

Forward Together



CCS
Catholic Crosscultural Services

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Mission Statement

CCS provides services to assist immigrants and refugees of all faiths, ethnicities, countries of origin, immigration status, sexual orientation, or political affiliation to develop the skills and acquire the necessary knowledge to settle, integrate and succeed in Canada.



CCS
Catholic Crosscultural Services

Our Guiding Principles



Our Vision

A Canada where newcomers feel at home, thrive, and can contribute to society

Leadership Message: President

It is with great pride and some sadness that I express the following thoughts.

This is my last year as President of the CCS Board of Directors. It has been wonderful working alongside my fellow Directors and the staff of this great organization. Together we have accomplished many achievements. We have expanded our reach and services to the Immigrant & Refugee community; we have safely traversed the COVID-19 pandemic, all the while continuing to serve our clients; we have refreshed our Strategic Plan and we are very happy to welcome our new Executive Director (ED), Claudio Ruiz Pilarte.

We wish Dr. Agnes Thomas, our former ED great success as the new Executive Director of Catholic Charities. CCS prospered well under her leadership and we are happy that we will still have contact with her in her new role.

Last but not least I would like to thank Yosief Araya for ably filling in as Interim Executive Director.

Welcome Sean M. Kennedy as the new President of the Board. I am happy to work with Sean as the out-going president for this year.



Angela Gauthier -
President

Board of Directors



Sean M. Kennedy
Vice President



Stephen Pereira
Treasurer



Antony Vadakkanchery
Secretary



Leah Barrett
Director



Fr. Obinna Ifeanyi
Director



Rev. Dr. Marc Doucet
Director



Sr. Patricia Grant
Director



Prevain Devendran
Director



Bob Hall
Director



Richard Fernandes
Director



Jesus Pliego
Director

Leadership Message: Executive Director



Claudio Ruiz Pilarte

Being my first Annual General Meeting as Executive Director for CCS, I would like to thank the Board for granting me the privilege of leading an organization that is very dear to me. I would also like to extend this gratitude to all the staff at CCS who welcomed me very warmly and supported me as I transitioned into the position.

This year has been a time of transition and reflection. Gradually coming out of the isolation that the COVID-19 pandemic imposed on everyone, and returning to a more conventional model of service has given us all a renewed sense of community, an appreciation for the work we do in the community, a recognition of how successfully the organization adjusted to changing conditions, and a determination to project the organization's mission well into the future.

This year CCS was a finalist for two not-for-profit awards in the mental health and diversity, equality, and inclusion category. This national-level competition is organized and awarded by Charity Village. On March 10th, 2023 the long-anticipated CCS Gala took place, and it was an evening filled with success stories, singing, dancing, and networking. We are grateful for the Board's support, table sponsors, and empowering sponsor, Loretto Sisters. We successfully reached our fundraising goal of \$30,000, which will be utilized for our Women Support Services programs.

