

2019-2020 Annual Report

66 Years of Making a Difference



Pop-up workshop run by Mixed Company Theatre



CCS
Catholic Crosscultural Services

www.ccscan.ca



Living our Values, Reshaping our Future

Much has changed since January 1954 when CCS came into existence with just a few people in the basement of St. Peter's Church in downtown Toronto. CCS has since grown into an organization of more than 200 employees spread across seven Canadian cities, including eight locations in the Greater Toronto Area, delivering more than thirty programs in thirty different languages.

We look to the past with pride and continue to adhere to the values, guided by Catholic social teachings, that have informed CCS' work since the agency's inception—that all people are to be treated with dignity, and that protecting human rights, human decency, and caring for the needs of the most vulnerable, particularly those resettling from distant corners of the earth, are paramount.



We also look to continuously improve as an organization and influence the best possible outcomes for our clients. This past year, we reimagined our service delivery model, streamlining operations in Toronto and Peel Region to create efficiencies. We finished a three-year funding cycle with Immigration, Refugees and Citizenship Canada (IRCC) and undertook processes for the successful launch of a new five-year cycle. We enhanced the way we communicate, launching a newsletter, *CCS Connects*, and a podcast, *Voices on the Newcomer Landscape*, and expanded our social media footprint, so that we can better tell the "CCS Story" and give voice to the people with whom we interact in the course of our work – newcomers, immigrants, and refugees intent on moving their lives forward. Most importantly, we listened to what our client communities were telling us about the challenges they face and made decisions, in line with our strategic plan, to lead more creatively, both internally and externally, with innovative programs and partnerships to better meet clients' needs – and exceed their expectations.

CCS' Refugee Sponsorship Training Program (RSTP) maintained its strong leadership in training and information-sharing on policies, practices, and processes related to refugee sponsorship. RSTP organized several online and in-person training sessions and supported the sponsorship community by responding to inquiries and assisting sponsors in navigating through the refugee sponsorship process. RSTP provided support to refugee sponsors nationally through its website, social media platform, and various publications. RSTP also expanded its presence, both regionally and linguistically, to providing services targeted to the francophone community with the opening of a satellite office in Fredericton, New Brunswick staffed by a French-speaking trainer.

#1954

Living our Values, Reshaping our Future (Continued)

CCS' leadership role at the Local Immigration Partnership (LIP) in Toronto East continued to facilitate community capacity-building efforts through knowledge-sharing with our governmental and non-governmental partners.

CCS has always stepped up in responding to the call from the world's most vulnerable, and we remain steadfast in our focus —nurture newcomers' strengths and confidence, build their skills, and empower them to thrive as they make a new home.

We are confident that CCS is well-positioned to shape the future of the settlement sector, not only through current programs and services, but through thought-leadership and evidence-based practices.

We are humbled by the opportunity to serve CCS. As always, strong results are not possible without the exemplary work of staff, volunteers, donors, board members, partners, and funders. We thank them all for their sense of community, spirited collaboration, and dedicated efforts in support of CCS' mission.

We look forward to the coming year. And to welcoming, with respect and understanding, those coming through our doors, and to deepening CCS' relationships with the communities we are so proud to serve.

Agnes Thomas
Executive Director

Sylvia Samuel
Board Chair



Our Vision

Create a Canada where newcomers thrive and feel at home

Our Mission

CCS provides services that assist in the settlement and integration of immigrants and refugees

Our Guiding Principles

CCS programs and services are guided by the teachings of Catholic Social Justice



STRATEGIC PRIORITIES 2019-2020

WHAT WE'VE ACCOMPLISHED THIS YEAR:

CCS has been worked diligently to move the organization forward and launched a new strategic plan in 2019. We are happy to share progress on the four core priorities.



Thought Leadership

- CCS presented papers on key issues facing our sector at national and international conferences such as the International Metropolis Conference in Ottawa.
- CCS invested in building and expanding our virtual presence and online capacity for knowledge gathering and sharing, including launching the new CCS podcast, *Voices on the Newcomer Landscape*.

Communication

- CCS unveiled a suite of new communication tools to build its brand and enhance its profile, including a podcast, *Voices on the Newcomer Landscape* and an external newsletter, *CCS Connects*.
- CCS significantly expanded its social media footprint, including launching an Instagram account, and refreshed its website with a more contemporary and user-friendly interface.

