



June 2012
ANNUAL REPORT

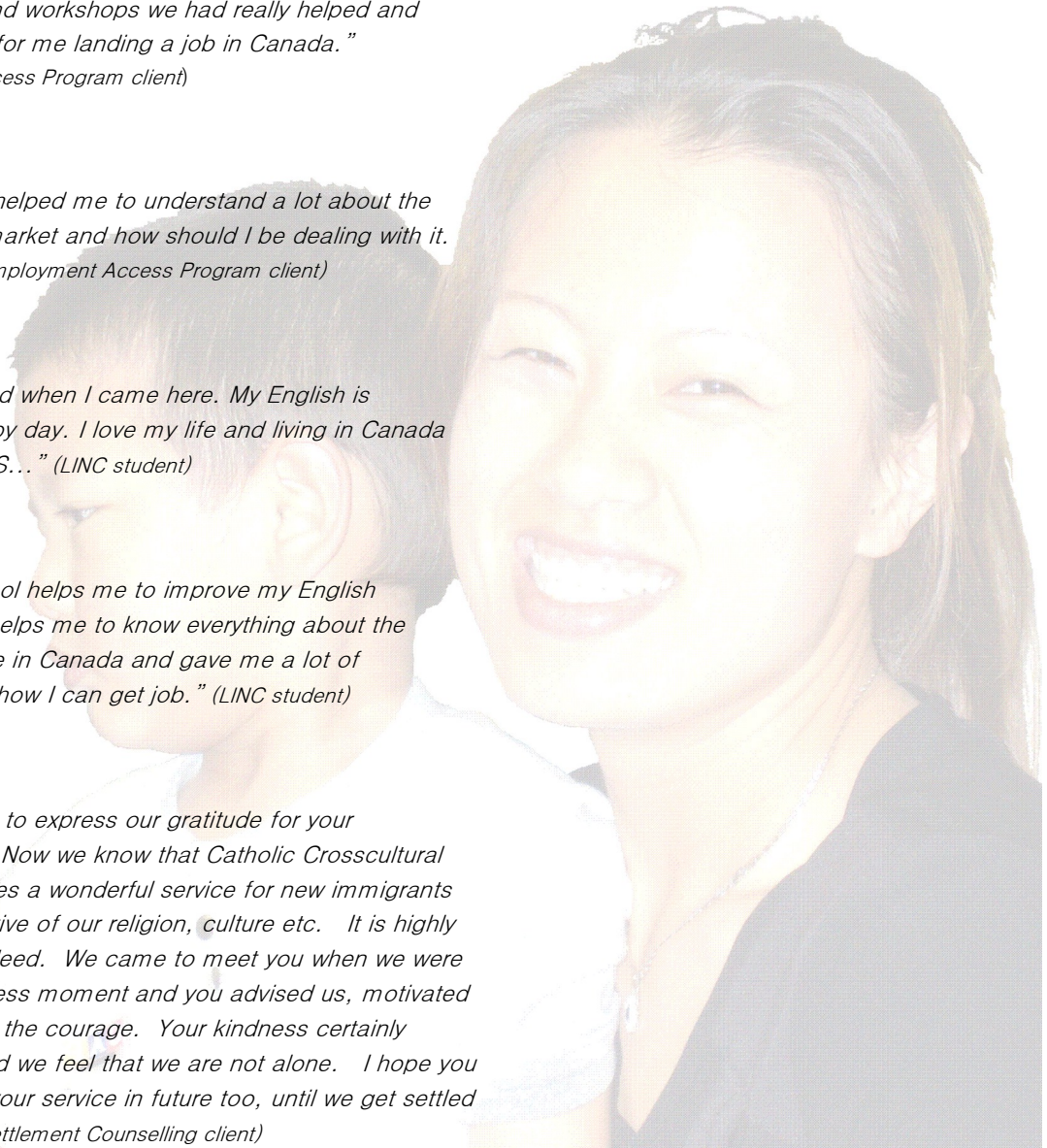
*“The training and workshops we had really helped and paved the way for me landing a job in Canada.”
(Employment Access Program client)*

“This program helped me to understand a lot about the Canadian job market and how should I be dealing with it. Thank you!” (Employment Access Program client)

