

# ANNUAL REPORT

September 2013





*"I just want to express how ELT widened my views of the employment situation in Canada." (ELT client)*

*"The information was very useful because I found the way to sponsor my family. The questions were well answered. I am now more confident in handling day to day issues." (SEPT client)*

*"The information provided to me by the Settlement Worker was very helpful. I hope the service continues so as to help newcomers like me understand life in Canada and make it easier to live here." (SEPT client)*

*"I feel more confident now. I will definitely recommend this program to the newcomers." (Employment Access Program client)*

*"Thank you for taking time to teach me all I need to know about searching for and securing a job. The job search workshop was a highly insightful, educative and enjoyable process. I believe all I have learnt would go a long way in helping with my job search and my eventually securing one." (Employment Access Program client)*

## LEADERSHIP MESSAGE

In this past year, CCS continued in its efforts to provide the best services possible by focussing on developing new initiatives designed to address the unmet needs of newcomers as well as by strengthening our existing programming. These initiatives were well received by our clients.

In recent years, there's been an increasing awareness and acknowledgment of how the stressful nature of the settlement process can sometimes result in mental health issues in the newcomer population. Unfortunately there are few community mental health services that are culturally and linguistically appropriate for newcomers. However, this year with the generous support of the United Way Peel Region, we hired a Mental Health Counsellor in Peel Region to serve the South Asian community.

On the other end of the settlement journey, our Online Citizenship Preparation project assisted a growing number of users to prepare to successfully write their citizenship test and become a Canadian citizen.

At this time last year we shared details of our new 2012-2017 Strategic Plan. As part of our commitment to ensure the Plan actively informs our work, we are providing you with a brief update on some of our progress to date in the four focus areas.

### 1) Increase collaboration with partners

- Finalized a partnership with La Passerele to ensure client access to French language settlement services
- Expanded our partnership with Catholic Family Services Peel to improve client access to reciprocal services

### 2) Enhance our integrated client-centred service delivery model

- Improved client management systems to support client centred case management services including infrastructure upgrades, a new database and staff training

### 3) Align and engage with the priorities of Citizenship and Immigration Canada

- Trained staff on "Outcome Based Programming" and initiated a comprehensive process for each program to review, revise and develop strong outcome measurements

### 4) Clarify and renew our Catholic connection

- Completed training for all staff on the Catholic social justice principles and their relevance to our mission and the service we provide
- Joined Catholic Charities in celebrating their 100<sup>th</sup> Anniversary of service to the community

As always, the greatest asset of Catholic Crosscultural Services is the commitment of our talented staff and

## REGIONAL HIGHLIGHTS

### TORONTO REGION

Our focus continues to be on enhancing our client-centred services by assisting newcomers to make use of their skills and abilities in their individual settlement and integration process. In June 2012, we introduced a new program, Online Citizenship Preparation which provides online training and support to help immigrants across Canada prepare for their citizenship test.

As the lead agency for Toronto East LIP (Local Immigration Partnership) we worked closely with multi-sector service providers to build and strengthen collaborative and coordinated services that address the settlement needs of newcomers in Scarborough.

### PEEL REGION

Peel Region continues to focus on strengthening our service delivery through the better use of technology, developing case management tools with an emphasis on client follow-up and developing new itinerant partnerships that expand our ability to reach newcomers at the locations and services they are already accessing.

In addition, considerable effort was dedicated to improving our ability to deliver measurable outcome-based programming, thereby increasing our ability to identify the positive impact our services have on newcomer clients.



## SETTLEMENT SERVICES

### SETTLEMENT, REFUGEE AND POST-SETTLEMENT SERVICES

Our Settlement Services worked with a diverse group of newcomer individuals and families to provide information and supportive one-on-one counselling. Our goal is to connect newcomers with their new community by assessing their needs and providing appropriate information and referrals. Common areas of need/interest for our clients are housing, employment, education, financial management, consumer education, health, immigration and legal issues.

This year we were involved in the Orientation to Ontario pilot project; a joint federal/provincial effort to provide a standardized settlement information curriculum. Eleven sessions were hosted for 112 newcomers.

In addition to individual and family settlement counseling, we hosted citizenship preparation classes, Income Tax and Service Canada clinics, and held English and French Conversation Groups.

### SEPT (SWIS)

In partnership with the TDSB (Toronto District School Board) and TCDSB (Toronto Catholic District School Board), SEPT staff worked with newcomer families in 194 schools in Scarborough. Families received a welcoming orientation and were connected with community and school resources as needed. During the school year, adults and youth participated in group

activities, connected with others and learned skills to transition smoothly to life in Canada.

