



CCS

Catholic Crosscultural Services

EVERYDAY LEADERSHIP

Annual Report 2018



MISSION STATEMENT

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

BOARD OF DIRECTORS

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Member	Seán Michael Kennedy
Executive Director (Ex-Officio)	Agnes Thomas

VOLUNTEERS

***237 volunteers contributed
7,019 hours
in support of program delivery***

FUNDERS

Immigration, Refugees and Citizenship Canada
Ministry of Citizenship and Immigration
Ministry of Community and Social Services
Catholic Charities
City of Toronto
United Way Peel Region
Donations

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LEADERSHIP MESSAGE

Inviting and building community with newcomers

For more than six decades, Catholic Crosscultural Services (CCS) has been privileged to serve immigrants and refugees who come to make their home and settle in Canada. Whether it is settlement or integration, our focus is always on building on people's strengths and talents to enable them to succeed and grow. We have been hugely successful in this effort and continue to strive for better outcomes for those who come through our doors.

In the past year, the CCS leadership has gone through some significant changes, but collectively we managed it well. Sylvia Samuel and I are excited and humbled by the opportunity to serve CCS as newly elected Board Chair and as new Executive Director respectively. At the forefront of all our current conversations and planning are our desire for change, innovation and deepening of our relations with our communities and people. We look forward to working with all of you to be the best in all we are entrusted to do.

Daily we are working to meet the changing needs of newcomers in the Greater Toronto Area. Partnerships and integrated approaches to services are integral in our delivery of successful programs and our advocacy for newcomers. To make our services more accessible, CCS assists with settlement services in 25 non-settlement services agencies and communities such as libraries, hospitals, shelters and community centres.

The expansion of the Refugee Sponsorship Training Program (RSTP) and opening of additional offices in Ottawa and Mississauga last year enabled CCS to further extend our services to various communities across Canada. The training RSTP offers has attracted delegates from South Korea, Ireland, Britain and the Netherlands to learn about the program and its services. RSTP continues to match and find sponsors for vulnerable refugees in close collaboration with the

office of the United Nations High Commissioner for Refugees, with Immigration, Refugees and Citizenship Canada (IRCC) and with other non-governmental organizations.

Community capacity-building efforts are initiated and implemented through our Local Immigration Partnership (LIP) in the Toronto East Quadrant. This is achieved through a variety of networking events and knowledge-sharing initiatives with our governmental and non-governmental partners.

As for the future of CCS, we are at a time and place to provide leadership on immigration and refugee settlement, locally and globally, through research, planning and evidence based practices. For example, our leadership role at LIP provides a platform to materialize some of these plans. RSTP's work also provides a national and international platform to influence and inform practices and processes related to refugee sponsorship and settlement.

