



**CCS**  
Catholic Crosscultural Services



# MAKING CONNECTIONS

ANNUAL REPORT **2016**

## At a Glance

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### Mission Statement

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

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

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## Board of Directors

### EXECUTIVE

President	John Trainor
Vice President	Joseph DeLuca
Secretary	Cabrini Fahlman
Treasurer	Stephen Periera

### MEMBERS AT LARGE

Larry Elmer	Sylvia Samuel
Bonnie Hunter	Emile Carrington
Jeremy Maunder	Alex Fisher Wharin
Stephanie De Santis	Nigel Cheung
Pushpa Kanagaratnam	Carolyn Davis, Executive Director



RSTP Trainer presents at SAH conference in Winnipeg

Our Refugee Sponsorship Training Program (RSTP) organized a successful national Sponsorship Agreement Holder's (SAH) conference from May 24-26 in Winnipeg, Manitoba, bringing together, in person and virtually, SAHs, IOM, IRCC, visa officers and international NGOs for training and information sharing. With over 100 attendees, the conference covered a range of topics on sponsorship and settlement.

## Leadership Message: Making Connections

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For close to six decades, Catholic Crosscultural Services has been providing support to immigrants and refugees who come to Canada in search of better lives. We work to understand their needs, connect them with the information, support and resources they need, and above all, create a welcoming environment. Making connections is at the heart of what we do – whether it is finding specific supports for clients; making referrals to a range of services; helping them create their own networks and connect with each other; creating a knowledge base and offering guidance through the settlement process; strengthening our partnerships with providers to give our clients access to a wider range of services; or connecting volunteers with opportunities to give back to their new community.

Canada's response to the Syrian refugee crisis has had a huge impact on many CCS programs. The Refugee Sponsorship Training Program was overwhelmed with requests for training and support from new sponsoring groups across the country.

Additional funding from the federal and provincial governments allowed us to hire new staff who provided workshops and webinars on sponsorship processing, settlement and integration, managing expectations, conflict resolution and the ethics of sponsorship. At the request of IRCC, we launched the Syrian Family Links Initiative matching refugees whose families in Canada identified

them as needing sponsorship with interested sponsors. The Blended Visa Officer Referred Program (BVOR), matching UNHCR-selected refugees with sponsoring groups, was in extremely high demand as a source of refugee cases.

To meet the settlement needs of a large number of Syrian refugees arriving over a short time span, we made connections with a broad spectrum of community organizations in Peel and Toronto to plan a collective response. We developed our service response based on their needs and with the assistance of our funders, aim to provide them with services tailored to support their settlement, and emotional health and well-being as they settle and integrate into a new home.

Our Settlement Workers, Language Instructors, Trainers, Childminders and volunteers are on the frontlines every day helping newcomers, including many Syrian refugees, make much-needed connections. In addition to helping newcomers understand and access services including housing, employment, education, training, legal aid, long-term counselling and other community resources, they serve as a bridge between cultures, communities and individuals. This year, we served 16,931 clients in over 30 languages at our offices and in many community locations such as libraries, schools and other community agencies across Peel and Toronto.

One of the ways we support successful newcomer integration is by making connections that build capacity of community

service providers. As the Local Immigrant Partnership-Toronto East Quadrant (TEQ-LIP) lead, we support the development of local partnerships that strengthen the ability of the community to help newcomer settlement and integration. This is accomplished through a variety of networking events that promote knowledge sharing and collaboration.

The Board of Directors is in the process of redefining its role from a traditional approach focused on overseeing agency programs to a more intentional role focused on agency strategy and planning for the future. This year the Board initiated a Strategic Plan to be launched in early 2017.

To support all of this work, this year we hired our first Marketing and Communications Manager making marketing and communications a priority for the organization. To develop the agency's infrastructure, an IT Systems Administrator was brought on board to oversee the smooth functioning of the CCS Network.

As always, our talented and dedicated staff, Board members, volunteers, partners and funders enable us to go the distance. We thank them for their ongoing commitment to the mission of CCS.

### **John Trainor**

President, Board of Directors

### **Carolyn Davis**

Executive Director

“When I first heard from my friend about CCS I naturally assumed I would be handed a few brochures and sent on my way home. I was pleasantly surprised when I visited CCS. For the first time in the four months I had been in Canada, I felt something which I didn't dare to do - Hope. I was introduced to my settlement worker and there has been no turning back since that day” - CCS Client

## Regional Highlights

### TORONTO REGION

We continued to collaborate with partners to provide diverse and accessible newcomer services. To address the needs of Francophone immigrants, we partnered with RDEE Ontario who provide weekly French-speaking employment services at our office. We are working closely with schools and agencies to support the large numbers of Syrian refugees settling in Scarborough.

