



CCS
Catholic Crosscultural Services



2013–2014 **Annual Report**

At a Glance

Mission Statement

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

Guiding Principles

- All newcomers are served regardless of race, religion, status, or country of origin.
- All people are treated with respect, dignity, understanding and without discrimination.
- Services are guided by the principles of Catholic Social Justice teachings.

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Newcomer Youth Culinary Program

Since I came to Canada, I had a lot of free time and I didn't know how to spend it. When I found this program, it made me very interested and I immediately registered. What surprised me more was that it was free! Now on the contrary, I have no free time since this program has filled all my time. I really feel very happy, I like the atmosphere of a work place that contains multiple culture. My dreams are to be able to get a job and continue my life working in such a multicultural atmosphere like I am in now.



As has been our history, CCS provides high quality settlement supports for newcomers. We have developed expertise in delivering the core settlement, employment and language services; services that meet the needs and interests of a large number of newcomers. However, these core programs don't meet the needs of all newcomers. Some newcomers require a more tailored support.

Youth unemployment rates are twice that of adults and newcomer youth face even higher barriers to accessing the labour market. To address this issue, CCS launched a Newcomer Youth Culinary Program that will provide in-kitchen skills training, employment training and a placement opportunity for newcomer youth who are interested in employment in the food service industry. This initiative will help level the playing field for 60 newcomer youth in Peel Region and set them on the path to successful settlement and integration.

“For many years, CCS has been providing some settlement supports to the large number of newcomers in Mornelle.”

Some unique settlement needs are geographic. Mornelle Court is an isolated, high density neighbourhood in Scarborough that is profoundly underserved. For many years, CCS has been providing some settlement supports to the large number of newcomers in Mornelle through our SEPT staff located in the local elementary school. This year we were asked by the Mornelle CAN, the neighbourhood residents association, to work with them to develop unused space in a Toronto Community Housing building into a community hub where much needed services could be accessed by the residents. With the support of TCHC staff, a

few community agencies and a many local resident, the space was cleaned, painted and furnished in order to begin the delivery of hub services on a part time basis. We are working with all of the partners in this effort to secure funding for some space renovations and staffing that will allow the hub to open on a fulltime basis.

There have been many changes to immigration policy and practice and many more appear to be on the agenda. This will result in a shift in the demographics and the settlement needs of future newcomers. CCS has been working with a few other settlement agencies to research the impact of these changes and develop service

responses that will be in place to meet the evolving need.

As always, the greatest asset of Catholic Crosscultural Services is our talented staff and volunteers. We thank them for their commitment to assisting newcomers to successfully settle into life in Canada. Sincerely,



Carolyn Davis
Executive Director



Tony Genua
President, Board of Directors

Board of Directors

EXECUTIVE

President	Tony Genua
Vice President	Joseph DeLuca
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Philippe LeBlanc	

Regional Highlights

TORONTO REGION

We continued to collaborate with partners to provide diversified and accessible newcomer services. Partnering with La Passerelle-I.D.E., we host their Settlement Workers who provide settlement services for French speaking newcomers. To make our services accessible to newcomers who work long hours on weekdays, the office hours at the SIP location were extended to include Saturday hours. We started

a Women’s Meeting Place at Donwood Park Public School with weekly services to address the needs of the newcomer women from the Arabic and South Asian communities.

