$
Allocation to Internally Restricted Reserve Funds	29,657	18,485
Surplus	29,657	18,485

Financial statements prepared by Akler, Browning, Frimet and Landzberg LLP Chartered Accountants are available in full upon request.

SERVICE LOCATIONS

TORONTO REGION

**55 Town Centre Court, Suite 401
Toronto, Ontario M1P 4X4**

416-757-7010

- Agency Administration
- Enhanced Language Training for Medically Trained Technologists (ELT)
- Local Immigration Partnership
- Refugee Sponsorship Training Program (RSTP)
- Settlement Services
- Settlement Workers in Schools

**1200 Markham Road, Suite 503
Toronto, Ontario M1H 3C3**

416-289-6766

- Language Instruction
- Settlement Services

**2206 Eglinton Avenue East, Suite 124
Toronto, Ontario M1L 4S7**

416-759-8800

- Language Instruction
- Settlement Services

**3227 Eglinton Avenue East, Unit 135
Toronto, Ontario M1J 3M5**

416-266-7200

- Settlement Services

PEEL REGION

Brampton

**8 Nelson Street West, Suite 302
Brampton, Ontario L6X 4J2**

905-457-7740

- Employment Access Program
- Language Instruction
- Newcomer Mental Health
- Settlement Services
- Women Support Services

Mississauga

**3660 Hurontario Street, 7th Floor
Mississauga, Ontario L5B 3C4**

905-273-4140

- Newcomer Mental Health
- Settlement Services
- Women Support Services

**4557 Hurontario Street, Unit B11/12
Mississauga, Ontario L4Z 3M2**

905-272-1703

- Language Instruction
- Settlement Services

**1477 Mississauga Valley Boulevard
Mississauga, Ontario L5A 3Y4**

905-232-7010

- Language Instruction
- Settlement Services

FUNDERS

CCS would like to thank our funders for their ongoing and generous support:

- Immigration, Refugees and Citizenship Canada
- Ontario Ministry of Citizenship and Immigration
- Ontario Ministry of Community and Social Services
- Catholic Charities
- City of Toronto
- United Way Peel Region
- Regional Municipality of Peel
- Employment and Social Development Canada
- Ontario Trillium Foundation



Thank you to all the staff, volunteers, and funders for making the work of Catholic Crosscultural Services possible!

WHAT OUR CLIENTS SAY...

“... This email will not do enough justice with all the help you offered us right from job searching, house, furniture, how to find a family doctor, getting a car license, buying a car etc. You helped us in answering all our HOW? Questions? As we knew, all the answers will be with (you). Coming to a new country was not at all easy, as we had to settle our lives all over again and in that whole overwhelming process you helped us throughout. You introduced us to furniture bank and the charity bed program which helped us to get such beautiful furniture for our whole house at such a reasonable cost. Thank you...for all the support and patience.”

– CCS client

“...Your support in helping us with the child care benefits forms ensured we received funds from the government on time when we needed it the most. A few weeks after landing we faced issues with our accommodation for which you gave us valuable advice and extended support that made us feel safe and aware of our rights as tenants. We have huge respect and appreciation for you and the work done by CCS towards helping new immigrants like us and would like you to keep up the good work. It's been three months now and we have secured ourselves financially, have met all our basic needs and are beginning to fall in love with Canada, our new homeland. This has all been possible because of organizations like CCS and dedicated counselors like you and many others who have helped us and continue to help us in many ways.”

– CCS client

“I have been in Canada for 5 years. CCS has provided a lot of support through my new life in Canada. My father sponsored me and my daughter into Canada to give a better life opportunity. CCS have provided a lot of support through my new life in Canada. I used the settlement services and attended information sessions. CCS helped me a lot with my English classes, with my studies and support for many personal matters.





I do not remember too much, but I know that I was afraid of everything (when I first came to Canada), now I am more confident of who I am and what I want.

My advice to newcomers is to work hard, to find information and services in CCS and not to give up.”

– CCS client



CCS
Catholic Crosscultural Services

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 cathcrosscultural.org