To help non-settlement providers adapt their services to best address the needs and

experiences of newcomers in general and Syrian refugees specifically, CCS staff made presentations at various forums including the Toronto District School Board and the Elementary Teachers Federation of Ontario conferences and held information sessions at The Scarborough Hospital, Children's Aid Society, Boys & Girls Club of East Scarborough and a number of Scarborough schools.

### PEEL REGION

Knowing that Mississauga has the third largest Syrian population in the country, we expected a large number of Syrian refugees

would settle in the community. In preparation for the increase in demand, we strategically reassigned two Arabic speaking Settlement Workers to work with this population.

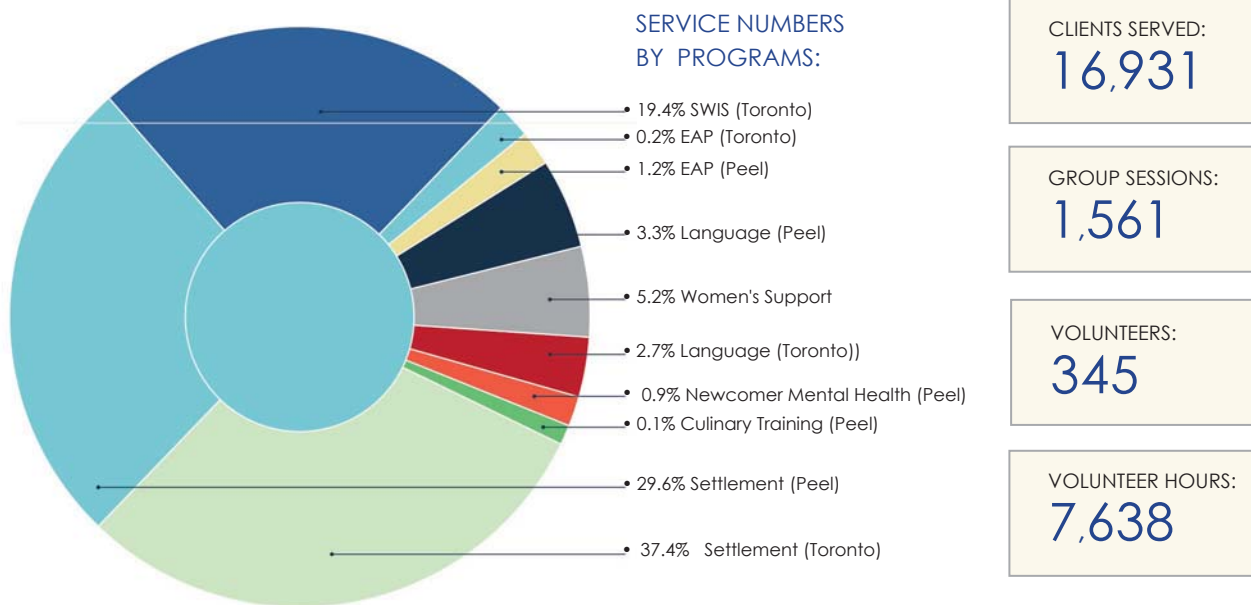
Additional funding was secured to hire Arabic speaking Settlement and Mental Health Workers to provide culturally appropriate and language specific services to Syrian newcomers. Also, CCS partnered with other community organizations in collaborative planning process that ensured there was a community-wide settlement plan in place for the Syrian refugees in Peel Region.



## Key Facts

### CCS is proud to offer our clients services in over 30 different languages:

Amharic, Arabic, Azeri, Bengali, Cantonese, Croatian, Dari, English, Farsi, French, Greek, Gujarati, Hindi, Hungarian, Italian, Korean, Mandarin, Pashtu, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sinhala, Somali, Spanish, Swahili, Tagalog, Tamil, Tigre, Tigrigna, Turkish, Ukrainian, and Urdu.