PEEL REGION

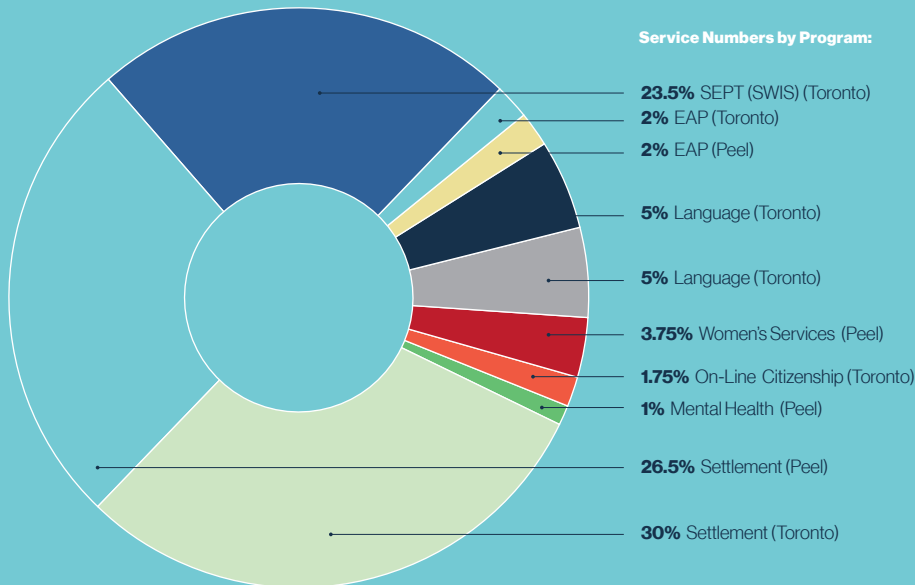
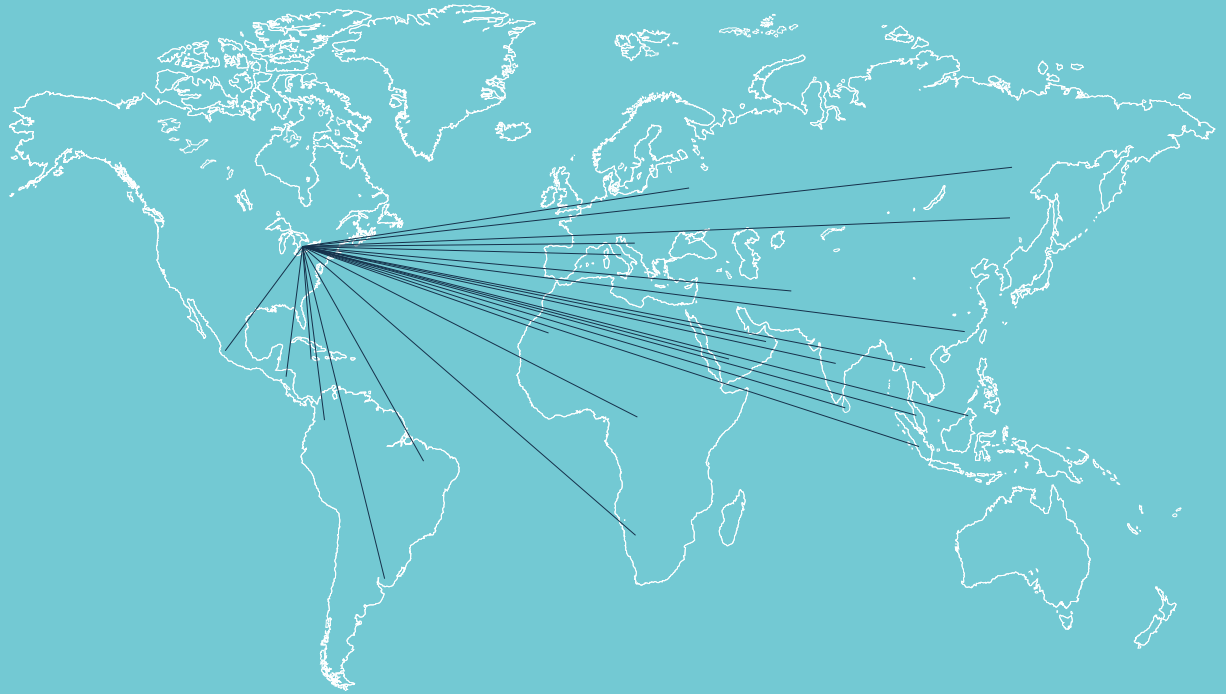
While striving to provide high quality services to newcomers, we added to our programs this year. The Newcomer Mental Health program expanded beyond

its initial training roots to include on-site clinical counselling for South Asian and Arabic newcomers. We also developed a Newcomer Youth Culinary Program in partnership with Catholic Family Services. The program provides in-kitchen training, employment skills training and a work placement for youth seeking an employment opportunity in the food service industry.