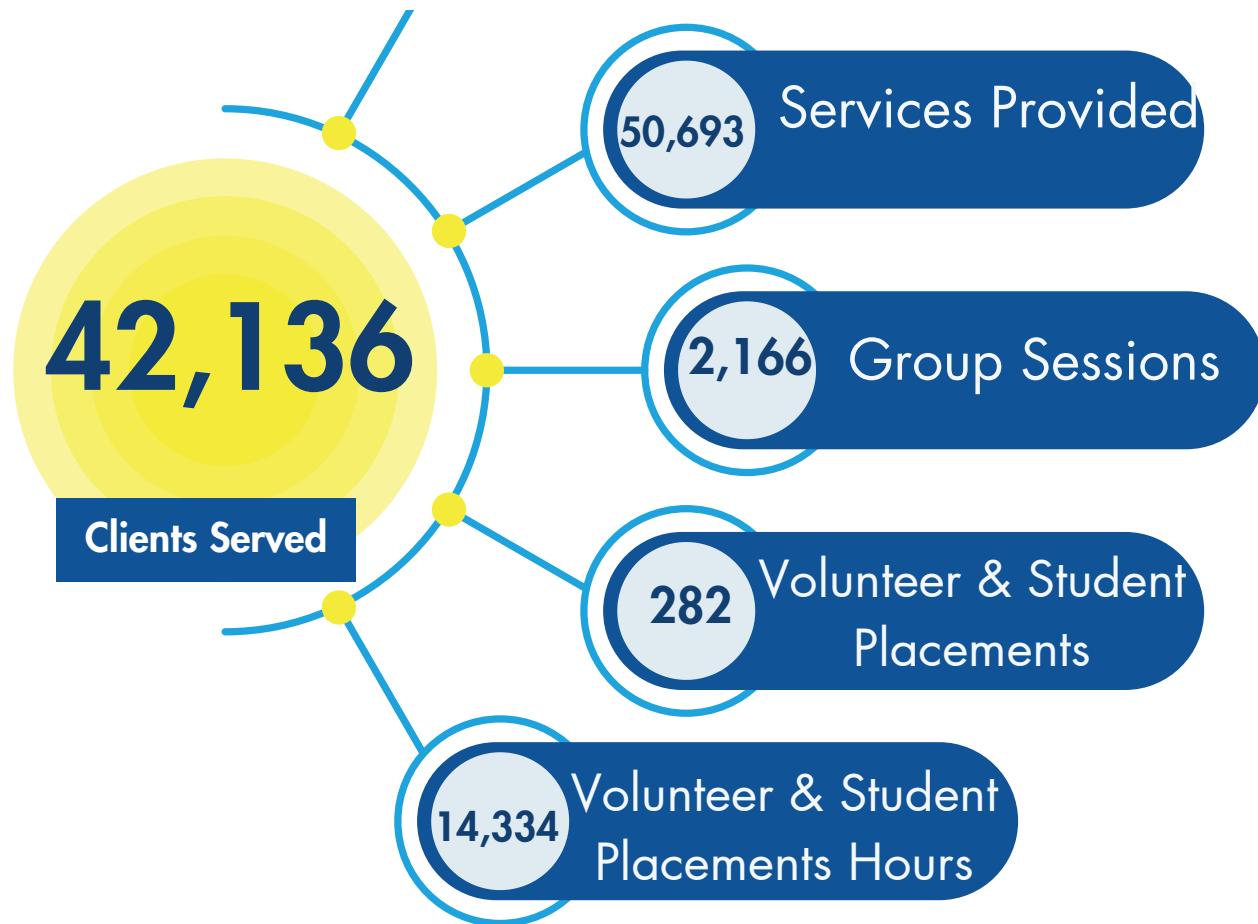
We started a community assessment to learn about community assets, service gaps, and growth opportunities for Mississauga, Brampton, and Durham. Through this assessment, we were able to determine the need for a new site which will be located at the Cedarbrae Mall. We anticipate the new site will be operating by early 2024.

A delegation led by Minister Giles met with representatives from our Refugee Sponsorship Training Program (RSTP), a refugee sponsoring organization staff, and a Canadian sponsoring group at the Australian consulate in Toronto on December 12, 2022. The purpose of the meeting was to provide Minister Giles with a better understanding of the various aspects of Canada's refugee program. RSTP staff shared our experience of training and supporting refugee sponsors and shared materials created to help refugees' sponsors.

CCS proposals were accepted to present at the Metropolis Summit in October 2022. CCS representatives attended and presented in person some of our best practice models on New Ways of Service Delivery Through Technology and Diversity, Equity and Inclusion: Practices, Policies, and Programs.

Throughout its history, CCS has played a very dynamic role in the non-profit ecosystem of the city and the province. Considering the increased importance of immigration for Canada's future, and the planned arrival of up to 550,000 newcomers per year by 2025, CCS is determined to continue to play a pivotal role in the successful integration of newcomers by providing essential services that assist them in the process of re-starting a new life in Canada. Our long history has proven it and the solid commitment of our staff guarantees that CCS will continue to play a leadership role in the sector.