“My life changed when I came here. My English is improving day by day. I love my life and living in Canada because of CCS...” (LINC student)

“The LINC school helps me to improve my English language and helps me to know everything about the community here in Canada and gave me a lot of information on how I can get job.” (LINC student)

“I’m writing this to express our gratitude for your organization... Now we know that Catholic Crosscultural Services provides a wonderful service for new immigrants like us irrespective of our religion, culture etc. It is highly appreciated indeed. We came to meet you when we were in a really helpless moment and you advised us, motivated us and gave us the courage. Your kindness certainly comforts us and we feel that we are not alone. I hope you would provide your service in future too, until we get settled in Canada.” (Settlement Counselling client)



LEADERSHIP MESSAGE

"The only constant in life is change"

Once again, this was a year full of changes for Catholic Crosscultural Services. In the positive, we received additional funding following us to add a Settlement Worker to the Newcomer Settlement Program in Peel Region, thus increasing our service to the most vulnerable newcomer groups; refugee claimants, immigrants who have been here more than five years and undocumented immigrants. In the negative, reduced funding resulted in the closure of the Kiosk located in the Cedarbrae Mall in Scarborough, the cancellation of Saturday classes in Toronto LINC program and the elimination of seven positions. However, throughout the year, we have maintained our commitment to delivering high quality client services.

Change also allows us to take advantage of opportunities and with a common compass to guide us, we are better able to manage present and future challenges. To that end, we finalized our new Strategic Plan that builds on our strengths and clearly articulates our priorities and plans for the next five years. Our four priorities are to:

- 1) Increase collaboration with partners
 - explore collaboration opportunities in program delivery, staff and board development
 - develop collaborative partnerships with organizations both inside and outside the settlement sector
- 2) Enhance our client-centred service delivery model
 - develop comprehensive assessment, case management and evaluation processes led by the needs and interests of our clients
 - develop a fully integrated, barrier-free program delivery model
- 3) Align and engage with Citizenship and Immigration Canada
 - ensure services align with CIC's modernized settlement approach
 - ensure we understand and align with CIC priorities
- 4) Clarify and renew our Catholic connection
 - articulate how our work aligns with Catholic Social Justice Teachings
 - enhance our value to and connection with local parishes

This year, we made progress on enhancing our client-centred service delivery model and in aligning with CIC's modernized settlement approach and are developing comprehensive plans to address all four priorities.

As always, the greatest asset of Catholic Crosscultural Services is the commitment of our talented staff and volunteers. We thank them for their continued hard work, creativity and dedication.

Tony Genua
President, Board of Directors

Carolyn Davis
Executive Director

REGIONAL HIGHLIGHTS



TORONTO REGION

This year we focused on expanding our partnerships in order to maximize resources and provide diversified and accessible services to newcomers. We worked closely with non-settlement agencies such as shelters, employment agencies, faith organizations, libraries and community centres to provide weekly itinerant settlement services. Our partnerships with the Newcomer Kababayan Community Centre allowed us to deliver information sessions for live-in caregivers, with Immigrant Women's Health Centre to arrange Mobile Health Clinic to provide services for immigrant women at our SIP location and with Toronto Public Health to assist homebound women and seniors to improve their health-related knowledge.

PEEL REGION

This year our focus was on making better use of technology resulting in 'greener' and more efficient processes, and to respond to client demand for technology rich services. This past year we revised intake, assessment and case management tools into digital formats and have launched new digital client files. This new process is at the pilot stage in Peel but will be rolled out across the agency and will dovetail with the planned implementation of a new digital database management system. Additionally, we integrated the use of laptops in the LINC teaching environment. This allowed LINC students at all language levels to learn through a new medium, thus assisting students with differing learning styles.

Settlement Services / Refugee Services / Post-Settlement Services

The focus of the Settlement Services team has been on implementing a service model that emphasizes seamless, client-centered service delivery. Clients use our services according to their individual needs as identified through a comprehensive assessment process. This self-directed approach makes use of the newcomers' skills and abilities to lead their own settlement and integration process, which ultimately builds a stronger sense of belonging to their new country.

