

STRENGTHENING OUR FOUNDATION

OCASI ANNUAL REPORT 2016

OCASI FOUNDING MEMBERS

PORTRAIT

VISIONARIES

Bloor Information and Life Skills Centre
Centre for Spanish Speaking Peoples
Chinese Community Services
Cross Cultural Communication Centre
Eastview Community Centre
Jewish Immigrant Aid Services
Jewish Vocational Services
Kababayan Community Centre
Parkdale Intercultural Association
Polish Immigrant & Community Services
St. Stephen's Community House
Sudbury Multicultural Centre
University Settlement House
Vietnamese Association
WoodGreen Community Centre
Working Women Community Centre
YWCA of Metro Toronto (Immigrant Women Services)

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ACKNOWLEDGEMENTS
We thank our funders for their generous support.



ABOUT OCASI PRINCIPLES

OCASI asserts the right of all persons to participate fully and equitably in the social, cultural, political and economic life of Ontario.

OCASI affirms that immigrants and refugees to Canada should be guaranteed equitable access to all services and programs.

OCASI believes that Canada must be a land of refuge and opportunity, a country known for humanity and justice in its treatment of immigrants and refugees.

OCASI believes that in cooperation with other groups and communities which promote human rights and struggle against discrimination, OCASI will see these principles realized.

The Mission of OCASI is to achieve equality, access and full participation for immigrants and refugees in every aspect of Canadian life.





A MESSAGE FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

STRENGTHENING OUR FOUNDATION

This year gave us an opportunity to regroup as the change in federal government brought a new tone in government policy focus on many fronts. It opened up new opportunities for the Council to advocate for much-needed change in immigration, refugee and citizenship policy and laws as well as in settlement and integration programming and services.

We came together as a sector, and with many different stakeholders and the Canadian public to respond to the unprecedented levels of human displacement caused by wars, persecution and environmental disasters. We can be proud of the role OCASI Member Agencies played and continue to play in welcoming and resettling refugees. It brought out the best in us. OCASI advocated for the needed resources as agencies took on an expanded workload, despite the stretched capacity resulting from previous years of funding cuts.

We will continue to advocate to government for an equitable humanitarian policy. That means resettling in Canada more refugees from other parts of the world, particularly those from African countries in humanitarian crisis and ending the entire transportation loan scheme so that all refugees can benefit. We joined efforts with advocates across Canada to call for an end to immigrant detention in maximum security jails, the detention of children, and call for alternatives to detention. These are just a few of the many priorities on which the Council is calling for change.

The year began with a low point, the achievement of the first four year maximum limit for temporary foreign workers in Canada. OCASI called for a reform of migrant worker programs, which all serve to keep workers in a deeply problematic exploitative system. This is a priority for us as we work with allies across the country to call for regularization of immigration status, and immigrant status on arrival for migrant workers.

We saw many positive and promising developments in Ontario. The province moved quickly to identify service gaps in refugee resettlement and provided funds to strengthen service delivery.

We will continue to advocate for increased provincial investment in settlement and integration.

We saw an increased commitment to addressing violence against women through new policy and program measures and new investment in services.

We took advantage of access to government policy tables to call for equitable programming and access that will include refugee, immigrant and racialized women and girls. The introduction of the Anti-Racism Directorate by the province is a long-awaited measure that has the potential to address racial inequities through systemic change. OCASI is calling for a bigger budget and a legislative foundation so that the Directorate can achieve those goals.

We saw an increase in Islamophobia, xenophobia and racism in many communities in Ontario.

We saw a growing recognition of anti-Black racism and its impact, including the loss of Blacklives. We are proud of our member agencies efforts to counter these incidents and to build positive and safe spaces for the communities they serve. We are proud to support their workthrough public awareness and education campaigns to counter, educate and challenge racism.

We were heartened by the outpouring of support from member agencies and affirmation for our work in response to news of a major funding cut to OCASI. The cut to our federal funding represented more than 17% of our budget and resulted in a loss of 6 staffing positions.

We look forward to the challenges ahead with confidence - in anticipation of positive changes for our sector and our communities.

