



CCS
Catholic Crosscultural Services



2015 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 people are treated with respect, dignity, understanding and without discrimination.
- Services are guided by the principles of Catholic Social Justice teachings.
- All newcomers are served regardless of race, religion, status, or country of origin.

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ELT (Enhanced Language Training) for internationally trained medical professionals

“I really appreciate your help and time that spent on us as newcomers in Canada. I was a physician in Iran, had my best position in life and with immigration I felt I had lost it all. After coming here I was worried about my social communication and also I felt depress because, I didn't have the self-confidence to speak with others. By coming to the ELT program, my life has been changed totally. First, the teacher has the best personality. He is very approachable and friendly. He LISTENED to us and was very patient about our mistakes and the way he noticed us was so respectful. The Placement Worker was very helpful and friendly. She cared for our new experiences more than ourselves. In the end, I should add that your great TEAM and manager, leaded us to a proper pathway for dealing with our immigration issues. I am really thankful and will never forget you and your class.”

- ELT Participant

This has a busy and exciting year for Catholic Crosscultural Services. The changing environments in which we work, coupled with financial constraints and the very high profile of the refugee crisis have combined to put big demands on CCS. We are proud to say that the combined efforts of staff, Board, and volunteers have risen to the challenge. We have moved forward in three main areas.

Services

A point of pride for CCS is our history of responsiveness to the ever-changing needs of newcomers. Whether these are small shifts or substantial fluctuations in the newcomer population, we adapt our services or develop new ones. This year we developed new services in partnership with other organizations such as:

- International Student Connect serving students at Centennial College (COSTI)
- settlement services at community recreation centres (Toronto Parks and Recreation)
- seniors English conversation group in a residential building (Morguard Property Management)

CCS has also taken a strong leadership position in the refugee crisis and is expanding services to meet new needs. In February, we joined other organizations and individuals to develop Lifeline Syria in response to the growing Syrian refugee crisis.

“ These efforts ensure we have the resources available to best support our staff to deliver and develop our existing services while designing and developing both new online and in-person services.”

Lifeline Syria’s goal is to encourage and support Toronto residents to sponsor at least 1,000 Syrian refugees through private sponsorships. However as the interest in Syrian refugees has grown across the country in reaction to recent tragedies, there has been a huge increase in demand for the services of the Refugee Sponsorship Training Program. At present we are working with both provincial and federal funders to expand our ability to meet the needs of the Syrian refugees through RSTP and our other settlement programs. It is a testament to the excellent work of CCS that governments have looked to us for leadership in the current crisis.

Infrastructure

As important as it is to deliver and develop settlement services to meet the needs of newcomers in our community, it is also important for CCS to develop the infrastructure of the agency so that

we can meet present and future service needs of our clients. Over the past two years we have invested significant time and funds in reorganizing and upgrading our technology infrastructure, subscribing to a new case management database, and updating our human resource and finance systems. These efforts ensure we have the resources available to best support our staff to deliver and develop our existing services while designing and creating new online and in-person services.

Governance

The Board of Directors of CCS took action this year to change the way it operates. The goal is to move from a more traditional role that focuses on monitoring the work of the agency to a more dynamic role that emphasizes strategy and planning for the future. The Board discussed these issues and held a retreat to look at its role and how it operates.

An experienced facilitator and expert on Board functioning led the process and the Board is now working on a number of changes. This is very much a work in progress and the new operational approach will be put in place in the coming year along with other changes.

As always, the greatest asset of Catholic Crosscultural Services is our talented and dedicated staff, Board members, and volunteers. We thank them for their ongoing commitment to assisting newcomers as they settle into their new life in Canada.

John Trainor
President, Board of Directors

Carolyn Davis
Executive Director

Board of Directors

EXECUTIVE

President	John Trainor
Vice President	Joseph DeLuca
Secretary	Cabrini Fahlman
Treasurer	Tina Ferrone

MEMBERS AT LARGE

Andre Boteju	Sylvia Samuel
Larry Elmer	Jeremy Maunder
Bonnie Hunter	Stephanie De Santis
Stephen Pereira	Pushpa Kanagaratnam
Emile Carrington	Carolyn Davis, Executive Director

Regional Highlights

TORONTO REGION

We continued our focus on enhancing services through partnerships with other service providers in order to maximize our resources and provide diverse and accessible services to newcomers. This year, in partnership with Toronto Parks & Recreation, we provided Settlement Services at a community recreation centre two days per week. This service has grown through the year and led to plans for further development.