Settlement Workers provided information, orientation, and awareness services, including referrals, service bridging activities, and group information sessions. With the assistance of dedicated volunteers, we were able to provide English and French Conversation circles, hosted Income Tax clinics, Service Canada information clinics, Citizenship Classes, and Homework Clubs for newcomer youth.

CCS also provides support services to some of the most vulnerable newcomers in our community – refugee claimants, undocumented immigrants and immigrants who have not successfully settled after being in Canada for more than five years. Since these groups do not qualify for most settlement services, they often struggle for long periods, destined to never successfully settle or integrate.

SEPT (SWIS)

This year, the SEPT Program was revitalized through a new SEPT model of service delivery. The original 45 schools in the two school boards served by the SEPT Workers was expanded to include varying levels of service to newcomers in 143 schools in the public school board and 51 schools in the separate school board. Although this increased the workload and spread of the program, it ensures that all newcomers in Scarborough have some access to SEPT settlement services.

Newcomer youth and parents are provided with relevant educational information, life skills and appropriate links with community resources that support their successful integration into the school system and community at large. Children and youth emerge with leadership skills and confidence to perform better in schools after participating in initiatives such as Newcomer Orientation Week, Welcome and Information for Newcomers and Summer Enrichment Program, and Summer Enrichment Program.

SETTLEMENT SERVICES

WOMAN SUPPORT SERVICES

Domestic violence has a negative impact on a woman's physical and mental health, social connection, economic security and ability to settle and integrate into her new community. Delivering services in five languages, we are able to support immigrant women to begin the process of establishing a safe and productive life in Canada. In collaboration with Catholic Family Services Peel

Dufferin, we provided support groups for women and their children, and conducted a series of workshop to address specific client needs. The Transitional and Housing Support Worker is an integral part of the Woman Support Services team by assisting with safe housing. We are pleased to be a partner agency in the newly established Safe Centre of Peel and part of providing a seamless response to immigrant women.



LOCAL IMMIGRATION PARTNERSHIP

The Local Immigration Partnership (LIP) South Scarborough developed a shared framework for building sustainable partnerships that enhance services for immigrants in the Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village neighbourhoods. This year our emphasis was on developing and implementing collaborative newcomer service planning including service coordination, partnerships, available and accessible information, and employment for newcomers.

Our work was accomplished through a Partnership Council consisting of 23 member organizations, neighbourhood work teams and a very active group of Newcomer Ambassadors.

Moving forward, all of the LIPs in Scarborough have merged into the Toronto East Quadrant LIP, with CCS as the lead agency. The new LIP will address immigrant service planning and delivery from a Scarborough-wide, strategic and interdisciplinary perspective.



REFUGEE SPONSORSHIP TRAINING PROGRAM

RSTP provides training, information and support to groups across Canada involved in the Private Sponsorship of Refugees Program.

One key activity is presenting a national training and consultation conference for representatives of sponsorship groups and CIC. In addition, twenty-five training workshops were delivered in fifteen cities across the country on topics of wide range of issues relevant to program sponsors.

The Basic level e-training course continued with great success while we launched an Advanced level course

on Eligibility Screening. RSTP commenced hosting webinar sessions in order to reach a wider audience.

To make training tools more accessible, RSTP developed video training materials on many aspects of the sponsorship and settlement process. While existing training materials were updated, new materials were developed to address emerging issues.

Unique to this year, RSTP delivered the Iraqi VOR Refugee Project which matched 196 arrival-ready Iraqi refugees with sponsors in Canada.

EMPLOYMENT ACCESS PROGRAM



Employment Access Program

The Employment Access Program provides employment skill-building activities to help newcomers plan their careers and successfully enter the Canadian labour market. This year the new Job Search Workshop (JSW) curriculum was rolled out to all agencies. The model places greater emphasis on structured group activities and individual coaching support. Formal workshops were supported by additional sessions where sector experts provided information on recruitment, accreditation and career ladders, and where participants were able to network with professionals working in their target sectors. In Peel Region, we created a partnership with the Canadian Supply Chain Sector Council who facilitated sector-specific workshops for our clients.