In the summer months, services continued in summer schools and local libraries. The Summer Enrichment programs provides school aged children with support for their unique settlement process through ongoing academic, social and active living activities.

In August, we provide Newcomer Orientation Week (NOW) for high school students and Welcome and Information for Newcomers (WIN) for middle school students and their parents to assist in a successful transition into the education system. Youth volunteered and were trained as Peer Leaders and are the key to the success of the programs.

### WOMEN'S SUPPORT SERVICES / TRANSITIONAL HOUSING SUPPORT

The Women's Support Services and Transitional Housing Support assist newcomer women experiencing domestic violence with early interventions such as safety planning, supportive counseling to improve their social and emotional functioning, and referrals to long term supports. In addition, 44 support group sessions were held for 159 participants and 50 families received Legal Aid assistance.

Transitional Housing Supports assisted 35 families in securing affordable housing as part of their transition into a new and safer life.

*Thirty Grade 8 students and two teachers from Henry Kelsey Senior Public School visited CCS in April 2012 as part of their Social Justice curriculum.*

*The SEPT staff, in collaboration with staff from the settlement counselling, employment, language instruction and refugee sponsorship programs, presented an experiential workshop for the students, to sensitize them to the difficulties newcomers face and to introduce them to the services provided in CCS.*

*Students role played as newcomers from various parts of the world and interacted with CCS staff to experience the process of accessing services from a newcomer's perspective. When the students returned to the classroom, they designed posters to welcome newcomers to Canada and flyers about CCS services.*

*This experience gave the students a new understanding of the challenges facing newcomers; an understanding*

## SETTLEMENT SERVICES

*A client from Hamilton registered for the Online Citizenship Preparation (OCP) Training in November 2012 because she needed to study for the Citizenship test and she felt her English abilities were limited. She stated that the OCP Training was "very useful for her to pass the test". She improved her listening skills, increased her vocabulary, learned about Canada's history and values . To prepare for the test, she re-enrolled in our e-training twice, was a very active participant, and answered over 400 practice quiz questions.. She said that when she took the Citizenship test she was very confident and there were only two questions she was not sure about.*

### LOCAL IMMIGRATION PARTNERSHIP (LIP)

After successfully merging the four Scarborough LIPs, the new Toronto East Quadrant LIP establish a new TEQ LIP governance structure (Partnership Council, Action Groups, Steering Committee and Immigrant Council) and set to work with stakeholders on addressing immigrant service planning for Scarborough.

With our diverse stakeholders, TEQ LIP developed a Regional Settlement Strategy and a *Call to Action* Plan to guide the achievement of the goals in our strategy. Both the Settlement Strategy and Action Plan emphasize the need for more collaboration and coordination across sectors in order to develop an effective response to the settlement and integration needs of our newcomers.

Moving forward, TEQ LIP will continue to engage local stakeholders in the implementation of initiatives outlined in the TEQ LIP Action Plan by fostering enhanced

service coordination and partnership development.

### ONLINE CITIZENSHIP PREPARATION

Online Citizenship Preparation is a newly funded project launched in June 2012. Online bilingual e-training enables newcomers across Canada to prepare for the Canadian citizenship test and provides information on how to become an engaged and active citizen in their new country. Initial work has focused on developing provincially specific materials and the e-training portal with client services launched in November 2012. In the following 5 month period, 124 immigrants have received hosted training.

In the upcoming year , the project will develop test materials for every province and territory and developing an independent study module.



## SETTLEMENT SERVICES



### REFUGEE SPONSORSHIP TRAINING PROGRAM

RSTP is a national program providing training and information to groups and organizations involved in sponsoring refugees through the Private Sponsorship of Refugees program. To accomplish this, RSTP delivered a variety of training activities including 19 training workshops and information sessions in 13 cities and 7 provinces, hosted 14 webinars, held 2 e-training courses at both introductory and advanced levels, and organized a national conference for sponsoring groups, CIC and UNHCR to address important and timely issues regarding the sponsorship of international refugees.

RSTP kept the sponsorship community informed and updated through information postings and alerts on their website, bi-weekly bulletins, responding to inquires via emails and phone, through group emails and social media tools.

New materials developed included a video on sponsoring refugees with mental health

issues and a Best Practices Series Vol. 3 and a Resource Kit for Managing Expectations.

The Blended Refugee Resettlement Project, was launched in January with the mandate to secure sponsors who through a cost-sharing initiative are willing to sponsor refugee cases identified for resettlement by various overseas visa offices. Staff have been making presentations to potential sponsors and circulating promotional materials in order to achieve this goal.