By the Numbers



Top Communities Served

- Afghan
- Chinese
- Pakistan
- Russian
- Syrian
- Arabic
- Indian
- Persian
- Spanish
- Turkish
- Armenian
- Iranian
- Philippine
- Sri Lankan
- Ukrainian

Strategic Plan

Wrapping up our 2019-2022 strategic plan, we are pleased to report that we've successfully achieved our goals and objectives across various key areas. This achievement paves the way for our upcoming three-year focus: accessible communication, innovative programs, dynamic CCS culture, and impactful thought leadership.

Communication Milestone:

- Revamped website and social platforms, boosting traffic by 15%.

Fundraising Success:

- Developed an Annual Fundraising Plan with strategic partners to optimize resource utilization.

Organizational Cultural Progress:

- Introduced yearly training calendar, offering 50+ sessions for staff development.
- Increased volunteer involvement by 52%.

Innovation Highlights:

- Cultivated 3 partnerships with educational institutions for collaborative research.

Thought Leadership Achievement:

- Showcased insights at 3 global conferences.
- Pioneered a mentorship initiative, advancing 6 out of 8 participants to promotions.

CCS's Services

Settlement Services



We aid newcomers in Canada for **successful integration**. Our services provide personalized support and group sessions in **30+ languages** across the GTA



Learn English & Employment Support

We provide **English classes for all levels**, helping refugees and immigrants settle, **secure jobs**, access services and **integrate smoothly**.



Refugee & Other Support

We assist **groups across Canada** in sponsoring refugees globally, lead community-driven efforts to streamline resources for **effective newcomer integration** and have a **robust volunteer base** supporting GTA's newcomers.



Women & Youth Services

We offer **confidential support for newcomer women and children** facing domestic abuse ensuring safety, housing and mental health. Settlement workers in schools assist newcomer youth and families with **community integration** and school support.



Our Programs

Settlement Integration Place

- ▶ Provides personalized settlement support and self-serve resources, aiding newcomers to become self-sufficient and foster community connections.

Onsite

- ▶ Offers specialized settlement assistance based individual needs, creating safe spaces that promote learning and empowerment.

Families in Settlement Together

- ▶ Provides holistic support to families with children including children with special needs, through assessments, one-on-one support, and group activities.

Newcomer Settlement Services

Highlight

Peel Orientation launched a Newcomer Youth project, enhancing **skill development** and fostering **community ties** through **mentoring**. This initiative helps in creating a thriving, supportive environment in their new home.

"That day I was so overwhelmed seeing there was a snow storm and still we couldn't find a place to stay that I was freaking out. **I thank CCS for not leaving me alone in my search for an available shelter.** In addition to having found a spot for myself and my family, **I felt accompanied, I felt that my problem mattered** to someone, and I am grateful for that."

-Newcomer Client

CCS aided Ukrainian service users with essential settlement services in 2022

221

Ukrainian service users received settlement services

575

Referrals made to external community resources

83

Referrals made to internal supports



Highlight

Families in Settlement together held its first **Annual Check it out Family Wellness Fair** where newcomer families with young children and special needs received information about available services. Speakers included from City of Toronto – Park and Rec, Strides Toronto, Scarborough Boys and Girls Club.

Our Programs

Financial Literacy

- ▶ Empowers confident money management through individual and group sessions, helping newcomers understand their finances, alleviating stress, and instilling confidence in achieving personal goals and family needs.

LGBTQ+ Settlement

- ▶ Assists LGBTQ+ newcomers addressing unique settlement challenges; connecting them with resources and creating a smoother settlement

Newcomer Settlement Program

- ▶ Facilitates newcomers' engagement in all facets of Canadian social, economic, and cultural life.