Through a one year project funded by Prosper Canada, we offered financial literacy support to newcomers with a focus on at-home women, seniors and youth.

PEEL REGION

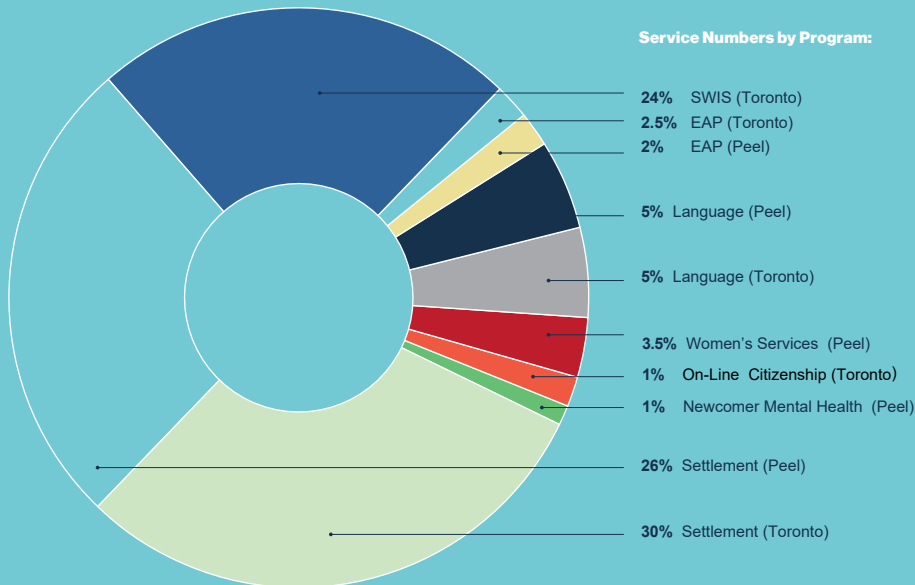
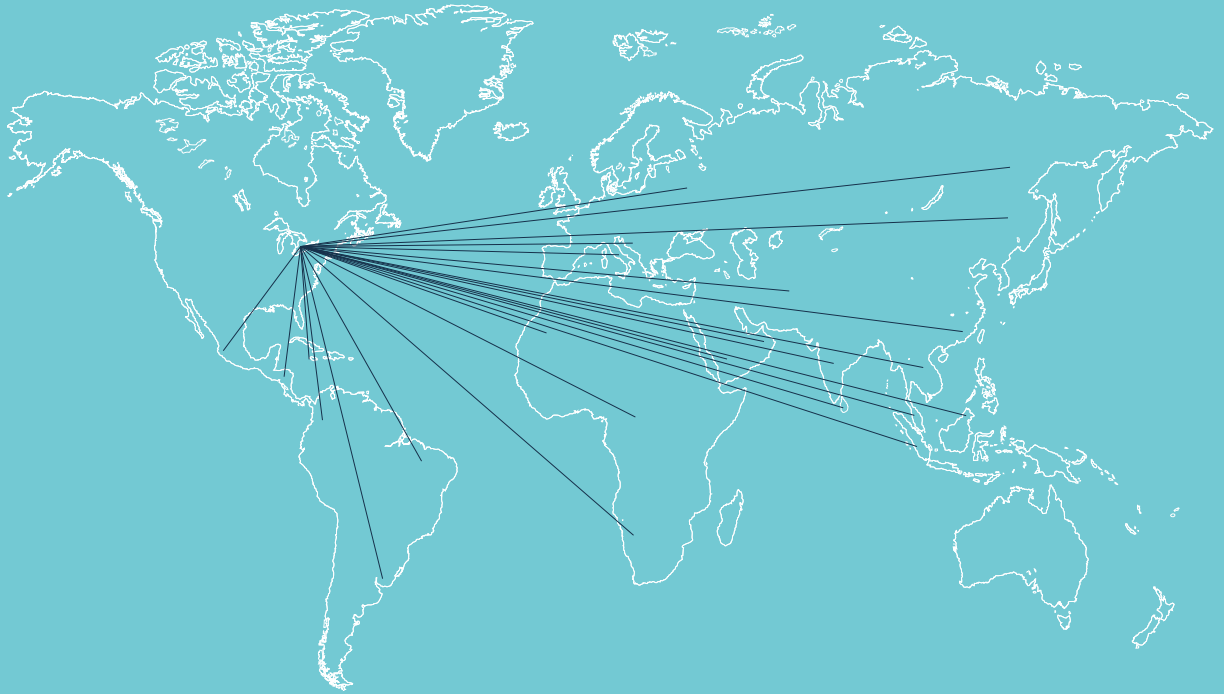
In our ongoing effort to increase access to services, we collaborated with Morguard Property Management to deliver conversational English