*RSTP was ambitious when initiating the use of webinars as way to provide training and information. At the outset, the RSTP staff didn't fully comprehend all that was involved in delivering a successful webinar or if webinars would be well received by the sponsorship community, the majority of whom who were not 'tech savvy'. However, once webinars were introduced, not only were they well received, but they greatly enhanced RSTP's capacity to reach out to more sponsors across the country by offering training while in the comfort of their own home or at work. Recently, RSTP used this technology to allow the Manager of the Canadian Visa Office in Nairobi to make a presentation at two national sponsorship conferences. Given that Nairobi has the highest refugee caseload, it was important for the Manager to speak directly to refugee sponsors in Canada and answer their many burning questions. This ability to directly connect over the miles*

## EMPLOYMENT ACCESS PROGRAMS

*An ELT participant arrived in Canada in 2009 from Iraq, where she was a fully trained and qualified physician. In 2010, she enrolled in our ELT program. During her placement assessment she indicated that she wished to be placed in a hospital for the volunteer work placement. Fortunately we were able to secure a placement for her as an information collector in the Emergency Department at Toronto Western Hospital where she completed more than the required 180 hours of volunteer placement. After the program she worked in a 'survival job' while studying for and passed all of her licensing exams. She then applied to the Canadian Resident Matching Service (CARMS) and medical related jobs. In early 2012, she secured a position as a Physician Assistant and in March 2013 she was notified that she was*



### EMPLOYMENT ACCESS PROGRAM

The Employment Access Program continues to build the employability skills of newcomers by helping them plan their careers and enter the Canadian labour market.

Our programs provided 689 immigrant clients with detailed employment assessments, an employment action plan detailing individual career and training goals, and information workshops with practical information and support on securing employment. Networking events provided clients with the opportunity to connect with employers and recruiters from various sectors. An annual Employment Resource Day connected employable

newcomers with potential employers and community resources.

### ENHANCED LANGUAGE TRAINING

Each year the Enhanced Language Training (ELT) Program provides sector-specific language training to 40 internationally educated healthcare professionals who are interested in careers in the medical technology profession.

During the in-class training, participants practice their workplace communication skills through relevant readings, group discussions and debates. They have the opportunity to further develop their professional network, experience Canadian workplace culture, and gain Canadian experience through the "Taste of



## LANGUAGE TRAINING

The Language and Skills Development Program provides English language classes from basic Literacy to Level 6/7. In addition to attending regular classes, each student meets with the instructor to develop their personal learning goals and to track their progress over time. Classroom learning is augmented with a series of guest speakers and community resources. Students are surveyed on a regular basis to assess satisfaction and solicit learner input.

Language classes are supported with on-site childminding and the Family Literacy Program. The childminding program not only allows adult students to attend classes but also works with the children to develop

skills needed to successfully transition into school.

The Family Literacy Program provides a lending library and a wide variety of activities that support continued family language learning outside of the classroom. The program makes use of social media and online platforms such as Wiki pages, to engage students in supplemental language learning. This year, the Family Literacy program provided services to 682 families and had 9,551 lending library items in circulation, demonstrating its popularity amongst our students.

### ***The Family Literacy Centre Difference***

*Over a two year period, the Family Literacy program had a significant impact on a student enrolled in a Level 2/3 class. With two children in the childminding centre, the student quickly registered for the lending library. The student borrowed books on a regular weekly basis—reading many of the novels for ESL learners and borrowing other resource material so she could help teach her children at home.*

*The student and her children participated in other Family Literacy programs such as the family time drop-in sessions, the mobile library for children and the online workspace program. Individual support was provided to the student when her oldest daughter was ready to begin kindergarten, giving her the confidence to visit her child's school and meet the teacher.*

*This student actively used all that the Family Literacy centre had to offer. She understood the importance of continuing learning at home for both her and her children.*

*By the end of her time at CCS she had be promoted*



## OUR NUMBERS SPEAK...

*I am very thankful to CCS for giving me the opportunity to participate as a committee member for the Citizenship Ceremony on March 2013.*

*During the committee discussions, we came across many ideas how to organize the ceremony and how to build an agreement among members on the final outcome. I learned how to interact with my peers, leading them where required and getting the ideas through. The CCS staff was very supportive and collaborative in her approach to the project. I was very pleased to work with her and the other committee member. The ceremony itself was very successfully and I had the unique opportunity to address the audience composed principally of the new immigrants receiving their Canadian citizenship. I am very proud and honoured to have been supported by CCS in order to make this ceremony successfully. Thank you CCS.*