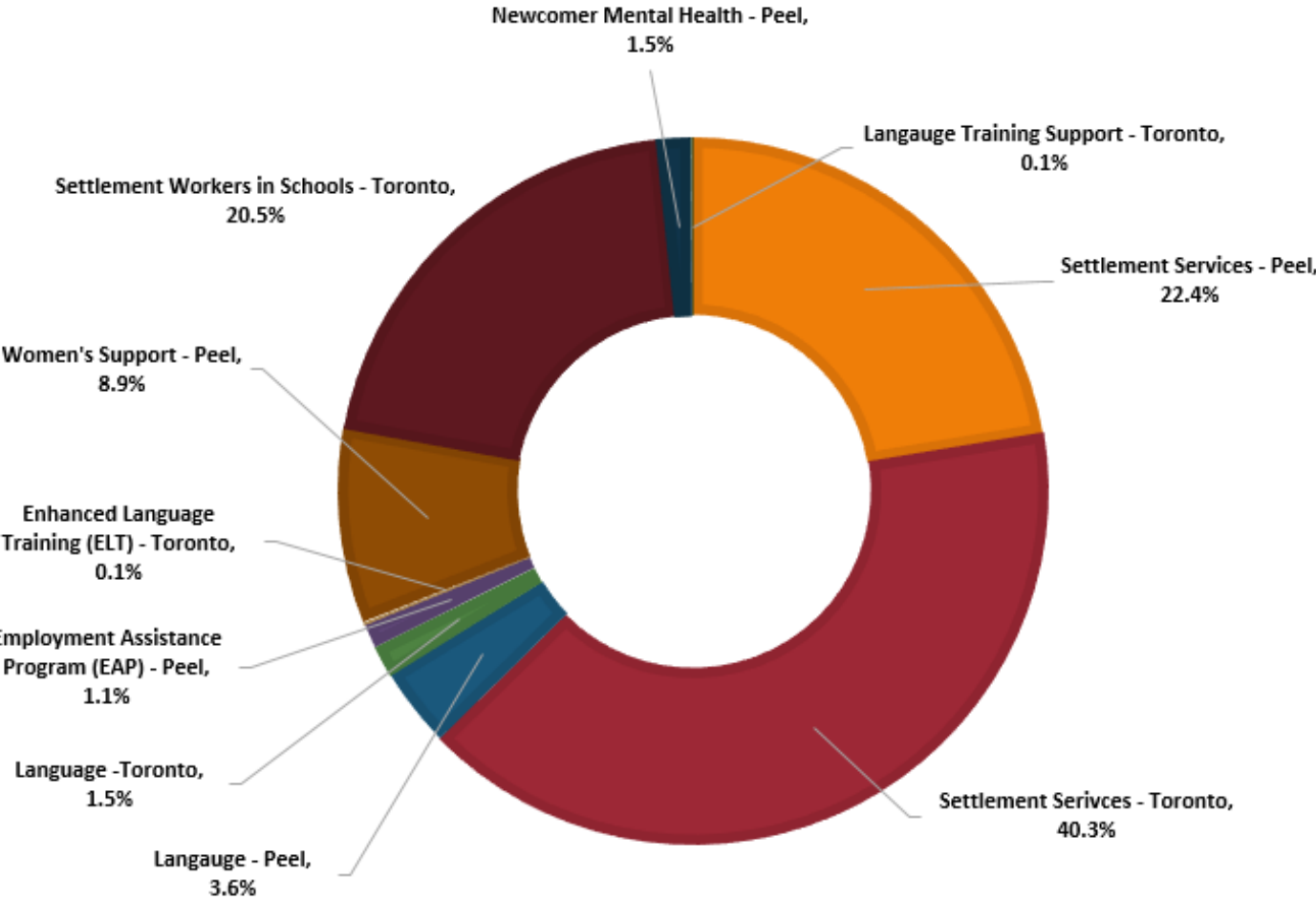
This is also a moment to highlight two individuals who have been instrumental in keeping us well and focused during management transitions. We thank interim Executive Director Michael Raymond and past Board President John Trainor for leading us in the past year with their wisdom and commitment.

As always, no good work is possible without the outstanding and collective effort of our staff team, volunteers, board members, partners and funders. We thank them for their ongoing commitment, enthusiasm and desire to serve the mission of CCS.

Agnes Thomas *Sylvia Samuel*
Executive Director Board Chair

KEY FACTS

Service programs by the numbers



1,864
Group sessions



17,368
Session participants



24,892
Clients served



237
Volunteers



7,019
Volunteer hours

REGIONAL HIGHLIGHTS

Toronto Region

Toronto Region continues to collaborate with community service providers to maximize resources and provide diverse and accessible services to newcomers. To address the emerging needs of the Syrian newcomers, we offered food handling and supply childminding under the Language Training Support Project in collaboration with Boys and Girls Club of East Scarborough. Newcomers could practice and apply learned skills in the real work environment through volunteering at the community kitchen and the club's EarlyON Child and Family Centre.

To address gaps and empower newcomers in the financial and emotional well-being, we offered new initiatives like financial literacy support, crisis support counselling and digital storytelling training. To build awareness of non-settlement organizations around newcomer needs and challenges, CCS made presentations to students in the Master of Teaching program at the Ontario Institute for Studies in Education and to the Toronto District School Board's linguistic diversity conference.

Moving forward, we will continue to integrate value-added components into the new initiatives started in 2017/18 to make our services more useful in addressing the changing newcomers' needs.

Peel Region

This year in Peel, 6,537 newcomers received services to help them to settle and integrate in their communities. At 318 information group sessions, 2,554 newcomer clients received valuable information regarding IRCC-funded services, positive parenting, stress management, free dental programs, housing, home ownership, tenants' rights and responsibilities, the hydro assistance program, banking, financial literacy, computer training, Service Canada clinics and Orientation to Ontario. Workshops were held with 31 newcomer youths to enhance their ability to de-escalate conflict, build interpersonal and leadership skills, develop appropriate workplace behaviours and hone their computer knowledge.



Newcomer Artist Showcase Toronto – Newcomer Day, May 15, 2017



Children Summer Enrichment Program, July 24, 2017

CCS PROGRAMS

Settlement Services

We continue to provide newcomers and refugees with thorough needs assessments to create individually tailored settlement plans, connect them to community resources and build social support networks.

Focusing on newcomer seniors' well-being and social integration, we held several sessions to provide vital settlement-related information, to create awareness of senior-focused programs and services in the community, and to offer social networking opportunities.

For Syrian newcomer refugees, we created a number of extended-service locations to offer one-on-one services. We also sponsored interactive learning opportunities to practice English through a weekly conversation circle, and facilitated information sessions on workplace safety and integration topics.