“I first came to Canada in 2011 to escape from an abusive marriage and to look for a better life. I was a paralegal back home in Taiwan. I spent several months looking for employment in the legal field but failed. I returned to Taiwan. But I did not give up. I returned in 2016 but I did not have any Canadian education or experience and couldn't find any employment. I spent most of my money in rent, transportation and food. I was desperate and about to give up and return to Taiwan again. One of the volunteers from Fo Guard Shan Temple (in Mississauga) referred me to CCS. CCS connected me to Ontario Works for Social Assistance so I could pay my rent and encouraged me to volunteer with the Chinese Community Services Agency. I now have a part-time paid job there. My suggestion to newcomers: *Don't give up, continue to look for opportunities in Canada. If you have any questions, ask CCS Settlement Services for help.*” - CCS Client

## CCS Programs

### Refugee Sponsorship Training Program (RSTP)

The unprecedented response of the people and government of Canada to the need to resettle Syrian refugees resulted in a tremendous increase in demand for RSTP services. With additional funding support from the federal, provincial and Toronto governments, RSTP was able to expand its staff and programs to assist sponsors across the country. For the first time, RSTP placed Trainers in Vancouver and Halifax in order to provide more intensive regional supports.

RSTP supports private sponsors by providing the information and guidance needed to navigate the sponsorship process, and to troubleshoot issues related to the application process or issues arising once the refugees arrive. This is done through workshops, phone and email inquiries, and sharing essential information on the RSTP website.

Training and information was delivered to groups interested in sponsoring refugees through in-person training sessions in communities of all sizes across six provinces, enabling thousands of individuals to learn about the requirements and process to sponsor refugees.

To reach additional potential



RSTP Manager at a sponsorship training session at Holy Trinity Armenian Church, Toronto.

sponsors, webinars were offered on a wide range of sponsorship related topics. RSTP organized a successful national Sponsorship Agreement Holder's (SAH) conference bringing together in person and virtually, over 100 representatives of SAHs, UNHCR, IOM, IRCC, Visa Officers and international NGOs for training and information sharing.

At IRCC's request, we launched the Syrian Family Links Initiative connecting Canadians interested in sponsoring a refugee with Syrians in Canada who want to sponsor their family members but don't have the financial means to do so. The online matching program produced sponsorships for hundreds of refugees.

With funding from the City of Toronto, we launched a one-year

Toronto Refugee Support Initiative (Toronto RSS) to support sponsors through training on preparing for and settling their refugees, managing expectations, the ethical considerations in sponsorships, and conflict mediation resolution support.

Refugees matched through the BVOR program are in tremendous demand. Through promotion, training and supports for private sponsors, over 4,000 BVOR refugees, including 3,730 Syrian refugees, were matched with sponsoring groups.

Now that the general public is aware of private sponsorship, we anticipate that the demand for RSTP services will continue to grow over the coming years.

"We have been working with RSTP since 2013, and they have been pivotal to our success in the sponsorship program. The trainers have taught us all about sponsorship and the process, and coached us patiently when we've encountered special cases. Their wealth of experience and knowledge is second to none. I am delighted that we now have minimal applications returned from the Centralized Processing Office - Winnipeg and usually, our applications are filled to meet IRCC standards. We also have bi-weekly gatherings with refugees where we have presentations about co-sponsorship, civil rights, schooling, employment and all aspects of integration - RSTP trainers have presented at these sessions and have handled all the questions." - Rita Odjhagian, Chair, Armenian Support Services, SAH

## CCS Programs

### Settlement Services

The availability of ongoing supports is critical for immigrants and refugees to successfully settle and integrate into Canadian society. Our Settlement Workers connect newcomers with information, guidance and support during the settlement process and help them to build bridges to services and resources they can access in the broader community. Meeting clients individually, Settlement Workers assess a client's settlement needs and develop a detailed Settlement Plan. With the Plan and ongoing supports, immigrants are able to settle more quickly. Not only can they move forward with their lives, they are better able to make a positive contribution to their new community.

Through partnerships with other service providers and support from volunteers, we offer a range of activities and tools that give clients a start on the journey to



A client on a visit to High Park. More than just language classes, the program connects newcomers with the city and community.



A client visits our Scarborough office to access information about settlement services

successful settlement and integration. We provide group information sessions, deliver free training workshops including the Career Networking Club, Family

Communication Café, computer training, English and French conversation groups and training certificate programs in Food Handling, Cashier, and Retail Customer Service.

To ensure our services are widely accessible, we deliver services at partner agency sites such as community agencies, libraries and employment agencies.

### Employment Support

Employment is a critical aspect of settlement. Jobseekers are provided with the ongoing guidance and support needed to prepare them for entry into the Canadian labour market. Referrals to networking events, job fairs and bridging programs, keep them motivated and focused in their job search. Through individual coaching and

employment skill building seminars, clients are informed of the requirements of the labour market in Canada, and prepared to actively seek employment opportunities. The program is a stepping stone that brings newcomers closer to their employment goals.