Key Facts

Services available in the following 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, Somalian, Spanish, Swahili, Swedish, Tagalog, Tamil, Tigre, Tigrigna, Turkish, Ukrainian, Urdu



Clients Served'

33,154

Group Sessions

1,721

Volunteers

885

Volunteers Hours

10,258

CCS Programs

SETTLEMENT SERVICES

CCS settlement services offer variety of programs and service that support newcomers and their families to adjust to their new life in Canada. To make our services accessible, we partnered with providers to itinerant services in 18 locations such as community agencies, libraries, shelter and employment agencies in Toronto and Peel Region. To maximize our resources, we partnered with agencies to provide free Income Tax Services, Service Canada services, host a youth-led Community Citizenship Ceremony, Mobile Health Clinic for newcomer women and Service Canada. Supported by volunteers, we delivered free computer training and English and French conversation groups with a focus on serving women, senior and live-in caregivers.

SEPT (SWIS)

Newcomer families can access settlement services through the schools in which their children are enrolled. Serving 195 schools in Scarborough, the SEPT program provides individual and group services to newcomers and works with school staff to build a welcoming school environment. Working collaboratively with other CCS programs, SEPT organized 16 safety related activities in schools as part of Scarborough Safety Week and supported the Community Citizenship Ceremony organized by SIP with youth volunteers and access to school resources.

Through our March Break program, 77 newcomer youth volunteered at 8 community service organizations increasing their understanding of the importance of being involved in their



Youth involved in the NOW (Newcomer Orientation Week) Program through SEPT. Secondary school newcomer youth receive a week long orientation to their new school and the education system.

community. To address issues specific to at-home newcomer women, we developed a special program at Donwood Park School to increase their knowledge of health, finance, safety and settlement issues which enabled them to make informed decisions about their future.

WOMEN'S SUPPORT SERVICES

The Women's Support Services and Transitional Housing Support program assist newcomer women experiencing domestic violence with interventions such as safety planning and supportive counselling to improve their social and emotional functioning, and referrals to long term supports. The program assisted 571 women and their children live free of violence and assisted 35 families to secure safe and affordable housing. In addition, 44 support group sessions were held for 159 participants and 50 families received Legal Aid assistance.

LOCAL IMMIGRATION PARTNERSHIP - TORONTO EAST QUADRANT (TEQ LIP)

The TEQ LIP consortium continues to build and enhance partnerships and

collaboration with community service providers to address changing newcomer settlement needs. This year, a consultant was hired to conduct an independent evaluation our activities and determine if they resulted in more service coordination and collaboration, and improved services for newcomers. The evaluation results demonstrated that the TEQ LIP was having a positive impact and was highly regarded by service providers.

“Thank-you for the support and guidance. Our move to Canada from Iraq was difficult. Your service helped us with English classes and getting a job.”

(Settlement Service and Employment Access Program Client)

“Someone sitting in a chair made a decision that changed my life, and now I have the same opportunity to change someone’s life. Why wouldn’t I use it”.

NEWCOMER MENTAL HEALTH

The Newcomer Mental Health Program experienced significant growth this year. Building on our mental health training for Settlement Workers, and the development and maintenance of www.mentalhealthpeel.org, we now provide culturally and linguistically appropriate clinical counselling in Hindi, Urdu, Arabic and French for newcomers experiencing mental health difficulties resulting from the settlement process.

ON-LINE CITIZENSHIP PREPARATION

This year the program expanded the on-line citizenship e-training modules to meet the specific test requirements for immigrants

residing in Ontario, Manitoba, and British Columbia. In response to participants feedback, we refined the program to provide broader access for participant to the training materials and more practice quiz questions in each of the six study modules. In addition, we are developing provincially specific study modules in order to accommodate participants across the country.