Language Instruction

English language classes were provided to newcomers through the Language Instruction for Newcomers to Canada (LINC) program to facilitate immigrants' social, cultural, economic and political settlement and integration into life in Canada. We offered classes from Canadian Language Benchmark literacy to level 6 with monthly settlement themes incorporated into daily lesson plans. In addition to the LINC classes, students received support from the Family Literacy and Childminding program.

The Family Literacy program assisted students to promote literacy in the family outside the classroom. Parents and children participated in after-class programs such as family time, parent workshops, mobile library and reading circles in the Childminding Program. The Family Literacy Program also received 900 brand new books as donation from First Book Canada.

Our Childminding Program has helped children from 6 months to 6 years old learn and develop skills in a safe and welcome environment. These children learn through fun and engaging activities that encourage them to explore and develop language, social,

physical, cognitive and motor skills that prepare them for full-day kindergarten.

Our Impact

I always want to say thank-you to CCS. I learned English, even every new things for my easy life. I feel happy and want to come to school every day. – M.J

Women Support Project for Refugee Women

Collaboratively with our partners – the Boys and Girls Club of East Scarborough, Aisling Discoveries Child and Family Centre, and IWHC Toronto (formerly Immigrant Women's Health Centre) – and to facilitate healthy integration of refugee women and children into the community, we continue to provide case management, parenting skills-building activities, health and well-being group activities, and awareness of and access to affordable community recreational resources.

Crisis Intervention Services

174 Arabic speaking newcomer clients with mental health needs, facing challenges with their everyday life, participated in counselling and group workshops. Coping strategies and support services enhanced clients' ability to deal with cultural differences, language barrier, unemployment, isolation, separation from family members and the effects of the ongoing war in their homelands. 90 Arabic speaking clients attended 6 group sessions in which they learnt to define mental health, and remove the stigma associated with seeking support. These clients understand the importance of maintaining a positive attitude and living a healthy life style. Clients are now receptive to receive mental health services and were connected to appropriate community resources.

CCS PROGRAMS

Refugee Sponsorship Training Program

Interest in Canada's refugee sponsorship programs remains high among both new and experienced sponsors. To respond to the high level of interest, RSTP has continued to develop its presence across the country and currently has 11 trainers, based in Halifax, Toronto, Mississauga, Ottawa, Winnipeg, Saskatoon, Calgary, Edmonton and Vancouver.

Refugees who arrived in Canada from 2015 to 2017 through Canada's refugee sponsorship programs are interested in sponsoring their friends and relatives who are refugees – the “echo effect”. To address the needs of the Syrian and Iraqi newcomer population, RSTP offers workshops in Arabic in Toronto, Mississauga and Vancouver.

Considerable procedural changes were made to the Private Sponsorship of Refugees (PSR) program in May and June 2018. RSTP trainers across the country delivered workshops and training sessions on the changes in April and May to prepare sponsors for the changes.

Trainers funded by Immigration, Refugees and Citizenship Canada (IRCC) delivered 224 workshops to 4769 sponsors and potential sponsors across Canada, and 43 webinars to 891 sponsors, throughout 2017/18. In addition, by the end of the fiscal year, trainers funded by the Ontario government delivered 60 workshops and trained 2354 Ontario-based participants.

RSTP organized and delivered the 2017 national Sponsorship Agreement Holder (SAH) conference in Edmonton. This brought together over 150 representatives from the SAHs across Canada, the IRCC, the office of the United Nations High Commissioner for Refugees (UNHCR), the International Organization for Migration (IOM) and local settlement agencies.

RSTP has been working with web developers to redesign its website, in order to make the information more accessible and presentable. RSTP continues

to work with partners including the Canadian Refugee Sponsorship Agreement Holders Association, the Refugee Sponsorship Support Program (Refugee SSP) of the University of Ottawa's Refugee Hub, and several settlement service agencies. RSTP trainers have trained and supported the Refugee SSP's network of pro-bono lawyers across the country who assist sponsors with completing the application forms.

In addition, RSTP has met with delegations from South Korea, Ireland, the United Kingdom and the Netherlands who are interested in creating refugee sponsorship programs similar to Canada's, to share our experience with delivering training, assistance and support to the refugee sponsorship community.

RSTP also continued to promote and match refugees coming under the Blended Visa Office Referred Program (BVOR) with private sponsors. During the year, RSTP found sponsors for more than 1200 people who were subsequently resettled in Canada.



A sponsored Syrian family with Tyler Berglund (sixth from left) of Hamilton, Ontario, and his Group of Five (BVOR). Tyler and his Group of Five are planning to sponsor again.