In solidarity,

Ibrahim Absiye
President

Debbie Douglas
Executive Director



BOARD OF DIRECTORS

PORTRAIT

EXECUTIVE COMMITTEE

PRESIDENT
Ibrahim Absiye
CultureLink

VICE-PRESIDENT
Sudip Minhas
Windsor Women Working With Immigrant Women

VICE-PRESIDENT
Tracy Callaghan
Adult Language and Learning

CORPORATE SECRETARY
Shelley Zuckerman
North York Community House

TREASURER
Lucia Harrison
Kitchener – Waterloo Multicultural Centre

PAST PRESIDENT
Carl Nicholson
Catholic Centre for Immigrants - Ottawa

REGIONAL DIRECTORS

CENTRAL EAST
Nella Iasci
Job Skills

CENTRAL WEST
Kim Jenkinson
Halton Multicultural Council

EAST
Orlando Ferro
Quinte United Immigrant Services

Leslie Emory
Ottawa Community Immigrant Services Organization

NORTH
Cathy Woodbeck
(left during the year)
Thunder Bay Multicultural Centre

Karol Rains
Sault Community Career Centre

SOUTH
Jeff Burch
Niagara Folk Arts Multicultural Centre

TORONTO
Ahmed Hussein
Thornccliffe Neighbourhood Office

Manjeet Dhiman
Accessible Community Counselling & Employment Services

WEST
Sudip Minhas
Windsor Women Working With Immigrant Women

PROVINCIAL DIRECTORS

Carolyn Davis
Catholic Crosscultural Services

Bonaventure Otshudi
Centre de santé communautaire Hamilton/ Niagara

Sevgul Topkara-Sarsu
(left during the year)
Woodgreen Community Services

Paulina Wyrzykowski
West Neighbourhood House

Bonnie Wong
Hong Fook Mental Health Association

FRANCOPHONE DIRECTOR

St-Phard Désir
Economic and Social Council of Ottawa-Carleton

BOARD STANDING COMMITTEES

Executive
Finance
Francophone

Governance
Membership Services
Policy and Research

GROUP PHOTO (See on next page)

L-R back:
Paulina Wyrzykowski
Bonnie Wong
Ahmed Hussein
Lucia Harrison
Carl Nicholson
Bonaventure Otshudi
Jeff Burch
Kim Jenkinson
Karol Rains
Manjeet Dhiman

L-R front:
Tracy Callaghan
Shelley Zuckerman
Ibrahim Absiye
Debbie Douglas
Sudip Minhas

Not pictured:
St-Phard Désir
Carolyn Davis
Sevgul Topkara-Sarsu
Orlando Ferro
Leslie Emory
Cathy Woodbeck





38 YEARS OF HISTORY HIGHLIGHTS

70's

1978

OCASI founded

Immigrant serving agencies form committee in '77 to monitor Immigrant Settlement Adaptation Program (ISAP) & incorporates as OCASI.

00's

80's

1980/81

ISAP

OCASI campaign generates 6000 letters in support of ISAP, saving the program that was to end.

1988

Immigration numbers

OCASI and allies advocate to set yearly immigration at 1% of the population, government agrees.

90's

1992

Multilingual Access to Social Service Initiative (MASSI)

MASSI is created by Ontario; OCASI advocacy results in inclusion of cultural interpreter training and services.

1995

Settlement renewal

OCASI leads Ontario opposition to devolution of federal government responsibility for immigrant settlement and integration to the provinces.

1998

Sector is computerized

OCASI advocacy results in the computerization of sector agencies funded by CIC.

2000

Settlement.Org

Settlement.Org launched and becomes "the" source of information for newcomers.

2001

Every Child's Right to OHIP Coalition

OCASI and allies get OHIP coverage for Canadian-born children of parents without full immigration status.

2002

Immigration & Refugee Protection Act

OCASI and allies successfully advocate to include same-sex spousal sponsorship in this new immigration law.

2003

Violence Against Women prevention

OCASI launches work on women's justice issues.

2005

Canada-Ontario Immigration Agreement

Canada and Ontario sign immigration agreement; settlement funding for Canada increases; OCASI advocacy results in significant share for Ontario.

2009

Positive Spaces Initiative (PSI); Accessibility project

OCASI launches PSI and Accessibility projects to build sector capacity to meet needs of LGBTQ newcomer, and immigrants and refugees with disabilities.

10's

2011

CIC Funding cuts

Major cuts to federal settlement funding has deep impact on many small and ethno-specific agencies in Ontario, despite OCASI advocacy.

2012

Making Ontario Home (MOH)

OCASI launches report from the largest study ever of immigrants and refugees use of settlement services and needs in Ontario.