REFUGEE SPONSORSHIP TRAINING PROGRAM (RSTP)

RSTP provides training and information to groups across Canada who sponsor refugees. Training was delivered through 23 workshops across Canada, and 14

on-line webinars covering all aspects of the sponsorship process from completing the application to settling the refugee upon arrival, and on sponsoring Syrian refugees. The Introductory and Advanced on-line course trained 61 students. RSTP hosted a National Conference for over 100 representatives from sponsoring groups, CIC, UNHCR and IOM. The program website was redesigned to improve accessibility and is updated continuously with new information. Promotional meetings were held to match refugees in the Blended VOR (Visa Office Referred) with sponsors resulting in the successful resettlement of 166 refugees from Iraq, Iran, Eritrea, Bhutan, Burma and Colombia.

A multi-faith refugee solution

In August 2013, the RSTP Worker met with 14 members of the GTA’s Eritrean Community to brief them about the Blended VOR program (cost sharing program between government and sponsors to resettle refugees) and solicit their participation as sponsors for Eritrean refugees. The group was predominantly former refugees who represented various faith groups. Following the presentation, a former refugee who is now a practising physician, made the most up-lifting comment of the evening. He said “Someone sitting in a chair made a decision that changed my life, and now I have the same opportunity to change someone’s life. Why wouldn’t I use it”. The attendees created a sponsorship group with members of the Eritrean Islamic Association and Ge’ez Rite Catholic Church working together. They sponsored nine individuals, all of whom have arrived in Canada and are adjusting to their new life. In a time with many religious tensions, it is encouraging to see a multi-faith effort working for a noble cause.



EMPLOYMENT ACCESS PROGRAM

The Employment Access Program provides newcomers with pre-employment training and networking opportunities essential to entering the Canadian labour market. Clients are assessed, provided with an employment action plan and connected with appropriate workshops. Networking events connect job ready clients with employers from the healthcare, energy, food services and banking sectors. An annual Employment Resource Day in Scarborough connected clients with employers and community resource groups.

EMPLOYMENT ACCESS PROGRAM- ENHANCED LANGUAGE TRAINING (ELT)

Each year the Enhanced Language Training (ELT) Program provides sector-specific language training to 40 internationally educated healthcare professionals. Maintaining ongoing relationships with alumni and the “Taste

of Workplace” placement partners are key success factors. From ELT alumni presentations on their journey to career success, to connections with over 30 placement organizations, these relationships further enrich the learning experience for ELT participants.

LANGUAGE INSTRUCTION

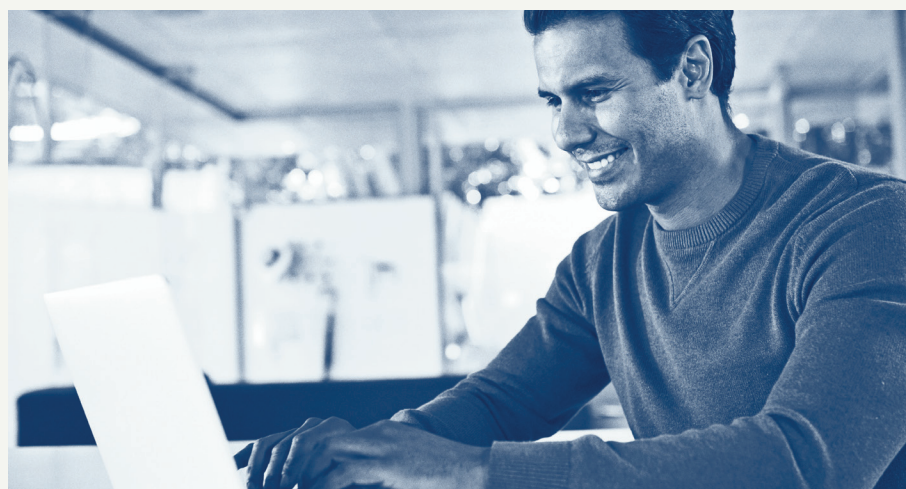
The Language Program faced a number of changes and challenges this year. LINC language levels were replaced with customized classes, and student assessments and placement decisions were revised with new guidelines. Despite these adjustments, the program focused on adapting our activities to assist students to achieve their learning outcomes. The curriculum addressed personal, education, employment, and citizenship objectives. Augmenting the curriculum, representatives from community agencies made presentations on topics essential to the



settlement and integration of newcomers. Language learning is supported by childminding services and the Family Literacy Program. Most importantly, the Language program provided newcomers with a sense of community where they are free to learn, build confidence and when needed, seek assistance from onsite Settlement Workers.