sessions to newcomer seniors in one of their buildings with plans to add onsite settlement services and workshops. The new Culinary Training for Newcomer Youth program substantially increased the number of employers involved in providing work placements for youth. The Newcomer Mental Health Program grew substantially with referrals received from an expanding partner base.

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, Somali, Spanish, Swahili, Tagalog, Tamil, Tigre, Tigrigna, Turkish, Ukrainian, Urdu



Clients Served'

16,496

Group Sessions

1,849

Volunteers

1,098

Volunteers Hours

15,335

CCS Programs

SETTLEMENT SERVICES

Settlement Services ensure newcomers can access the supports necessary to settle into life in Canada. Key to this service is working with clients to assess their unique capacity and settlement needs resulting in a personalized and comprehensive settlement plan outlining a clear path to successful settlement. Settlement services are offered at all CCS locations and itinerantly in partnership with community organizations such as libraries, shelters, and employment, housing and social service agencies. Additional partnerships allow us to provide a youth led citizenship ceremony, free income tax clinics, and mobile health clinic for newcomer women. English and French conversation groups, computer training, citizenship preparation, youth leadership and women support programs are provided with support by trained volunteers.

SEPT (SWIS)

Newcomer families entering 195 schools in Scarborough had access to settlement support through SEPT. To create more welcoming communities, newcomer children and youth were connected with peers and learned strategies to succeed in school and in life- engaged in activities through Summer Enrichment, NOW and WIN programs and through youth drop-ins and NOW follow-ups in the school year.

To enhance the school's awareness of newcomer issues and create schools that are a welcoming place, SEPT worked closely with school staff on professional development days and at school board conferences. School by school, parents learned about the education system and how to support their children do well in school.



Graduates of the Peer Nutrition Certificate course delivered at the Settlement Integration Place (SIP)

To empower women make informed decisions, the 'Women's Meeting Place' program was expanded to three public schools: Donwood Park, Cedar Drive Junior and White Haven. The program assists women with gender-based cultural barriers to access SEPT settlement services.

WOMEN'S SUPPORT SERVICES

The Women's Support Services and Transitional Housing Support program assist 610 newcomer and their children live safe and free of violence with interventions such as safety planning and supportive counselling to improve their social and emotional functioning, securing affordable housing and accessing Legal Aid assistance. Support groups were held and clients were connected with long term supports, as needed. Not only were these women able to live free of violence, they are now in a position to fully settle and integrate into life in Canada.

LOCAL IMMIGRATION PARTNERSHIP - TORONTO EAST QUADRANT (TEQ LIP)

TEQ LIP completed another successful year focussed on strengthening service coordination partnerships with service providers in Scarborough and across

Toronto to address changing newcomer settlement needs. The BRIDGES 2015 Collaboration Forum in February 2015 brought together over 100 service providers from across Toronto to learn and share about building successful collaborations and partnerships.

In partnership with the University of Toronto Scarborough Campus, LIP worked on the 'Underserved Newcomer Groups Initiative', designed to better identify the needs of newcomers for whom no or few services exist in Scarborough. Findings from this project were published in the CERIS Working Paper series and presented at the National Metropolis conference in March 2015 in Vancouver.

"I am satisfied with the information provided to me by the settlement worker about school council and volunteering. It is beneficial to me to settle down in Canada and adapt to Canadian culture."

SEPT CLIENT

“ Thank you for an excellent, informative, clear and thoughtful session; even inspiring at times. The staff found the session an excellent start to the [sponsorship] work.”