2013

Ontario Immigration Strategy

Ontario releases 1st Immigration Strategy; OCASI served on 2012 Expert Roundtable on Immigration.

My Canada Includes All Families

OCASI and allies launch campaign to advocate for family reunification through immigration.

2014

OCASI launches OCMS

OCASI Client Management System (OCMS) is launched across Canada - a sophisticated client-based system to record and retrieve client information and generate real-time reports.

2015

Permanent Resident Vote

Kingston and North Bay support permanent resident vote in local elections, joining Toronto City Council which voted in favour in 2013.

Refugee Resettlement

OCASI supports sector agencies in resettling refugees arriving from overseas.



POLICY, RESEARCH AND MEMBERSHIP SERVICES

INCLUSION AND SOLIDARITY

Immigration, Refugees and Citizenship

This was a busy year on the policy front with respect to immigrants, refugees and migrant workers, especially at the federal level. Our efforts included advocacy for stronger Canadian humanitarian policies both for sponsored refugees and refugee claimants, including women and girls and those persecuted for reasons of gender identity and sexual orientation. We called for better protection and immigration status upon arrival for all migrant workers.

The mid-year federal election gave us a useful public education platform. We surveyed political parties for their position on family reunification, citizenship and employment. The change in government gave us opportunity to call for more equitable immigration and citizenship laws and policies, including regularization of immigration status. Federal government consultations and Parliament and Senate hearings gave us the opportunity to speak out on these concerns.

Our work through Colour of Poverty – Colour of Change enabled us to call for equitable poverty reduction solutions, including through disaggregated data collection and the introduction of employment equity legislation. Provincial consultations on employment legislation allowed us to put forward these concerns in a broader public forum.

We continued to play a strong role in the City of Toronto newcomer-centered initiatives, including the first Newcomer Day in May 2015. Policy advocacy priorities at the municipal level include access to services for people without immigration status, and calling for an end to the heightened scrutiny and resultant criminalization of young Black men.

Research

“Our research on the impact of recent Citizenship and Immigration Canada (now Immigration, Refugee and Citizenship Canada) funding cuts helped to tell the stories of agencies, clients, and the immigrant and refugee-serving sector at large.

Our environmental scan helped to assess capacity and service gaps of refugee and immigrant-serving organizations in Ontario to meet the needs of large numbers of Syrian refugee arrivals. The results were useful for sector agencies, government funders and others. We updated our periodic sector salaries report, providing an important resource for agencies to develop their budget line in funding proposals.

We jointly produced a report on the state of pre-arrival services for francophone immigrants and refugees, based on interviews with francophone service providers in Canada. Research was overseen by the Working Group on Pre-Arrival Services, le réseau de soutien à l’immigration francophone du Centre-Sud-Ouest de l’Ontario.

We had a strong presence at the 18th National Metropolis Conference, including presentation on Somali refugee resettlement in Canada and the devastating impact of questionable immigration policies introduced in the 1990s. We collaborated with sector umbrella agencies across Canada on a national report on services for migrant workers, recommending they should have access to all settlement programs.

We undertook OCASI’s first employee diversity survey to better understand how OCASI is meeting employment equity goals internally. The results will help to inform future hiring and retention.

Violence Against Women Prevention

OCASI was a strong presence at the permanent provincial roundtable on violence against women, the first of its kind in Ontario. As one of 22 roundtable members, we gave advice on ongoing and emerging matters related to gender-based violence, including sexual violence and harassment. Issues discussed to date include responding to sexual violence on college and university campuses, legislative initiatives under the Action Plan, addressing violence against women in rural, northern and remote communities, and human trafficking.

We called for an end to Conditional Permanent Residence for sponsored spouses, expressing our concern that it can make immigrant women in particular more vulnerable to violence. We highlighted the difficult conditions faced in particular by women migrant workers, who can become more vulnerable to sexual exploitation and violence given their precarious immigration status in Canada.

Membership Services

We supported member agencies to navigate the grants application process for federal and provincial government funding for immigrant and refugee settlement services. The OCASI email list was a popular vehicle for peer support, networking, sharing good practices and tips, as well as information and updates from OCASI. We supported agencies in their coordination of efforts to receive and resettle the large number of refugee arrivals - including communicating with funders, frontline staff training, and media training for agencies. Our new website welcomeontario.ca provided online resources to support resettlement efforts.