CCS PROGRAMS

Blended Visa Office-Referred (BVOR) program: A younger generation sponsors refugees

When Toronto residents Natasha Carew and Sean Ritchie got married in 2017, they asked their guests for an unusual wedding gift: to help them sponsor a refugee family through the Blended Visa Office-Referred (BVOR) program. Seeing photos of Aleppo in ruins following the 2016 bombing spurred Natasha, a lawyer, to wonder how she could help. She found RSTP and the BVOR program after a quick internet search for “private sponsorship Canada.”

“You try to help where you can,” says Sean, a management consultant. The couple created a pamphlet for their wedding guests about refugee sponsorship, the BVOR program and their own sponsorship plans. Then they invited guests to join their Group of Five (five or more Canadian residents helping refugees) to donate money, and volunteer to help settle the refugees, or just sign up for news on the sponsorship.

“We both have very busy jobs and this is something we have easily fit into our day-to-day schedule,” says Natasha. “Instead of watching TV for three hours a week, we spend some time helping this family get accustomed to Canada.” The Sudanese refugee family of four, including two children aged 5 and 8, arrived in the spring of 2018. “Now that they’re here, it’s just fun,” Natasha says.

“I would like to see more people our age (young professionals) getting involved” in refugee sponsorship, says Natasha. She sees big events such as birthday and retirement parties as opportunities to involve friends and neighbours in helping with refugee sponsorships. “It’s humbling to see the impact,” says Sean. “Just imagine all the other families that are out there [needing sponsors]. Why didn’t we do this earlier is the question; not why are we doing it now.”



Natasha Carew with members of her Group of Five and the Sudanese family they sponsored through BVOR.



The Sudanese family sponsored by Natasha Carew, Sean Ritchie and their friends arrives in Toronto

At their wedding, Natasha Carew (with bouquet) and Sean Ritchie (in tuxedo) invited friends and family to join their refugee sponsorship Group of Five, or donate to the sponsorship.



Sean and Natasha meet members of the family their Group of Five sponsored.

*The new face of
refugee sponsorship
OR
“Why didn’t we do
this earlier?”*

In Richmond, British Columbia, Nicole Jav and her friends formed a Group of Five to sponsor a BVOR refugee family from the Congo. “If you know four people who share your heart for humanity and the welfare of others, reach out and make it happen,” says Nicole on her Facebook page.



CCS PROGRAMS

Employment Support

The Employment Access Program (EAP) enhances the skills of newcomers pre- and post-employment to secure and maintain employment. Of the 197 clients supported in their employment needs, 158 attended 22 seminars to learn effective job search techniques, get insights into Canadian work culture, write resumes and cover letters, and prepare for job interviews.

Additionally, three employer engagement sessions provided opportunities for clients to meet with employers from the environmental and technology sectors. Clients received personalized feedback to improve their resumes and their answers to job interview questions.

Employment Connections for Newcomer Youth program

CCS has collaborated with ACCES Employment on a second program focusing on employment. In this program, CCS will provide Settlement Support services newcomer youth seeking to obtain employment. CCS design, coordinate, and deliver workshops that address settlement integration needs of these young people. These Workshops included topics such as Citizenship, Accessing Health Care & Housing, Navigating the Education System, Financial Support, Recreation and Fitness, Nutrition.

Construction Trades Project

Our partnership with ACCES Employment provided the opportunity to deliver ongoing mental health and settlement support services to Syrian newcomers who desired to work in the construction and related trades.

97 Syrian newcomer clients received individual counselling to cope with anxiety, and were supported

with their settlement needs at ACCES Employment locations in Peel, Toronto and North York. 43 Syrian newcomers attended six group sessions, these clients learnt to deal with change, establish safety/trust and understand cultural differences.



Employment Resource Day, March 26, 2018



Peel Staff at Professional Development Day, 2018

Our Impact:

Client Shah and his wife, Roos (name changed on request), are in their late thirties. They arrived in Canada on April 30, 2013, after spending over a decade as refugees elsewhere. Due to the devastating war and unstable condition in their home country, Afghanistan, they were forced to leave with their two young children. Life was not easy for them as refugees, they were always afraid of being sent back to Afghanistan. Scared to send their children to school and move freely, they reported that they felt confined in their home.

Upon arriving in Canada, the clients were overwhelmed and hopeful. The overwhelming part was finding a job, learning a new language, adapting to a new culture, sending their children to school, and learning to drive on Ontario streets. They had mostly depended on a bicycle, rarely used public transport and had never sat behind a steering wheel.

Shortly after arrival, these clients heard about CCS services from a family friend, who brought them to CCS to meet with a settlement worker that spoke their language. They wanted information and orientation about services that could help them with their settlement process.