Enhanced Language Training (ELT) is for internationally trained healthcare professionals in preparation for a transition into a medical technology career. ELT helps participants improve their job specific language skills, develop professional networks and build workplace communication skills. A volunteer placement in a healthcare organization such as University Health Network or Canadian Blood Services, exposes participants to the healthcare workplace culture and they gain experience. Past participants are invited to be guest speakers and share their challenges and successes with the current participants.



Participants of the Summer Enrichment Camp make a trip to the Scarborough Museum of Arts

### Settlement Workers in Schools

Settlement Workers are located in elementary, middle and secondary schools to provide settlement support to newcomer families. During the summer, newcomer students participate in activities such as the Summer Enrichment Camp, WIN, and NOW Program which enable them to make a strong start at school in fall.

In collaboration with the Refugee Sponsorship Training Program, we organized webinars for school personnel and other service providers to share information on Syrian refugee displacement, culture and resettlement.

Syrian families entering Scarborough schools received onsite settlement and language support while school staff was given tips on how to support Syrian students. In the Family March Break Camp 2016, families, mainly Syrians, engaged in activities designed to address the settlement needs of children, youth and parents.

### Women Support Services

Women Support Services and the Transitional Housing Support Program offered a range of services to help women and their children live safe and free from violence.

Services included crisis and support counselling for those needing immediate assistance, short-term goal focused counselling on safety planning and understanding their rights, and access to community supports, legal aid, affordable housing, and financial assistance.

Families were referred to women shelters and the financial and legal supports needed to transition to a new life. Women's Support Services Workers also ran support groups to focus on future planning, the options available and the methods to achieve the goal of a future free of violence.

### Newcomer Mental Health

As they settle, most newcomers experience emotional challenges due to the stress inherent in the immigration and settlement process.

The Mental Health Program in our Peel offices provides culturally and linguistically appropriate counselling to newcomer individuals, couples and families. Through individual counselling and educational workshops, newcomers receive the support and tools needed to manage the challenges of stress, anxiety, depression, substance abuse, parenting, family conflict, trauma and life transitions.

Recently we have been able to expand our services to assist Syrian newcomers who are experiencing emotional challenges as a result of their experiences in a conflict zone as well as the settlement process. Services are available in Hindi, Arabic and English.

"The thing I liked the most was making stress balls, learning about bullying, and the trip and the games. It was the best March break, I wish there were more days...I made new friends, the helpers were very nice that they became my friend." Participant at the March Family Break Camp.



## CCS Programs

### Local Immigration Partnership - Toronto East Quadrant (TEQ-LIP)

"I value the strength of the network in bringing together organizations across the (settlement) sector including public health to work together and advance the wellbeing of the community, I value the professional way the network is managed, the clear sense of direction the network has in bringing to the table important issues and facilitating a collaborative environment necessary for positive changes. I value the capacity building opportunities the network also provides as needed. Every time I attend a meeting I know it is time well utilized. The network has contributed tremendously to the success of my work." – TEQ-LIP network member

CCS leads the Local Immigration Partnership in the Toronto East Quadrant (TEQ-LIP) to support the development of local partnerships that strengthen the ability of the community to help newcomer settlement and integration.

Capacity-building events are a cornerstone of this partnership.

Our Immigrant Employment Week in May 2015 brought together participants in events across the city of Toronto.

Two key events held in October included the Funder's Forum which brought together funders and organizations; and the Scarborough Community Safety Week which raised awareness about safety issues through a series of events.

The BRIDGES 2016 Collaboration Forum in February 2016 brought together service providers from across Toronto to share and learn strategies for building successful collaborations. The issue of Syrian refugee settlement was addressed through an Information Fair in December that addressed language-specific service mapping.

### Language Instruction



English Language classes and conversation circles are offered through many of our Programs at different locations.

We continue to offer free language classes from beginner to advanced levels to help clients function, participate and settle into their new home country. Supports such as bus tickets, free childminding services and morning, afternoon and evening classes are offered to facilitate greater participation. The overall learning experience is enhanced by community field trips,

guest speakers from the community and computer-based learning. Family Literacy activities are offered to help newcomers and their family members to continue language learning in their home environment. Learning progress tracking helps students set learning goals and participate in ongoing discussions about their progress.

"In addition to making new friends from different cultures and countries in my CCS English school who are amazing, the kind and hardworking teacher is always trying to help us with different ways to improve our English whether writing, speaking or listening. This is very important to me because I would like to get a good job in my field and that needs good English. Now I can talk with confidence with my English with every Canadian because I feel that I'm improving quickly. I got calls from different positions here in Canada, so this is a huge step for me to achieve my goals."  
- Language class student.