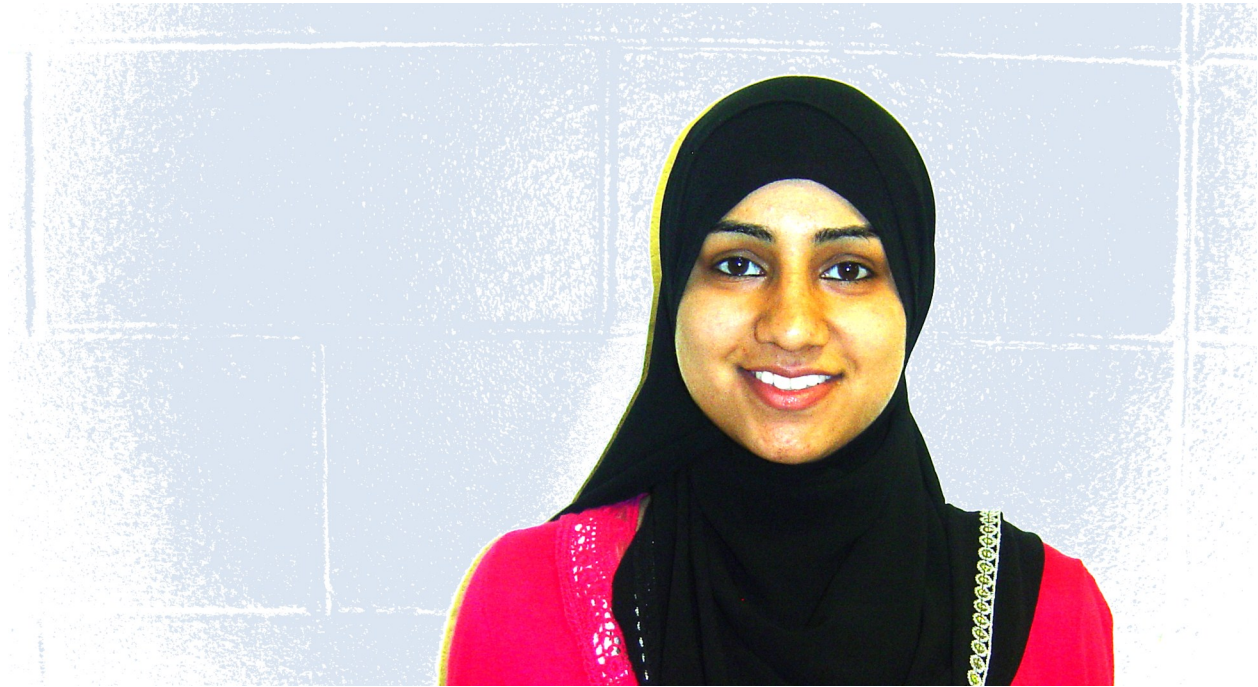
Enhanced Language Training

The Enhanced Language Training (ELT) Program provides sector-specific language training to 40 internationally educated healthcare professionals who want to access the medical technology professions. During the in-class training, participants practice workplace communication skills through the use of relevant readings, group discussions and debates. Key to their success is the opportunity to further develop their professional networks, learn about Canadian workplace culture, and gain Canadian experience through the “Taste of Workplace” volunteer placement in organizations such as Canadian Decompression and Pain Centre, Leisureworld Caregiving Centre, Scarborough Centre for Health Communities, and The Scarborough Hospital.

In addition to providing high calibre language instruction, our Language Training programs focused on developing new client feedback processes and using the information to improve service delivery, and identify successful practices and areas for improvement. With the information gathered through this feedback, students and teachers worked collaboratively to establish learning goals, program activities and target outcomes. Regular reflection, assessment and feedback between the learner and teacher have helped students to set, work towards and achieve realistic learning outcomes. In further alignment with client-centred programming, Brampton classes continuously adjusted to the changing environment. By acquiring laptops for each student in class, the program evolved to fulfill the

needs of the well-educated, informed audience and provided a unique classroom experience. Other adaptations included increasing the availability of our advanced level classes. In all, these adjustments attracted new students and led to greater student achievement.