Innovation

- This year, CCS embarked on its first community-based research and data collection project to better identify and meet the changing needs of the community.
- A course was developed on "Migration and Religion" and taught at the University of Toronto's St. Michael's College by CCS' executive director.

Funding Diversity

- In a bid to diversify its revenue streams, CCS created a fund development team to pursue corporate, public and private foundation funding opportunities, as well as build a base of individual donors.
- CCS successfully staged its first-ever donor-driven fundraising campaign, raising over \$21,000 through 40 donors.
- CCS was also set to hold an inaugural Gala fundraiser, until COVID-19 necessitated the event's postponement.

RECOGNITION



TOP 25
CANADIAN
IMMIGRANT
Awards

CCS Receives Three Nominations for RBC Canadian Immigrant Awards

This past March, just before the pandemic upended our lives, CCS received some very good news on a significant milestone: For the first time ever, the agency and two of its employees were nominated for the RBC Top 25 Canadian Immigrants Awards, RBC's annual celebration of immigrant achievement in Canada, both individual and organizational.

First, CCS was chosen as one of the shortlisted agencies for the Settlement Agency of the Year. Second, Agnes Thomas, Executive Director, and Sanga Achakzai, Employment Access Placement Facilitator, were chosen as two of 75 finalists in the Top 25 Canadian Immigrants of the Year category. Throughout her career, Agnes has brought passion and heart to her work in academia and the sector. Sanga is also the chair of Council of Agencies Serving South Asians (CASSA) and an advocate and champion for racialized and marginalized communities in Ontario.



For the first time ever, the agency and two of its employees were nominated for the RBC Top 25 Canadian Immigrants Awards!



The selection process for the 12th annual awards was open to the general public and similar to a "People's Choice Award" where voting was integral to choosing the winners. (Voting had been delayed due to COVID and was slated to close in August with the winners being announced in September and featured in that month's print edition of Canadian Immigrant magazine.)

RBC, the title sponsor, usually donates \$500 on behalf of the Top 25 winners to registered Canadian charities. This year, those funds will be donated to Windmill Microlending, an organization helping internationally-trained newcomers including those in the healthcare field affected by COVID-19. RBC has also made the generous decision to increase that donation to \$50,000 this year.

VOLUNTEERS

The NEW Volunteer Program

CCS has worked with volunteers from its inception in 1954. However, it is just in this past year that CCS has centralized control of the program to better support our teams, programs and clients. We hired a volunteer coordinator, Sathya Thillainathan, to administer the revamped program. With a clear mandate and focused vision, we were able to create readily accessible guidelines and consistent standards and expectations for the volunteers, so they could enjoy the best possible experience with CCS and receive the appropriate recognition for their efforts.



Volunteers at CCS' Employment Resource Day



Corporate Volunteers

A very special thank you to Michael DiCio and his team at the RBC branch at Fairview Mall for supporting newcomers with financial literacy tips and insight through various workshops and information sessions.

Board of Directors

CCS is governed by a dedicated volunteer Board. Their guidance and dedicated efforts are integral to executing the CCS vision and mission and we are grateful for their skills, knowledge and experience.

BOARD OF DIRECTORS AND FUNDERS

Executive

Sylvia Samuel	President
Sean M. Kennedy	Vice President
Jim Leon	Treasurer
Stephanie De Santis	Secretary

Members at Large

Richard C. Fernandes
Darren Dias
Carmen Diston
Angela Gauthier
Bob Hall
Hellen Siwanowicz
Antony Vadakkanchery
Prevain Devendran (Appointed pending election at AGM)
Agnes Thomas, Executive Director



"The smallest act of kindness is worth more than the grandest intention."

- Oscar Wilde

Funders

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

- Immigration, Refugees and Citizenship Canada
- Ministry of Children, Community and Social Services
- Catholic Charities
- City of Toronto Employment and Social Development Canada
- Donors and sponsors



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

DIRECTOR'S CHAIR YEAR END REVIEW

CCS continues to focus on delivering high-quality, accessible and diversified services to newcomers through collaboration with service providers inside and outside of our sector.

We partnered with financial services companies such as RBC to build our clients' financial literacy and worked with public health agencies to support newcomer parents in nurturing their parenting skills. We also collaborated with the YWCA in providing customer service and cashier training sessions.