Newcomer Settlement Services

"As a newcomer,

think it is important to acknowledge these key concepts of **Diversity and Inclusion**. I think it allowed for me as an individual to **self-reflect** and provided a lot of food for thought. The session was also very engaging"

-Newcomer Client

Peel Diversity Inclusion Workshops

Through interactive activities, newcomers learn and discover the power of **diversity**, **challenging** and **overcoming biases**, and **championing inclusivity**. This foundational understanding empowers them to **advocate for equality**, and strive to build a **fair and just society** that values every individual.

Our Impact

In 2016, Gagandeep Singh Chawla and Jasleen Kaur Chawla arrived in Canada, connecting with settlement worker Daljeet Bhatti. Since then, they consistently sought help for various settlement needs, from family benefits and employment assistance to utilizing services like the furniture bank, information sessions, and commissioner of oath services.



Family Picture of Clients - Gagandeep Singh Chawla and Jasleen Kaur Chawla with their son

Guided by unwavering settlement support, they were able to become Canadian citizens in 2022. They expressed their gratitude for the pivotal roles played by Settlement Worker and CCS in their newcomer journey.

Our Programs

Newcomer Mental Health Program

► CCS offers a comprehensive range of Mental Health & Wellness support services, featuring short-term Crisis Counselling, a Women's Wellness Program, and youth mental health support. These services are delivered through anti-oppressive, linguistically and culturally sensitive, client-centered approaches, assisting individuals in their mental health journey during the settlement process.

150

Clients served, addressing various mental health issues

10

Mental health workshops were conducted to support newcomers needs

150

Newcomer youth supported through discussions addressing their settlement challenges

Newcomer Mental Health Services



Group Session on Body Image and Mental Health

Our Impact

Over 6 months, Laila (pseudonym) underwent counselling that boosted her self-confidence, helped her navigate an unhealthy relationship, and equipped her with coping and conflict-resolution skills. This transformation improved her self-esteem, enhanced her relationship with her spouse, and inspired her to explore new educational and entrepreneurial ventures. Throughout this journey, she remained profoundly grateful for the support provided by CCS.

CCS Mental Health Highlights

- Women's Wellness Program implemented a **4-week, hybrid Women's Wellness Summer Café to address needs of women**. The Café offered peer-led English conversation sessions, promoted mental health and well-being, and fostered connections with services and peers.
- As part of our new partnership with **OCASI Mental Health Promotion Project**, we piloted a **Youth led Mental Health Peer Support** project where four immigrant youth led mental health related discussions.
- CCS is thrilled to **partner with Punjabi Community Health Services** to certify CCS Crisis workers in Mental Health First Aid, enhancing front-line support in Peel Region and **promoting mental well-being within the community**.

Our Programs

Language Instructions for Newcomers in Canada (LINC)

► Provides support to newcomers through free English classes at both the Toronto and Peel locations. This cater to language levels from beginner to advanced, effectively reducing barriers and facilitating a seamless settlement process across the GTA. Recognizing its students' needs, the CCS LINC program also offers child minding services.

5072

Total LINC Learners

596

Group Sessions held by the Family Literacy Program

477

Children served by the CNC program

Learn English

LINC Post Pandemic

We achieved a successful reopening of LINC classes, focusing on safety and a smooth shift to in-person activities while keeping the well-being of students and families a top priority. Acknowledging the program's hybrid approach, we responded to the need for digital and written literacy assistance. Through implementation of a Virtual Services & Access Navigator, helping with technology and digital literacy, alongside a Literacy Assistant to enhance writing skills.

Highlight

Due to high demand within the Afghan Community, we introduced **a morning literacy program** at our Toronto location. This class specifically **caters to Afghan newcomers** with limited English proficiency.



Highlight

The Brampton Newcomers Fair **brought together various community partners** to provide essential information and services for newcomers to integrate into their new community. CCS, among other organizations, had a booth where they **shared details about our services**.

End of Session Party to reconnect both in-person and online LINC students before the summer break.