- feedback from a group trained by RSTP

NEWCOMER MENTAL HEALTH

Immigrating to a new country is extremely stressful regardless of how prepared the immigrant is or how necessary the move and produce emotional and psychological barriers to a successful settlement. The Newcomer Mental Health Program in Peel provides linguistically and culturally appropriate clinical counselling for newcomers experiencing mental health difficulties resulting from their immigration. In addition to direct client service, we work with newcomer communities and institutions to address and reduce the stigma associated with mental health issues.

ONLINE CITIZENSHIP PREPARATION

Unfortunately CIC ceased funding the Online Citizenship Preparation program due to a lack of available funds. Prior to closure, OCP, upgraded the content and functions of the website and fully developed a pan-Canadian curriculum and practice tests for the self-serve version of the website. We continue to seek the funds needed to re-open this valuable program in the future.

REFUGEE SPONSORSHIP TRAINING PROGRAM (RSTP)

The Refugee Sponsorship Training Program is a national program offering training and information to groups that sponsor refugees.

This year RSTP delivered a national conference for 102 representatives of refugee sponsors, Citizenship and Immigration Canada, UNHCR and IOM, and conducted training workshops and information sessions in 12 cities and through 10 webinars. Two introductory and advanced online courses trained 200 students. In addition, RSTP recruited sponsors for and matched them with 185 refugees who were resettled through a cost-sharing initiative between government and NGOs. Due to the ongoing refugee crises in the Middle East and Horn of Africa, RSTP responded to hundreds phone and email inquiries from groups interested in sponsoring refugees.

Settlement Services

Sometimes it is the little things that make the biggest difference:

"As a newcomer I received a lot of information from my settlement worker. She booked me for the LINC test and now I started the LINC class."

"My Settlement Worker helped me find a family doctor."

"Settlement Worker helped me understand the government benefits for the family."

"My Settlement Worker helped me understand the report card from my child's school and helped me to enrol my child in summer school."

EMPLOYMENT ACCESS PROGRAM

The Employment Access Program builds employability skills and networking opportunities essential for newcomers to enter into the Canadian labour market. Clients receive an assessment resulting in an individual employment plan with detailed career and training goals. Through experiential learning and coaching, clients learn the job search process and employment requirements. Computer training and career exploration activities further enhance their skills. Networking events connect clients with employers from various sectors.

EMPLOYMENT ACCESS PROGRAM- ENHANCED LANGUAGE TRAINING (ELT)

Enhanced Language Training (ELT) provides sector-specific language training to internationally educated healthcare professionals interested in medical technology careers. Participants hone their workplace communication skills

in the classroom through debates, discussions, and presentations, and develop professional networks, learn Canadian workplace culture, and gain Canadian experience through a volunteer placement in healthcare organizations in Scarborough and throughout the GTA.

CULINARY TRAINING FOR NEWCOMER YOUTH

The Culinary Training for Newcomer Youth Program provides entry level food service training to newcomer youth between 15-29 years of age and who arrived in Canada in the last 5 years. Participants receive 8 weeks of in-kitchen training and employment preparation support, and an 8 week paid placement in order to apply their new skills. Many of the participants have been hired by their placement employers.

LANGUAGE INSTRUCTION

The Language and Skills Development Program provides immigrants with the language skills needed to best settle and integrate into Canada. With 20 classes at eight skill levels offered in four locations, we use personalized lessons, volunteer staff, and the expanded use of technology to provide enriched language learning. Support services including childminding, the Family Literacy program, and guest speakers from the community enhanced the overall learning experience.

At each of our language class locations, a CCS Settlement Worker is available to assist students with their other settlement needs. We also rely on our partnerships with organizations inside and outside the settlement sector to provide any additional or specialized supports a student might need.

Success Story: EDWARD



Edward came to CCS in July 2014 in search of settlement assistance and to gain the knowledge needed to search for employment in Canada. He has a Master's degree in Accounting from the University of West Indies, worked in accounting prior to immigration and wishes to continue this career in Canada. Edward was referred to the Job Search Workshop which provided him with the knowledge, tools and coaching necessary to conduct an independent job search. He was able to capitalize on his knowledge and experience in the accounting profession and incorporate this new information into his job search. Orientation to work culture, and the rights and responsibilities of employers and employees helped to increase his confidence during the job search. Edward received a job offer after a short job search and is successfully working in the accounting sector using the skills and experience he brought to his new country.