The Family Literacy Program continues to grow in both regions and by working collaboratively, have developed consistent programming. This includes creating Family Literacy Wiki Pages, employing consistent tracking systems, and implementing similar family activities. The circulation of Lending Library materials steadily increased along with greater student participation. This meets our goal of making continuous improvements in program design and implementation for all students and their families.



OUR NUMBERS SPEAK...

Clients Served
39,352

Group Sessions
1,746

Volunteers
461

Volunteers Hours
4,453

PROGRAMS AND SERVICES BY LOCATIONS

TORONTO REGION

55 Town Centre Ct, Suite 401
416.757.7010

Newcomer Settlement Services
Employment Access Program
Refugee/Post Settlement Services
SEPT (SWIS)
LIP South Scarborough
RSTP
Administration

1200 Markham Road, Suite 503
416.289.6766

Language Instruction for Newcomers to Canada

2425 Eglinton Ave E, Suite 202
416.759.8800

Employment Access Program
Language Instruction for Newcomers to Canada

Settlement Integration Place
3227 Eglinton Ave E, Unit 135
416.266.7200

Newcomer Settlement Services

PEEL REGION

Mississauga
3660 Hurontario Street, 7th Fl
905.273.4140

Employment Access Program
Newcomer Settlement Services
Women Support Program
Refugee/Post Settlement Services

4557 Hurontario Street
905.272.1703

Language Instruction for Newcomers to Canada
Newcomer Settlement Services

Brampton
8 Nelson Street West, Unit 302
905.457.7740

Employment Access Program
Newcomer Settlement Services
Refugee/Post Settlement Services
Women Support Program
Language Instruction for Newcomers to Canada

BOARD OF DIRECTORS

EXECUTIVE

President	Tony Genua
Vice President	Philippe Leblanc
Secretary	Jeanne Cover
Treasurer	Colin DeSouza

MEMBERS AT LARGE

Darlene Barnes	Andre Boteju
Frank Campo	Joseph DeLuca
Larry Elmer	Marilyn Elphick
Tina Ferrone Hall	Jean Damascene Niyigena
Nancy Pitoscia	

STATEMENT OF INCOME AND EXPENDITURES

Twelve Months Ending March 31, 2012

	Year Ended March 31st 2012	3 Months Ended March 31st 2011	Year Ended Dec 31st 2010
	\$	\$	\$
INCOME			
CIC – Welcoming Communities	3,714,264	879,120	3,661,263
CIC – Language Development	3,116,051	839,758	3,275,468
CIC – Orientation	1,536,551	487,878	1,741,215
CIC – Labour Market	1,026,964	275,322	1,118,941
CIC – RSTP	434,126	108,690	374,153
CIC – LIP	201,656	79,552	368,832
CIC – HOST YOUTH	–	67,816	274,357
Catholic Charities	210,267	52,569	210,267
Pay Equity Revenue	201,683	50,421	201,682
Ministry of Community and Social Services – VAW	287,492	119,447	206,822
Ministry of Citizenship – NSP	166,096	27,432	108,150
United Way	144,762	35,481	141,228
HRDC	36,014	–	48,804
City of Toronto	23,820	5,955	23,820
Earned Income	122,121	40,765	136,198
Donations	669	5,011	6,616
Miscellaneous	64,396	–	545
	11,286,932	3,075,217	11,898,361
EXPENDITURES			
Salaries	7,201,341	1,869,713	7,505,065
Employee Benefits	1,634,920	418,831	1,698,796
Building Occupancy	1,477,378	382,671	1,439,130
Program Expenses	446,304	136,119	623,284
Office & General	264,947	72,464	303,002
Equipment Lease & Purchase	121,719	105,032	109,485
Purchased Services	51,946	55,241	45,002
Training & Conferences	38,261	11,793	52,905
Travel	31,992	9,459	28,125
Promotion & Publicity	9,043	12,737	88,441
Program/Central Admin Allocation	466,439	126,904	337,633
Absorbed By Departments	–466,439	–126,904	–337,633
	11,277,851	3,074,060	11,893,235
EXCESS OF INCOME OVER EXPENDITURES FOR THE PERIOD	9,081	1,157	5,126

Financial Statements created by Akler, Browning, Frimet & Landsberg LLP, Chartered Accountants are available in full.