**Clients Served**  
38,493

**Group Sessions**  
1,167

**Volunteers**  
711

**Volunteers Hours**  
8,886

## PROGRAMS AND SERVICES BY LOCATIONS

### TORONTO REGION

**55 Town Centre Ct, Suite 401**  
**416-757-7010**

Settlement Services  
Employment Access Program  
Refugee/Post Settlement Services  
SEPT (SWIS)  
Local Immigration Partnership (LIP)  
RSTP  
Online Citizenship Preparation  
Agency Administration

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

Language Instruction

**2425 Eglinton Ave E, Suite 202**  
**416-759-8800**

Language Instruction  
Employment Access Program

**Settlement Integration Place**  
**3227 Eglinton Ave E, Unit 135**  
**416-266-7200**

Settlement Services

### PEEL REGION

**Mississauga**  
**3660 Hurontario Street, 7th Fl**  
**905-273-4140**

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

**4557 Hurontario Street**  
**905-272-1703**

Settlement Services  
Language Instruction

**Brampton**  
**8 Nelson Street West, Unit 302**  
**905-457-7740**

Settlement Services  
Employment Access Program  
Refugee/Post Settlement Services  
Women Support Program  
Language Instruction

## BOARD OF DIRECTORS

### EXECUTIVE

President	Tony Genua
Vice President	Philippe LeBlanc
Secretary	Cabrini Fahlman
Treasurer	Tina Ferrone

### MEMBERS AT LARGE

Darlene Barnes	Andre Boteju
Frank Campo	Joseph DeLuca
Colin DeSouza	Larry Elmer
Marilyn Elphick	Jean Damascene Niyigena Nancy
cy Pitoscia	Carolyn Davis, Executive Director

## STATEMENT OF INCOME AND EXPENDITURES

Twelve Months Ending March 31, 2013

	Year Ended March 31, 2013	Year Ended March 31, 2012
	\$	\$
<b>INCOME</b>		
CIC - Welcoming Communities	3,379,593	3,714,264
CIC - Language Development	3,016,657	3,116,051
CIC - Orientation	1,461,924	1,536,551
CIC - Labour Market	921,071	1,026,964
CIC - RSTP	418,803	434,126
CIC - LIP	426,061	201,656
CIC - HOST YOUTH	137,669	—
Catholic Charities	210,267	210,267
Pay Equity Revenue	201,680	201,683
Ministry of Community and Social Services - VAW	267,492	287,492
Ministry of Citizenship - NSP	180,558	166,096
United Way	144,762	144,762
HRDC	39,256	36,014
City of Toronto	23,820	23,820
Earned Income	161,694	122,121
Donations	1,628	669
Miscellaneous	—	64,396
	<b>10,992,935</b>	<b>11,286,932</b>
<b>EXPENDITURES</b>		
Salaries	6,865,300	7,201,341
Employee Benefits	1,590,122	1,634,920
Building Occupancy	1,436,057	1,477,378
Program Expenses	559,305	446,304
Office & General	274,007	264,947
Equipment Lease & Purchase	85,420	121,719
Purchased Services	33,572	51,946
Training & Conferences	2,790	38,261
Staff Travel	34,622	31,992
Promotion & Publicity	763	9,043
Program/Central Admin Allocation	482,682	466,439
Absorbed By Departments	-482,682	-466,439
	<b>10,881,958</b>	<b>11,277,851</b>
<b>EXCESS OF INCOME OVER</b>		
<b>EXPENDITURES FOR THE PERIOD</b>	<b>110,977</b>	<b>9,081</b>
<b>ALLOCATION TO RESTRICTED RESERVE FUNDS</b>	<b>-105,000</b>	<b>—</b>
<b>EXCESS OF INCOME OVER EXPENDITURES AFTER ALLOCATION TO RESTRICTED RESERVE FUNDS</b>	<b>5,977</b>	<b>9,081</b>

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

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



### MISSION STATEMENT

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

Guiding Principles:

- All people are treated with respect, dignity understanding and without discrimination
- Services are guided by the principles of Catholic Social Justice teachings

### FUNDERS

The Board, staff and clients of CCS would like to thank our funders for their ongoing and generous support:

- Citizenship and Immigration Canada
- Ministry of Community and Social Services
- Ministry of Citizenship and Immigration
- Catholic Charities
- United Way Peel Region
- City of Toronto
- Human Resources and Skills Development Canada