Success Story

“Maria” immigrated to Canada from the Philippines in June 2014 as a Family Class immigrant with Permanent Resident status. Although Maria had completed a two year college course in the Philippines, she didn't have any work experience. This made it very difficult for her to find a job. In an unfamiliar country, she felt lost as she was unsure how to find employment and start a career.

Maria visited her local library seeking information on employment and education options. The librarian referred her to the Library Settlement Partnership desk located in the library and staffed by our LSP Worker. Maria met with the LSP Settlement Worker and after an initial needs assessment, the LSP Worker provided her with employment and education information and after some discussion, referred to her to the Culinary Training for Newcomer Youth program in Peel.

Maria started the program in January 2015 and received 8 weeks of in-kitchen training and pre-employment workshops. She received support in the form of transportation tickets, kitchen uniforms and safety shoes. Maria learned a variety of food service skills, including menu planning, cooking and operating kitchen equipment/tools, and obtained her Food Handling and Smart Serve certificates. Maria followed the training with an 8 week work placement at a Kelsey's restaurant where she was able to continue to learn more skills. At the end of her placement, Maria received a job offer. Maria started a part-time job at Kelsey's in May and is now working full time and loving her job. She greatly appreciates the settlement services she received from the initial support, the proper referral based on her needs and interests, to the program that trained her for a job she loves.

- Library Settlement Program (LSP) and Youth Culinary Training Client

Statement of Income and Expenditures

	Year Ended March 31, 2015 \$	Year Ended March 31, 2014 \$
INCOME		
CIC - Welcoming Communities	3,317,475	3,308,393
CIC - Language Development	2,961,485	2,996,816
CIC - Orientation	1,454,174	1,555,070
CIC - Labour Market	948,869	928,883
CIC - RSTP	492,150	484,088
CIC - LIP	379,991	395,052
Ministry of Community & Social Service - VAW	272,842	267,492
Catholic Charities	205,269	210,267
Pay Equity Revenue	201,684	201,680
CIC – FACPP	176,258	175,777
United Way Peel Region	162,256	94,756
Ministry of Citizenship - NSP	156,457	151,207
MEDTE (Culinary Training)	131,164	0
City of Toronto	77,938	56,502
Earned Income	73,519	194,066
Prosper Canada (TD Foundation)	44,092	0
HRSDC	37,613	37,977
Catholic Charities Collaboration Project	22,215	13,785
Ontario Trillium Foundation	14,929	0
Regional Municipality of Peel	8,500	0
Donations	2,900	1,628
	11,141,777	11,070,786
EXPENDITURES		
	\$	\$
Wages	6,867,281	6,898,560
Building Occupancy	1,531,202	1,489,856
Employee Benefits	1,410,368	1,421,723
Program Expenses	630,733	577,268
Program/Central Admin Allocation	608,295	585,708
Office & General	305,766	326,939
Equipment Lease & Purchase	222,188	154,768
Purchased Services	58,376	92,491
Staff Travel	45,838	40,822
Training & Conferences	45,233	5,148
Promotion & Publicity	14,930	12,212
Absorbed By Departments	(608,295)	(585,708)
	11,131,915	11,019,787
EXCESS OF INCOME OVER EXPENDITURES		
	\$	\$
Allocation to internally Restricted Reserve Funds	9,862	50,999
	9,862	(45,000)
Surplus	9,862	5,999

CCS Service Locations and Programs

“I found myself gaining more confidence and optimism that I will succeed in settling down and find a job in Canada”. (Employment Access Program Client)

TORONTO REGION

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

Settlement Services
Employment Access Program
SEPT (SWIS)
Local Immigration Partnership (LIP)
RSTP
Financial Literacy
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
Culinary Services Training

FUNDERS

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

- Citizenship and Immigration Canada
- Ministry of Community & Social Services
- Ministry of Citizenship & Immigration
- Ministry of Economic Development, Trade & Employment
- Catholic Charities
- United Way Peel Region
- Ontario Trillium Foundation
- City of Toronto
- Human Resources & Skills Development Canada
- Prosper Foundation (TD Foundation)
- Regional Municipality of Peel

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



Participants in volunteer training at the Settlement Integration Place (SIP)