Our Programs

The Employment Access Program (EAP)

► In Toronto and Peel Region, EAP works diligently to improve the employability of newcomers. We also promote self-employment opportunities and assist in facilitating successful job placements.

33

Group EAP Sessions Held

376

One-on-one EAP Sessions Held

120+

Newcomers participated in our Annual Employment Resource Day

Employment Support

Our Impact

The employment program equips clients with tools to explore and start businesses in Canada. One client, learning from a friend in the commercial cleaning industry, regularly consulted with a employment worker to hone her business idea. By March 2023, she successfully launched her own cleaning business in Ontario. The program further aided her in enhancing her online presence, marketing, and operations, with specialized support in social media and business initiation.

New to CCS

In collaboration with York University's Asian Business Management Program (ABMP), we launched a new program this year to meet client needs: **"Connecting Newcomers with Jobs in Ontario's Supply Chain Operations Workforce."** This program provided virtual skills training, workplace experience, and **job search assistance to 102 newcomers.** By the end of the year **52% of participants secured employment in their field.**

Highlight

Newcomer Women Project supported **42 newcomer women** with minimal or no Canadian work experience offering insights into Canadian workplace culture, virtual soft skills training, **job shadowing, placements, and personalized coaching** to prepare them for the Canadian labor market.

Our Programs

The Settlement and Education Partnerships in Toronto (SEPT)

► A school-based program helping newcomer students and their families seamlessly integrate into their community and understand the educational system.

Women's Support Services and Transitional Housing Support Program

► We assist newcomer women experiencing domestic violence with in-person counseling, shelter, housing, legal aid, and emotional support. Our program also offers short-term and long-term goal-oriented counseling to help them understand and cope with the impacts of abuse.

Women and Youth Services



30 newcomer youth joined the YMCA Cedar Glen Outdoor Centre for an Adventure Camp

Highlight

Our Summer Enrichment Program engaged **50 newcomer children and youth through sports sessions** encompassing activities such as basketball, soccer, circus arts, rock climbing, and boxing.

Highlight

We have developed a comprehensive, **tailored toolkit** designed to aid professionals who handle **Gender-Based Violence (GBV)** and **Intimate Partner Violence (IPV)** cases. This resource **streamlines** the **process** of conducting needs assessments, work plans, and making referrals. We've conducted workshops for our settlement workers and aim to extend these sessions to more community organizations.

Our Impact

Maria (pseudonym) a 38-year-old Venezuelan woman sought our help amidst an abusive marriage that spanned continents. Arriving as a refugee in 2007 and gaining immigrant status in 2013, she yearned for a better life in Canada. After enduring emotional and verbal abuse, she found the courage to seek help amid the pandemic's challenges. Our agency became her refuge, guiding her towards safety planning, legal aid, and the path to justice. With determination, she secured full custody of her children, left her abuser, and found employment. Her journey stands as a testament to the power of support, resilience, and a brighter future forged through empowerment.

Our Programs

The Refugee Sponsorship Training Program (RSTP)

- Enhances Canada's refugee sponsorship and resettlement efforts with training, support, and information sharing to sponsoring groups via online sessions, in-person training, inquiries assistance, and publications.

Toronto East Quadrant Local Immigration Partnership (TEQLIP)

- Improves newcomer integration in Scarborough by fostering local strategies, efficient resource use, and partnerships. It unites diverse experts to cultivate a more inclusive and adaptive environment for newcomers.

Scarborough Newcomer Settlement Collective

- In partnership with TEQLIP, this is a 2-year effort to develop a community-based newcomer service model in Scarborough, uniting various stakeholders.

Refugee and Other Services

340

Online and in-person training sessions with **11,637** participants

14,978

inquiries – supporting sponsors navigate the refugee sponsorship process

232

Attendees at the First Hybrid National SAH Conference



Arun Thangaraj, Associate Deputy Minister of Immigration, during RSTP's National SAH Conference,

"On behalf of my team, I would like to extend our deepest thanks for conducting the first six of our mandatory training for prospective sponsors for 2023. Said, I appreciated your compassionate approach...Your passion in the program is evident ... I am very thankful for the collaboration with RSTP and we look forward to further partnerships."