We created volunteering opportunities for our newcomer youth clients to enable them to enhance their leadership skills, understand the importance of civic engagement, and connect more easily with their communities, including participating in a TCDSB leadership conference and presenting to students about the benefits of volunteering. In recognition of the need for Crisis Support Program clients to engage with the larger community and address isolation as a step towards healing and empowerment, we worked with various service providers to create volunteering opportunities for program participants to gain new skills and make connections.

CCS presented at the TDSB Linguistic Diversity Conference along with the East Scarborough Boys and Girls Club. We also continued to promote service innovation in conducting a workshop on the concept of wraparound family settlement services at the International Metropolis Conference.

Moving forward, we will continue to integrate value-added components into our programs and focus on making our services more relevant in addressing newcomers' evolving needs, especially during the "new normal" of a COVID-19 world.



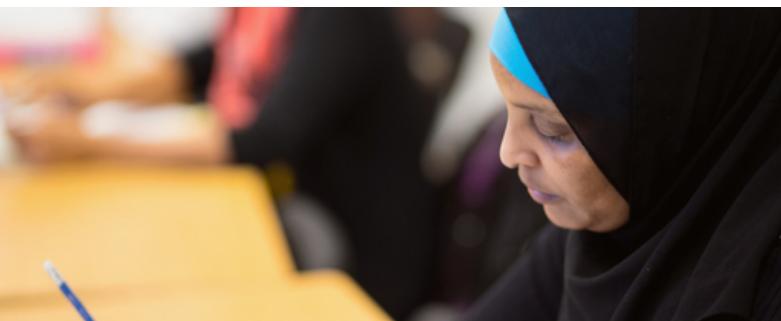
Executive Director Agnes Thomas, Director of Programs and Services Lisa Loong, and Peel Regional Manager Zeena Al Hamdan at the International Metropolis Conference in Ottawa

Lisa Loong
Director of Programs and Services

PROGRAM AND SERVICE HIGHLIGHTS

CCS delivers programs and services for newcomers, immigrants and refugees in several strategic focus areas: settlement, literacy, targeted services for youth, women, and refugees, and through advocacy.

Let's review the year's programming highlights through this lens.



NEWCOMER SETTLEMENT SERVICES



LEARN ENGLISH



SUPPORT FOR WOMEN & YOUTH



REFUGEE & OTHER SERVICES

Key Facts



35,788
Clients Served



1,626
Group Sessions



184
Volunteers & Student
Placements



10,445
Volunteer &
Student
Placement Hours

SETTLEMENT SERVICES

Newcomer Settlement Program

The Newcomer Settlement Program (NSP) helps newcomers fully engage in all aspects of Canadian life—social, economic, political and cultural. Last year, we continued our partnerships with the Safe Center in Peel and Family Services of Peel to make our services more accessible, serving 1,267 clients, and conducting 27 workshops for 313 participants.



Cashier Training



Hair styling course

Settlement Integration Place (SIP)

Last fall, Settlement Integration Place (SIP) expanded with the addition of a new unit and started providing sewing classes, where women learned basic stitching patterns, drafting and cutting. The program also provided support to isolated and homebound newcomer women. A hairstyling class for women that had begun in the summer was moved to the unit as well. Both programs were eight sessions long and provided certificates to the participants.



Sewing classes for women

SETTLEMENT SERVICES

Peel Orientation

Settlement Services continued to support newcomers with appropriate resources to integrate into life in Canada through client-centred and strength-based settlement approaches.

Last year in Peel Region 7,040 Newcomers Received Services

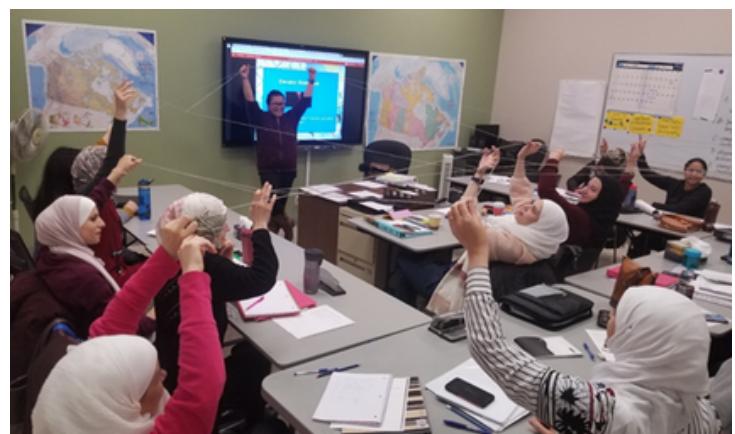
A major milestone was a collaborative effort with our community partners to support newcomer women learning about Canadian Citizenship. We hosted two successful group sessions with content drawn from two booklets published by IRCC, 'Welcome to Canada' and 'Discover Canada', to help them navigate the pathway to settlement.