Client stated, *“Our first meeting with CCS settlement worker was so comforting after all those worries and anxiety we had in our head. We felt so welcomed. We learned that we were not alone in our journey. There were caring people and settlement service agencies that could help and support us in our settlement process.”*

After their first interaction with the CCS staff, the clients came to see the settlement worker several times. *“In our first couple of months and years and every time we visited and interacted with settlement worker, it looked like another door of hope and opportunity opened for us. Now we reside in Oakville city. Last June we celebrated our eldest son’s graduation from high school. We are excited and looking forward to see him start going to university in September. It was the greatest achievement in our life, which we always dreamed about looking to our past.”*

Settlement Worker comments:

“I met with this family several times over the last few years and am proud to see how far they have come in their settlement journey. They succeeded in many ways: they have improved their English language skills, the children are completing their education, the family are more confident to communicate with members of the public, they are more aware of cultural diversity, and they have integrated into their community.”

It is so rewarding seeing these clients’ successes and listening to their appreciation, time and time again, for the support and guidance given to them.”

“We are working and improved our English language skills to [the extent] that we are preparing to apply for Canadian citizenship. We are so happy to be in Canada and have come so far from what we were five years ago. Our kids have been successful in school and we were able to learn English. Now we can connect and communicate with others.”

“We just started traveling around Ontario, seeing the beauty of the country and its people. The interaction with CCS settlement worker was an eye opener for us at the start of our life in Canada. We really appreciate the services we received and we believe hundreds of other newcomers who have benefited from these services have same feeling. We have sent several other newcomer families to CCS that we came across over the past several years since we have been connected with CCS. We will keep telling other newcomers about CCS services as we come across and encourage them to come to CCS.”

Our Impact:

Olufunsho Faleye and his wife arrived in Canada from Nigeria on October 2, 2017. The client reported that he and his wife sought cultural enrichment and a better standard of living for himself and his planned family. Client heard about Catholic Crosscultural Services from fellow Nigerians living in Canada while still living in his home country. Client was inspired to engage with settlement services at CCS upon arrival because of the strong recommendation he received.

Client holds a Bachelor of Arts degree and 10 years' experience in sales and customer service. After seeking assistance to find a job in his field, client was referred to the Employment Access Program at CCS. The client required support to develop his employability skills, such as writing an effective resume and cover letter, learning job search techniques, and sensitive workplace communication skills. He successfully completed the pre-employment seminar at CCS in November 2018.

Post-seminar support was provided in the form of one-to-one employment coaching in person and on the telephone, and assistance to overcome gaps in planning a job search. Client was provided with several job leads, and decided to apply for a financial customer service position at the Bank of Montreal (BMO) assessment centre. He successfully completed the online assessment and two job interviews. An employment offer was made, which the client accepted, starting at BMO on December 4, 2017. He stated,

"I am very grateful for your support and guidance from the moment we arrived in Canada up until now. As a result I was able to land my first job in Canada. The first job opened the way to restart my career. After proving myself on the job, I got another job offer. Supervisors at BMO willingly served as referees."

"I changed jobs twice, worked as Account Manager, then after six months accepted an offer to work as a Commercial Manager at Coca Cola Canada. Learnt a lot sitting across the table from Vaughn [employment access coach/trainer]: understanding how to navigate the job market, skills to present self to get back the job [I had] in my home country, navigating a labyrinth to get a new job, support with job search. Forever indebted to Vaughn. I have been recommending people to him: every Nigerian who knows me I gave Vaughn's details, and told them go see Vaughn Simpson for help."

Employment Coach/Trainer comments:

"The client has a very engaging personality and showed interest in his professional development. Client followed through with the action plan and completed all recommended tasks. Client was very proactive in his job search and willingly shared resources with other job seekers."

Client displayed all the qualities necessary to achieve full labour market integration. Client is helping to promote the services at CCS."

CCS PROGRAMS

Enhanced Language Training (ELT)

The ELT program for Internationally Trained Medical Professionals supports newcomers with backgrounds in the healthcare sector, providing participants with sector-specific language training and volunteer work placements that exposes them to the Canadian healthcare workplace.

Our Impact:

ELT has changed my mindset and made me ready to take up any healthcare-related profession within my means and capacity, and of course within the licensing organizations. (S.R.)

Employment Resource Day (ERD)

The annual ERD, held on March 26, 2018, at the Cedarbrae Library, provided information and resources on labour market hiring trends and work place practices to over 80 attendees.



Employment Resource Day, March 26, 2018

ELT staff went 'beyond the call ...'