-Kitchener SAH Representative

Highlight

RSTP is a vital player in Canada's refugee sponsorship and resettlement efforts. We provided training on key topics, such as **policies for Afghan refugee sponsorship** that engaged **4,406 participants**. We also **supported** Government Assisted Refugee referral partners and Economic Mobility Pathways Pilot program participants, ensuring everyone is **well-informed** about IRCC's **evolving policies** and programs.

Our Programs

Service Delivery Data Hub

► Facilitates pooled data collection and analysis for improved newcomer service in Scarborough. It offers bi-annual trend reports for informed decisions and provides data analytics training to newcomer agencies.

Refugee Sponsorship Support Program (SSP)

► Offers pro bono legal assistance for those privately sponsoring refugees. Aiding in the initial application process and we connect sponsors, with sponsorship experts and pro bono lawyers.

Volunteer Program

► Has thrived for two consecutive years following the pandemic. Dedicated volunteers and students have played a pivotal role in sustaining our services for newcomer, immigrant, and refugee communities across the GTA and beyond.

Refugee and Other Services

The project now includes **19 organizations**, has undertaken **two data collections**, released **three Scarborough Newcomer Needs & Trends reports**, and hosted **three capacity-building workshops** covering newcomer data resources, Microsoft Excel for data management, and Microsoft Power BI Desktop.

A total of **38 lawyers** offered pro-bono assistance to **60 sponsoring groups**, aiding them in supporting **85 applications** that encompassed the sponsorship **of 259 refugees**.

Newcomer Vaccine Engagement Project

From April to December 2022, CCS joined with the Jane and Finch Centre, to **enhance vaccine awareness among Scarborough's Black and Latin American communities**. **Community ambassadors** played a pivotal role in creating safe spaces for vaccine discussions, promoting access, building confidence, and amplifying health messaging. This **tackled accessibility barriers** and **ensured reliable information sharing**. Ongoing **outreach and community engagement** efforts allowed us to connect with **796 newcomers**, sharing accurate **vaccine insights**.