A Major Milestone was the Collaborative Effort with our Community Partners to Support Newcomer Women

We also connected 44 newcomer youth with resources to familiarize them with the Canadian education system and the financial assistance available to them.



Staff promoting CCS programs and services at the second annual Newcomer Day at YMCA, Brampton



Newcomers engaged in a networking activity during a session in Peel



Learning about rights and responsibilities of tenants, landlords and permanent residents

SETTLEMENT SERVICES

Onsite Program

The Onsite Program is part of a welcoming community at CCS. The program is based at our main office in Scarborough and features a Women's Support Group that empowers and educates women on how to face challenging situations at home and in their communities. They learn about their rights and how to protect themselves. Clients are also exposed to self-care techniques and discuss social issues like access, representation and equity.

The program also helps newcomers connect with resources and navigate the tax system. After receiving help in accessing the child tax benefit, one client commented:

"if Parimala Nathaj (settlement officer) wasn't there to help me out, I wouldn't have been able to run my family."



Newcomer Mental Health Program

The transition to a new country can be stressful and requires strong adaptive capabilities. In many cases, immigrants have come to Canada after having experienced trauma in their home countries. The program applies strength-based, trauma-informed care and client-centered approaches within an anti-oppression, anti-racism framework. Clients are supported in developing social relations to strengthen their self-esteem and confidence and learn strategies to cope with stress. Referrals to appropriate services for further mental health treatments are also provided.

Last year, 100 clients were served, 84 new and 16 returning. With COVID-19, tele-counselling services were initiated. Workshops on depression and anxiety were presented. Clients also participated in the opening of the South Asian Canadians Health and Social Services (SACHSS) centre in Brampton.

The program's outreach services have also been very effective, with referrals being received from external parties like family physicians and psychiatrists and this trend is expected to continue in the coming year.

SETTLEMENT SERVICES

Employment Access Program (EAP)

Our Employment Access Program (EAP) is run in both Peel and Toronto regions and seeks to enhance client employability.

Last year, our Brampton office helped 201 clients, and 154 attended 18 career-related workshops to build their job search skills.

The agency also hosted networking events with representatives from Olymel and Amazon to acquaint clients with the recruitment process, the skills required to get jobs, and how to make a candidacy more attractive. Clients were invited to submit their resumes and those who qualified were offered interviews.

Our Brampton Office Helped 201 Clients and 154 Attended 18 Career-Related Workshops to Build their Job Search Skills

Our Scarborough EAP team staged the annual Employment Resource Day at the Cedarbrae library, providing 72 clients with resources, connections and information to support their training and employment journeys. The event also featured a vibrant panel discussion with local labour market experts and employers on job trends, employer expectations and onboarding strategies.



SUPPORT FOR WOMEN & YOUTH

Settlement and Education Partnership of Toronto (SEPT)

The Settlement and Education Partnership of Toronto (SEPT) facilitates the integration of newcomers into 193 public and Catholic schools across Scarborough. In addition to one-on-one settlement support to families in schools, SEPT creates opportunities for parents, children and youth to build life skills and expand their networks by engaging them in orientation weeks, summer enrichment camps, youth forums, informal drop-ins and after school meet-ups.

Last year, SEPT collaborated with the Toronto Neighbourhood Centre (TNC) and organized a *TNC Neighbourhood Votes* event to give newcomer youth the opportunity to learn about Canada's political system, outline their visions for their communities, and discuss how youth can make an impact on society.

SEPT also collaborated with IBM to work with 60 newcomer youth on developing leadership and communication skills and nurtured the inquisitive minds of our younger newcomers through STEM activities.