# Statement of Operations

	Year Ended March 31, 2016 \$	Year Ended March 31, 2015 \$
<b>INCOME</b>		
IRCC - Welcoming Communities	3,287,038	3,317,475
IRCC - Language Dev	2,994,074	2,961,485
IRCC - Orientation	1,439,016	1,454,174
IRCC-RSTP	694,831	492,150
IRCC- Labour Market Access	621,563	948,869
City of Toronto	446,678	77,938
IRCC - LIP	380,000	379,991
Ministry of Community and Social Services - VAW	278,299	272,842
Ontario Trillium Foundation	243,009	14,926
Pay Equity Revenue (Note 2)	201,683	201,684
Ministry of Citizenship and Immigration - NSP	196,266	156,457
Catholic Charities	190,267	205,269
Earned Income	176,865	73,519
United Way Peel Region	129,791	162,256
MEDTE – Youth Culinary Training	47,226	131,164
COSTI – Lifeline Syria	40,248	0
ESDC	37,220	37,613
Prosper Canada – TD Foundation	26,112	44,092
Regional Municipality of Peel	21,535	8,500
COSTI – International Students	14,865	0
Donations	8,235	2,900
IRCC - FACPP	0	176,258
Catholic Charities – Collaboration Project	0	22,215
	11,474,821	11,141,777
<b>EXPENDITURES</b>		
	\$	\$
Wages	6,627,037	6,867,281
Building Occupancy	1,509,226	1,531,202
Employee Benefits	1,416,589	1,410,368
Program Expenses	681,760	630,733
Program and Central admin	622,334	608,295
Mornelle Hub Renovation	524,060	0
Office & General	350,492	305,766
Equipment Lease & Purchase	229,999	222,188
Staff Travel	64,509	45,838
Purchased Services	21,480	58,376
Promotion and Publicity	17,010	14,930
Training and Conferences	14,174	45,233
Absorbed By Departments	(622,334)	(608,295)
	11,456,336	11,131,915
<b>EXCESS OF INCOME OVER EXPENDITURES</b>		
	\$	\$
Allocation to internally Restricted Reserve Funds	18,485	9,862
Surplus	18,485	9,862

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

# CCS Service Locations and Programs

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**We thank our staff, volunteers, partners and funders for their valuable support in making our work possible!**

## TORONTO REGION

**55 Town Centre Court, Suite 401**  
**P: 416-757-7010**

Settlement Services  
RSTP  
Employment Access Program  
Settlement Workers in Schools  
Local Immigration Partnership (LIP)  
Agency Administration

**1200 Markham Road, Suite 503**  
**P: 416-289-6766**

Language Instruction  
Settlement Services  
Employment Access Program

**2425 Eglinton Ave, Suite 202**  
**P: 416-759-8800**

Language Instruction  
Settlement Services

**Settlement Integration Place**  
**3227 Eglinton Avenue East, Unit 135**  
**P: 416-266-7200**

Settlement Services

## PEEL REGION

**MISSISSAUGA**  
**3660 Hurontario Street 7th Floor**  
**P: 905-273-4140**

Settlement Services  
Employment Access Program  
Women Support Program  
Newcomer Mental Health

**4557 Hurontario Street, #B11**  
**P: 905-272-1703**

Settlement Services  
Language Instruction

**BRAMPTON**  
**8 Nelson Street West, Unit 302**  
**P: 905-457-7740**

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

## FUNDERS

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

Immigration, Refugees & Citizenship Canada  
Ministry of Community & Social Services  
Ministry of Citizenship & Immigration  
Ministry of Economic Development & Growth  
Catholic Charities  
United Way Peel Region  
Ontario Trillium Foundation  
City of Toronto  
Employment & Social Development Canada  
TD Foundation (Prosper Canada)  
Regional Municipality of Peel

"My wife and I immigrated to Canada from the Philippines in 1990 with five pieces of luggage and a dream. Canada offered us opportunity and hope. Every beginning has challenges and we looked at them as opportunities. I am now a Senior Credit Analyst in a reputable firm and my wife and I have embarked on a business venture investing in real estate for the last 10 years. We have set our goals and we're surely moving forward in attaining them. Volunteering is my way of giving back to my community. Looking for a place to volunteer four years ago, CCS stood out after I read about the different programs they provide, the professionalism and the diverse background of the counsellors and their sincere willingness to help. I told myself, this is the place I will put my name on." - Jojo Chua, CCS Volunteer





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