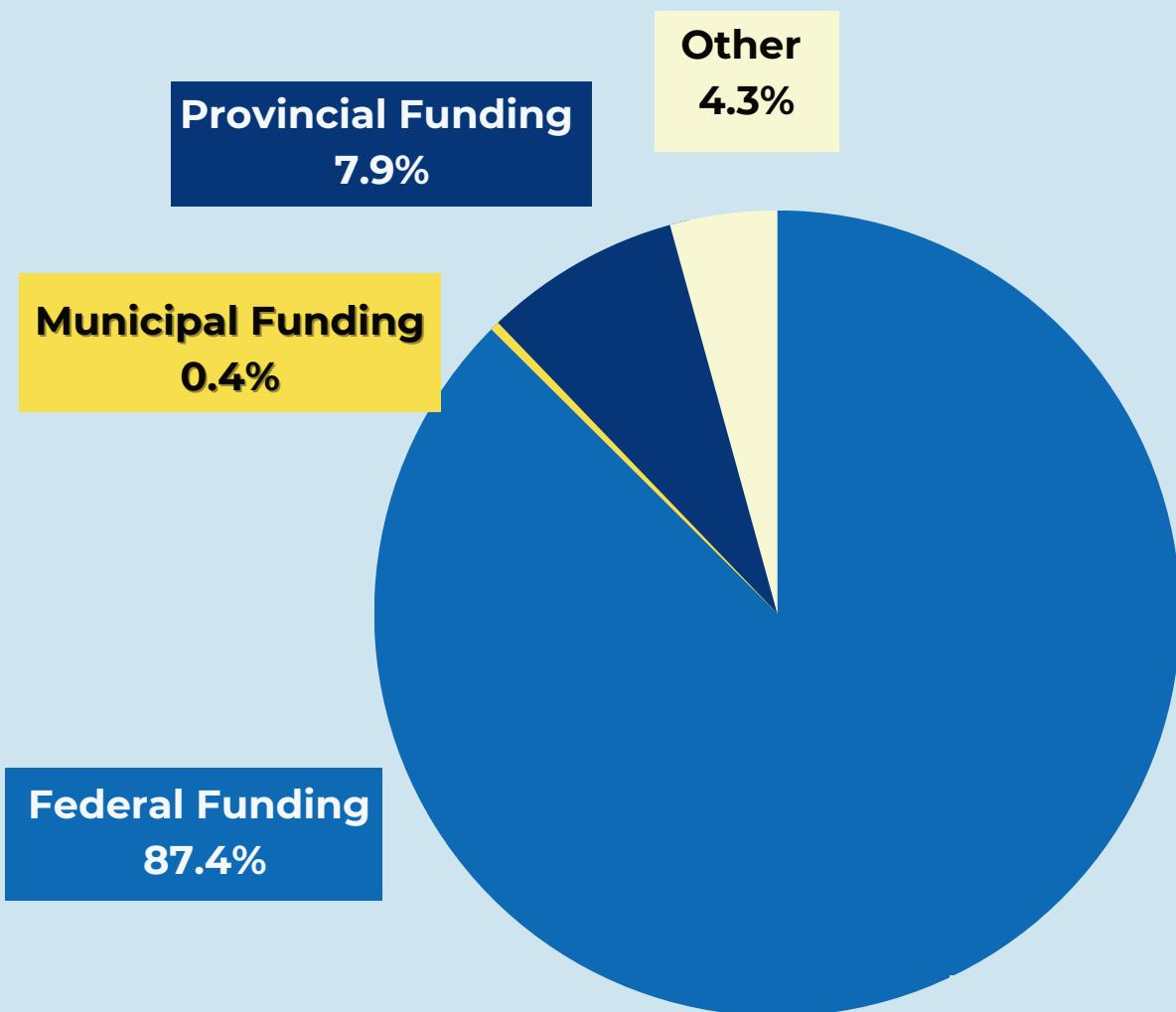
185 Volunteers

2823 Hours Volunteered

50 Student Placements

2743 Hours by Students

Funding Sources



Total: \$16,964,719

Funders

Federal

- Immigration, Refugees and Citizenship Canada (IRCC)
- Employment and Social Development Canada (ESDC)

Provincial

- Ministry of Labour, Training and Skills Development
- Ministry of Children, Community and Social Services (MCCSS)
- Ontario Trillium Foundation

Municipal

- City of Toronto

Other

- Canadian Women's Foundation
- Catholic Charities
- United Way Greater Toronto (Federal Call/ Allocation)

CCS Locations

Scarborough Locations

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Scarborough, Ontario M1L 4S7
Tel: 416.759.8800

3227 Eglinton Avenue East, Unit 135
Scarborough, Ontario M1J 3M5
Tel: 416.266.7200

Refugee Sponsorship Training Program (RSTP) National Office

55 Town Centre Court, Suite 401
Scarborough, Ontario M1P 4X4
Tel: 416.757.7010 (call for appointment)

Head Office

55 Town Centre Court, Suite 401
Scarborough, Ontario, M1P 4X4
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Mississauga Locations

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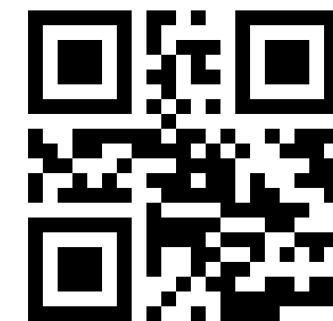
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A Canada where newcomers feel at home, thrive,
and can contribute to society.