"I am an IMG (International Medical Graduate) from South America. My successful journey through ELT began when I attended the Spring 2017 Employment Day Fair held by CCS. I immediately registered for ELT. The ELT staff at CCS and my lecturer for ELT were top-notch, supportive, kind, understanding and knowledgeable. They would go beyond the call of duty to get us placements.

"My placement was in two different health-related departments at my local community centre. It's nearly a year since my mandatory placement and I am still volunteering there and enjoying every moment of it, with no two days being the same. Sanga (an ETL Placement Facilitator) continued working with me, guiding me, proofreading my CV, resumes and intent letters for research. Because of Sanga's persistence and dedication and my hard work to find research, I was finally given the opportunity with UHN to volunteer in research. For this I am eternally grateful for and looking forward this spring to commence on this new, much-awaited journey.

"For me, ELT had many rewards. I learned to better my English, I gained two great volunteer positions at my local community health centre, and I now have a volunteer research position at a renowned organization: UHN."

— Indranie

CCS PROGRAMS

Language Training Support for Syrians

The Language Training Support Project provided Syrian newcomers with the skills and knowledge to enter the labour market in two specific fields: Food Handling and Supply Childminding. This program, delivered in partnership with the Boys and Girls Club of East Scarborough, supported participants with language instruction and skills development resources to become employment ready.

Food Handling

“I am very happy to be working and be financially independent. The program gave me the skills I needed to get a job in Canada.” — M.S.

“I took my CPR, WHMIS (Workplace Hazardous Materials Information System) and Workplace Safety certificates along with my resumé, all of which I got through this program, to apply for a job. They interviewed me, and I am happy to say that I am now a Tim Hortons employee!” — S.H.



Cashier training.

Supply Childminding

“Taking this program and having the opportunity to get real experience through my volunteer placement gave me hope for my future in Canada. I didn’t know if I would ever have a career here, but now I look forward to going further on this career path in working with children.” — D.S.



Food Handling Certificate Program, Settlement Integration Program (SIP) location.

CCS PROGRAMS

Women's Support Services

CCS Women's Support Services and Transitional Housing Support Program assist newcomer women experiencing domestic violence with interventions such as safety planning and counselling to support and improve their social and emotional functioning. We also provide advocacy and referrals to long-term support within the community. During this fiscal year (2017/18), the program helped 617 women and their children live free of violence and assisted 90 families to secure safe and affordable housing. In addition, 35 support group sessions were held for 255 participants, and 77 received Legal Aid assistance.

Newcomer Settlement Program

The Newcomer Settlement Program (NSP) helps newcomers fully engage in all aspects of Canadian life – social, economic, political and cultural – and to maximize the benefits of their participation and contribution to Canadian society. We continued our partnerships with the Safe Centre of Peel and Family Services of Peel to make our services more accessible to newcomers and refugees. During the fiscal year, 1546 clients were served with 2851 visits and 34 group sessions were conducted with 378 participants.

NSP workers provided the necessary support to immigrant and refugees to fulfill their settlement needs and integrate into a new country, enabling them to contribute the wealth of training, experience and knowledge they bring to our society.



Women Support Project, Sewing Circle, 2018

Newcomer Mental Health Program

The Newcomer Mental Health Program provided cultural and language-specific clinical counselling to individuals, couples and families experiencing emotional and psychological challenges as a result of the settlement process. The program applied strength-based, client-centred counselling approaches based on an anti-oppression social work framework to 160 new and 38 returning clients. It addressed a variety of mental health issues such as stress, anxiety, depression, substance abuse, relational conflict, emotion regulation and pain reduction. The program also conducted 10 mental health workshops on topics such as stress and anxiety management, dealing with life transitions and destigmatizing mental health to newcomer clients regardless of their immigration status.

The Newcomer Mental Health Program organized our second annual Wellness Fair on March 16, 2018, for a half day at CCS's location for Language Instruction for Newcomers to Canada (LINC), 4557 Hurontario St. Thirteen health and wellness categories were showcased in the event, which included seminars on five health and wellness topics: holistic nutrition, yoga, self-defense, chakra healing meditation and aromatherapy. About a dozen community agencies represented at this fair provided hands-on experience, one-on-one consultation, discount coupons and complimentary services to visitors and participants free of charge.

Altogether 92 participants, including CCS staff, volunteers, clients and their family members, attended this event, which was free and open to the public. Feedback from participants was encouragingly positive, and participating community organizations have requested that this event continue in future.

CCS PROGRAMS

Settlement Integration Place (SIP)

SIP facilitates the successful integration of newcomers to Canada. We provide a unique hybrid model of settlement services, focusing on empowering clients and training them to become self-sufficient.