In response to COVID-19, SEPT swiftly reorganized existing programs, by taking them online, providing much-needed support to schools and newcomer families.

"The settlement worker helped me find support for my son who was having behavioural issues at school. She helped me communicate with and understand the school's support program and navigate through community services for parents and children with PTS which I never had back home."

- Nadia S.A. (Newcomer Parent)



IBM SEPT Children's Camp

SUPPORT FOR WOMEN & YOUTH



CCS' Nadia Afrin delivered a beauty care workshop to Women's Circle program clients

Women's Support Services & Transitional Housing Support Program

CCS' Women's Support Services and Transitional Housing Support Program assists newcomer women experiencing domestic violence with counselling, safety planning, referrals to long term support and advocacy.

The Program Helped 567 Women and Children Experiencing Domestic Violence and Assisted 89 Families in Securing Safe and Affordable Housing

Last year, the program helped 567 women and children experiencing domestic violence and assisted 89 families in securing safe and affordable housing. In addition, 47 support group sessions were held for 293 participants and 62 individuals received Legal Aid assistance.

LEARN ENGLISH

Language Instruction for Newcomers (LINC)

CCS' Language Instruction for Newcomers (LINC) program helps newcomers learn English through classes at CCS' Peel and Scarborough locations. The language training and skills development initiative also partners with peer agencies and provincial and municipal sectors on joint events.

We are a steering committee member for Peel Region's Peel Immigrant Web Portal (PIWP), a community services web-based mapping initiative. Last April, we hosted a workshop to learn about the housing, language and employment services that are categorized on the website to help newcomers. Our advanced-language level students were excited to become familiar with the website and how to use its tools and resources.

Our Scarborough Locations saw 354 New Students Come Through the Doors With 212 Being Promoted to a Higher Literacy Level During the Program

In August, our Peel classes partnered with OCASI to conduct a presentation on anti-racist approaches and best practices for immigrants and refugees with visible/invisible disabilities. Students learned about the importance of self-reflection and how each of our learners, as community members, can do their part to fight hate.

LINC classes not only provide English language instruction, they play a key role in a newcomer's settlement and integration journey. Classes accommodate language learners at various levels of proficiency. Monthly settlement themes are incorporated into the program and the overall curriculum is based on real-world tasks. Daily lesson plans range from building life skills and functional English conversation competency to social interactions' communication training. Last year, our Scarborough locations saw 354 new students come through the doors with 212 promoted to a higher literacy level during the program.



LEARN ENGLISH

The Family Literacy Program

The Family Literacy Program provides students with assistance in a classroom setting, while promoting work “outside of the classroom” as a family unit. There were 1,209 participants last year taking part in 195 sessions, including a reading circle and a mobile library.



Family Literacy Program clients learn how to use computers

There were 1,209 Participants Last Year Taking Part in 195 Sessions

Care for Newcomer Children Program

The Care for Newcomer Children program helps children aged six months to six years learn and develop social, physical, cognitive and motor skills in a play-based environment that prepares them for full-day kindergarten. 350 children enrolled across two sites last year.



350 Children Enrolled Across Two Sites Last Year

REFUGEE & ADVOCACY

Refugee Sponsorship Training Program (RSTP)

CCS' Refugee Sponsorship Training Program (RSTP) brand continued to play a leadership role in training and information-sharing on policies, practices and processes related to refugee sponsorship. RSTP organized several online and in-person training sessions and supported the sponsorship community by responding to their inquiries and assisting them to navigate the refugee sponsorship process. RSTP also provided information to refugee sponsors nationally through its website, social media platform, and various publications. RSTP also expanded its national presence and services to the francophone community by opening a new satellite office in Fredericton, New Brunswick and hired a French-speaking trainer.



When COVID-19 precluded in-person meetings, RSTP moved its in-person training and staff meetings completely online. Here is the RSTP staff from across Canada.



RSTP trainers are located across Canada and will travel to meet with groups. May Amouri visits Kitchener-Waterloo to deliver in-person training on how to sponsor refugees. Many participants wish to sponsor family members.