Success Story: RASHID

Rashid came to SIP as a newcomer client who needed to learn about resources available in the community. He came to the center one month after his arrival to Canada. After using computers and resources at SIP he realized that we had computer training sessions. Being a computer programmer from India, he applied in volunteering with SIP. After volunteering with the computer training program, he got an interview at IBM. He used his volunteer work at the SIP as his Canadian experience and is currently successfully employed with the IBM.



Success Story

A client came to Canada with her husband and three children as an Independent Immigrant from the Philippines. She was a university professor and looked forward to practicing in her professional field in Canada. Her husband went back to the Middle East to continue with his work leaving her behind with the children. Through supportive settlement counselling, she started engaging in the community and developed meaningful support system with other peers. She found solutions, explored and identified her strengths and learned a variety of coping strategies as she dealt with her challenges. She benefited from a CCS mentorship program and a number of volunteer opportunities. She became a key volunteer with our Live –in Caregiver Program and the English Conversation Group. These experiences enabled her to improve her group facilitation skills and conversational skills, while showcasing her teaching skills ability all while helping other newcomers to achieve their goals to improve their lives. After a year and a half, the client's persistence and hard work paved way for a new beginning. She was hired at World Vision Canada as a Project Manager, has become an advocate of women's rights and is willing to help other women who are going through life's challenging situations. She has already applied for her citizenship and is looking forward of becoming a Canadian citizen.

Statement of Income and Expenditures

	Year Ended March 31, 2014	Year Ended March 31, 2013
	\$	\$
INCOME		
CIC - Welcoming Communities	3,308,393	3,379,593
CIC - Language Development	2,996,816	3,016,657
CIC - Orientation	1,552,070	1,461,924
CIC - Labour Market	928,883	921,071
CIC - RSTP	484,088	418,803
CIC - LIP	395,052	426,061
Ministry of Community & Social Service - VAW	267,492	267,492
Catholic Charities	210,267	210,267
Pay Equity Revenue	201,680	201,680
Earned Income	194,066	161,694
CIC - FACPP	175,777	137,669
Ministry of Citizenship - NSP	151,207	180,558
United Way Peel Region	94,756	144,762
City of Toronto	56,502	23,820
HRSDC	37,977	39,256
Catholic Charities Collaboration Project	13,785	0
Donations	1,975	1,628
	11,070,786	10,992,935
EXPENDITURES		
	\$	\$
Wages	6,898,560	6,865,300
Building Occupancy	1,489,856	1,436,057
Employee Benefits	1,421,723	1,590,122
Program/Central Admin Allocation	585,708	482,682
Program Expenses	577,143	559,305
Office & General	327,064	274,007
Equipment Lease & Purchase	154,768	85,420
Purchased Services	92,491	33,572
Staff Travel	40,822	34,622
Promotion & Publicity	12,212	763
Training & Conferences	5,148	2,790
Absorbed By Departments	(585,708)	(482,682)
	11,019,787	10,881,958
EXCESS OF INCOME OVER		
	\$	\$
Expenditures For The Period	50,999	110,977
Allocation To Restricted Reserve Funds	(45,000)	(105,000)
	5,999	5,977
Surplus		

CCS Service Locations and Programs

TORONTO REGION

**55 TOWN CENTRE CT
SUITE 401 P: 416-757-7010**

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

**1200 MARKHAM ROAD
SUITE 503 P: 416-289-6766**

- Language Instruction

**2425 EGLINTON AVE E
SUITE 202 P: 416-759-8800**

- Language Instruction
- Employment Access Program

**SETTLEMENT INTEGRATION PLACE
3227 EGLINTON AVE E, UNIT 135
P: 416-266-7200**

- Settlement Services

PEEL REGION

**MISSISSAUGA
3660 HURONTARIO STREET
7TH FL P: 905-273-4140**

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

**4557 HURONTARIO STREET UNIT #B 11
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:

- 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

“I am now more confident and knowledgeable about services that are available for newcomers in the community.”

(Settlement Services Client)

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