SIP offers short-term training for women for work as cashiers and in customer service, food handling and peer nutrition. Of 100 women who attended these short-term training sessions, 15 got jobs and 30 were ready to look for employment once they arranged childcare. To promote social networking, we offer English and French conversation groups, computer training and citizenship preparation throughout the year.

To make our services more accessible to homebound clients not able to go out of their community, we offer mobile health and dental clinics, diabetes prevention sessions, family nutrition, parenting sessions, income tax clinics, career networking, and more services. We also bring in partner agencies such as The Housing Help Centre and VPI Working Solutions each week to provide services at SIP.



Mobile Health Clinic in partnership with Immigrant Women's Health Centre.

Through a three-way partnership with ICC, IRCC and CCS, each year CCS arranges and hosts a citizenship ceremony led by youth volunteers. We recruit 25 to 30 youth volunteers and form a committee to organize and host this event.

To help newcomers become self-sufficient so that they can achieve financial stability, we started offering financial literacy services to the community in 2017. Financial literacy provides information and training on financial principles and concepts such as financial planning, managing debt, profitable savings techniques and the time value of money. This service is provided at five locations in Scarborough.

Library Settlement Program (LSP)

The Library Settlement program provides information, referral and other services to facilitate successful settlement of newcomers to Ontario through a three-way partnership of IRCC, the settlement sector and public libraries. Our LSP program is an example of successful partnership with innovative and unique service delivery.

At Agincourt Library, our LSP program provides services for women, youth, seniors and all other newcomers. We offer computer training for seniors, leadership sessions for youth and support groups for women. An annual LSP Day celebrates clients who use LSP services; on October 20, 2017, more than 100 participants celebrated.

CCS PROGRAMS



Toronto Newcomer Council members meet with City Councillor and Toronto Newcomer Advocate Jim Karygiannis, October 18, 2017, at Toronto City Hall.

Toronto East Quadrant Local Immigration Partnership (TEQ LIP)

Since 2012 TEQ LIP has been working with service providers, stakeholders and communities across Scarborough to support a connected, responsive and collaborative service system for newcomers. TEQ LIP's work is guided by a strategic plan developed by our membership.

In 2017 TEQ LIP members worked together to develop a new strategic plan that would set out the partnership's priorities for the next three years. Using a collective impact approach, TEQ LIP will be working with all partners and the community to create a more welcoming environment for newcomers to Scarborough, and address access to information, health and well-being, and meaningful economic opportunities for newcomers.

TEQ LIP celebrated achievements of the past five years and released the Toronto East Quadrant Newcomer Settlement Strategy 2017–2020 on November 22, 2018. Following the strategy launch, members formed four action groups that are now working to implement the strategic priorities.



TEQ LIP's BRIDGES 2018 Collaboration Forum on February 22, 2018, at Centennial College in Scarborough.



Participants explore collaboration hands-on during TEQ LIP's BRIDGES 2018 Collaboration Forum on February 22, 2018.



Businesses, organizations and community members were recognized for their contributions to supporting immigrants at the Scarborough Employment and Health Recognition Awards Celebration organized by TEQ LIP on June 23, 2017, at Agincourt Library.

CCS PROGRAMS

Settlement and Education Partnerships in Toronto (SEPT)



Settlement and Education Partnerships in Toronto (SEPT) offered digital storytelling sessions to 70 newcomer high school students this year, enabling the youths to share life-changing experiences through creating impactful digital narratives. Through the process, the youths not only developed skills in communication, digital literacy, and leadership but also learned to self-reflect and overcome life challenges.



Through our Crisis Support program, newcomer families at four community locations were assisted with strategies to reduce stress and improve their ability to cope with difficulties while more specialized services were made available to them. SEPT offered settlement support to newcomer families in 195 schools in Scarborough.

Parents, children and youths engaged in activities through Summer Enrichment, Newcomer Orientation Week (NOW) and

Welcome and Information for Newcomers (WIN) programs, youth drop-in and after-school activities that promoted community engagement and helped develop leadership skills.

"No one ever asked me about my story before. After making a digital story, my story became more important and I feel less pain."

"I am very happy because I expressed my feelings. I want all the people to see it, to know what happens in Syria."

"I didn't tell my story before because I didn't feel people wanted to listen. Making a digital story, you see your story becoming true."

I lead a private sponsor group that is bringing several Syrian families to Canada. Our latest family, the Tabannaj family, arrived a few weeks ago.

In that capacity, I have had the opportunity to meet and interact quite regularly with Zepure Askerjian. She has been a remarkable resource to this family and to our group. I have been amazed at her level of engagement and how thoughtful she is in ensuring the kids have the support they need.