Le Programme de formation sur le parrainage privé des réfugiés (PFPR)

- Formations de groupe en personne ou en ligne
- Ressources et outils sur notre site Web : www.rstp.ca
- Diffusion de mises à jour au nom d'IRCC
- Réponses aux questions et vérification des formulaires de demande
- Bureau principal à Scarborough (ON), mais formateurs aux quatre coins du pays
- Tous nos services sont offerts gratuitement

What is Programme de formation sur le parrainage privé des réfugiés? It's the French name of RSTP! Our French-speaking trainer Lidia Jarmasz explains our services during a webinar.

RSTP also offers in-person training to francophones across Canada, French-language social media and a French-language website.

REFUGEE & ADVOCACY

Toronto East Quadrant Local Immigration Partnership (TEQ LIP)

Since 2012, TEQ LIP has been working with service providers, stakeholders and communities across Scarborough to support a connected, responsive and collaborative service system for newcomers. TEQ LIP's work is guided by a strategic plan developed by our membership.

- The 2019-2020 fiscal year was the final year in a three-year project plan that focused on four main strategic areas: Meaningful Economic Opportunities, Health and Wellbeing, Welcoming Community for Newcomers to Scarborough, and Access to Current and Relevant Information.

Research was Conducted on Access and Barriers to Service for LGBTQIA+ Newcomers in Scarborough

- The TEQ LIP's annual BRIDGES Collaboration Forum in February brought together over 180 people under the theme *Working together for inclusive communities*.
- Research was conducted on access and barriers to service for LGBTQIA+ newcomers in Scarborough, in collaboration with OCASI Positive Spaces. Look for a report later in 2020.
- TEQ LIP staff organized a newcomer marketplace, featuring newcomer artists and craftspeople, at the City of Toronto Newcomer Day in May at City Hall.



Close to 200 People Attended the BRIDGES Collaboration Forum 2020



Panel: What Employers Want

STATEMENT OF OPERATIONS

	Year Ended March 31, 2020	March 31, 2019
INCOME		
IRCC – Welcoming Communities	3,450,712	3,440,770
IRCC – Language and Skills Development	3,382,780	3,357,631
IRCC – Orientation	1,766,217	1,771,217
IRCC – Refugee Sponsorship Training Program	1,742,116	1,682,248
IRCC – Labour Market Access	515,161	495,543
Ministry of Children, Community and Social Services	459,988	784,906
IRCC – Service Delivery Improvement Projects	383,311	309,252
IRCC – Local Immigration Partnership	352,170	352,170
Catholic Charities	324,261	191,612
Pay Equity Revenue	201,682	201,682
Earned Income	194,549	141,778
City of Toronto	101,524	117,448
ESDC	60,545	-
Donations	21,825	1,047
United Way Peel Region	-	129,791
	12,956,841	12,977,095
EXPENDITURES		
Wages	8,160,777	7,970,861
Building occupancy	1,707,905	1,675,427
Employee benefits	1,703,749	1,662,953
Program expenses	712,766	861,787
Office and general	306,641	313,801
Equipment lease and purchase	130,567	192,446
Staff travel	72,634	68,782
Purchased services	45,847	73,448
Training and conferences	39,519	26,780
Amortization	27,553	27,552
Promotion and publicity	22,532	70,094
	12,930,490	12,943,931
EXCESS OF INCOME OVER EXPENDITURES		
Excess of Revenues Over Expenditures	26,351	29,657
Allocation from Internally Restricted Reserve Funds	-	-
Surplus	26,351	33,164

Financial statements prepared by Akler, Browning, Frimet and Landzberg LLP Chartered Accountants are available in full upon request.



Peer Leaders' Centralized Training

CCS Locations

Head Office

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

Refugee Sponsorship Training Program (RSTP) National Office

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

Scarborough Locations

1200 Markham Road, Suite 503
Scarborough, Ontario M1H 3C3
Tel: 416.289.6766

2206 Eglinton Avenue East, Suite 124
Scarborough, Ontario M1L 4S7
Tel: 416.759.8800

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

Brampton Office

164 Queen Street East, Suite 306
Brampton, Ontario L6V 1B4
Tel: 905.457.7740

Mississauga Locations

3660 Hurontario Street, 7th Floor
Mississauga, Ontario L5B 3C4
Tel: 905.273.4140

4557 Hurontario Street, Unit B11
Mississauga, Ontario L4Z 3M2
Tel: 905.272.1703

1477 Mississauga Valley Boulevard
Mississauga, Ontario L5A 3Y4
Tel: 905.232.7010



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