On her behalf, our group will be making a donation to Catholic Crosscultural Services. – Corey Roribs



Syrian Youth, Digital Storytelling Project, 2017

STATEMENT OF OPERATIONS

	YEAR ENDED	
	March 31, 2018	March 31, 2017
INCOME	\$	\$
IRCC – Welcoming Communities	3,491,746	3,206,990
IRCC – Language and Skills Development	3,313,091	3,101,158
IRCC – Orientation	1,917,650	1,638,895
IRCC – RSTP	1,594,718	938,135
IRCC – Labour Market Access	462,167	443,918
Ministry of Citizenship and Immigration – NSP	619,675	419,221
IRCC – LIP	349,995	350,000
Ministry of Community and Social Services – VAW	279,273	278,299
Earned Income	185,878	207,830
Pay Equity Revenue	201,682	201,683
Catholic Charities	190,267	190,268
City of Toronto	139,246	142,705
United Way Peel Region	129,791	131,426
Regional Municipality of Peel	–	46,264
ESDC	55,091	43,528
Donations	3,546	2,846
Ontario Trillium Foundation	–	2,763
	12,933,816	11,345,929
EXPENDITURES	\$	\$
Wages	7,952,621	7,025,397
Building occupancy	1,679,018	1,614,235
Employee benefits	1,601,803	1,460,876
Program and central administration allocation	819,595	693,655
Program expenses	909,278	612,361
Office and general	281,097	277,913
Equipment lease and purchase	383,399	206,081
Staff travel	77,086	70,962
Promotion and publicity	28,398	21,308
Amortization	27,553	–
Purchased services	49,468	18,237
Training and conferences	23,939	8,902
Absorbed by departments	(819,595)	(693,655)
	13,013,660	11,316,272
EXCESS OF INCOME OVER EXPENDITURES	\$	\$
(Deficiency) Excess of Revenues Over Expenditures	(79,844)	29,657
Allocation from Internally Restricted Reserve Funds	100,000	–
	20,156	29,657

Financial statements prepared by Akler, Browning, Frimet and Landzberg LLP Chartered Accountants are available on CCS website.

CCS LOCATIONS & PROGRAMS

TORONTO

55 Town Centre Court, Suite 401 Scarborough, Ontario M1P 4X4

- Settlement Counselling
- Newcomer Settlement Program (NSP)
- Crisis Support Counselling
- Information and Referrals
- Enhanced Language Training (ELT)
- Refugee Sponsorship Training Program
- Administration/Finance/Human Resources
- LIP (Local Immigration Partnership)

2206 Eglinton Ave. E., Suite 124 Scarborough, Ontario M1L 4S7

- LINC (Language Instruction for Newcomers to Canada)
- Childminding Program
- Family Literacy Program
- Language Training Support (Food Handling and Supply Childminding)
- Settlement Counselling
- Newcomer Settlement Program (NSP)

1200 Markham Rd., Suite 503 Scarborough, Ontario M1H 3C3

- LINC (Language Instruction for Newcomers to Canada)
- Childminding Program
- Family Literacy Program
- Enhanced Language Training (ELT)
- Settlement Counselling
- Information and Referrals

3227 Eglinton Ave. E., Unit 135 Scarborough, Ontario M1K 5G8

- SIP Settlement Integration Place (settlement case management & information centre)
- Information and Referrals
- Information Sessions
- Settlement Counselling
- Financial Literacy
- Newcomer Settlement Program (NSP)

PEEL

BRAMPTON

8 Nelson St. W., Unit 302 Brampton, Ontario L6X 4J2

- Settlement Counselling
- Information and Referrals
- Newcomer Settlement Program (NSP)
- Employment Program
- Violence Against Women (VAW) Program
- Newcomer Mental Health Program

MISSISSAUGA

3660 Hurontario St., 7th Floor Mississauga, Ontario L5B 3C4

- Settlement Counselling
- Post Settlement/Refugee Program
- Newcomer Settlement Program (NSP)
- Information and Referrals
- Violence Against Women (VAW) Program
- Newcomer Mental Health Program
- Refugee Sponsorship Training Program

4557 Hurontario St., Unit B11 Mississauga, Ontario L4Z 3M2

- LINC (Language Instruction for Newcomers to Canada)
- Childminding Program
- Family Literacy Program
- Settlement Counselling
- Information and Referrals

1477 Mississauga Valley Blvd. Mississauga, Ontario L5A 3Y4

- LINC (Language Instruction for Newcomers to Canada)
- Childminding Program
- Settlement Counselling
- Information and Referrals

Facebook: [facebook.com/CCSNewcomers](https://www.facebook.com/CCSNewcomers)

Twitter: [@CCSNewcomers](https://twitter.com/CCSNewcomers)

Linked In: <https://ca.linkedin.com/company/catholic-crosscultural-services>

Website: <http://cathcrosscultural.org/>