We worked with 10 member agencies on a pilot project to develop a shared administrative platform, supporting small incorporated agencies to access a range of affordable professional services in management and administration. We worked with agencies and community groups to identify settlement service gaps and barriers for refugees and immigrants from the Horn of Africa - Eritrea, Ethiopia, and Somalia. This work will continue next year as we disseminate findings and analysis, and fact sheets to address information needs.

The OCASI School for Social Justice (SSJ), supported in large part by experienced community advocates, supported 28 sector practitioners to build social justice analysis and advocacy skills and knowledge.

MEMBER AGENCIES SPEAK

“It is incredibly moving once again to see how generous and supportive the OCASI community is! The CIC CFP is just one example of OCASI member agencies coming together to guide, assist, inform and support each other through a challenging application process.”

“I am confident that OCASI, even slightly diminished through staff cuts, will continue to be a strong and strategic advocate for the sector. Your work is so important.”

“OCASI/Your role, strategy, communication, advocacy, and guidance have been instrumental/critical to provide some clarity during such rapidly changing era in the sector, especially during call for proposals. We are certainly fortunate to have you as an umbrella organization for our sector in Ontario.”

“OCASI is doing incredible work in advocating for the settlement sector in Ontario. OCASI's voice and high level of responsiveness to the needs of our sector are highly appreciated.”

“You do such critical work for the sector.”

“As a sector dedicated to serving immigrants we must remain strong and forge forward!”



BUILDING CAPACITY

ACCESS AND EQUITY

Positive Spaces Initiative (PSI)

PSI insights:

76
Agencies signed on
as a Positive Space

OCASI continues to build the capacity of immigrant and refugee-serving agencies to provide relevant and appropriate services to LGBTQ+ refugees and immigrants in a respectful way. We celebrated the launch of our first ever PSI toolkit in French.

Training:

ENGLISH
510
Service providers
at 27 training sessions

Our Regional Champions Initiative was launched in 2014 as a voluntary network of individuals who work in their local communities to support LGBTQ+ refugees and immigrants. The Champions are crucial in providing local and regional knowledge, connections, and support in more remote areas. This year we supported 12 Champions across the 7 OCASI regions across Ontario, resulting in a significant increase in demand for training and materials and more people joining the regional networks. Next year we look forward extending the PSI Champions initiative to agencies that serve Francophone communities.

FRENCH
159
Service providers
representing 8 agencies
at 8 workshops

ONLINE
340
Participants

We were active at the national level by helping to organize a workshop on Trans* refugees at the Canadian Council for Refugees consultation, and facilitating an LGBT Caucus.

Accessibility Program

This year we worked in partnership with North York Community House to create a toolkit on the unique experiences of newcomer youth with disabilities. We redeveloped the French training curriculum to highlight the specific and unique immigrant settlement barriers encountered by francophones with disabilities.

Following roundtable discussions in Ottawa, Windsor and the GTA held with service providers and those with lived experience, we formed three advisory committees in each community in partnership with local member agencies. Our new Allies in Accessibility initiative builds on the strength of those actively working in their community for the inclusion and human rights of immigrants and refugees disabilities. We continue to sustain an active listserv that provides a platform to share information on upcoming training, events and information and resources.

Listserv:

+50
Service providers

Training:

+600
Sector employees

“Understanding the difference between equality and equity was eye opening; applying law and legislation information practice was most helpful”.

“Excellent opportunity to gain more knowledge about this important topic. Hope we can get training in the future. Thank you.

“I learned a lot. I am concerned about the deletion of certain words in French, but if it is to strengthen inclusion, I am on board and I am excited to use (them). The best thing is to allow others to make the most of life.

“FRANCOPHONES IN ONTARIO ARE NOT INCLUDED ENOUGH IN THESE TYPE OF CONVERSATIONS-ABOUT GENDER IDENTITY AND SEXUAL ORIENTATION - I AM GLAD THAT WE HAD THE OPPORTUNITY TO ACCESS A SIMILAR WORKSHOP AS THE ANGLOPHONES”

Professional Education and Training (PET) Program

PET continues to be a popular initiative that supports professional development (PD) for frontline and other workers. This year we maximized the impact of PET resources by encouraging organizations to complete a PD needs assessment. The assessment helped to determine skills and knowledge gap among employees that can be addressed through PET. In 2015-2016 PET supported 15 organizations to meet the professional development needs of their employees.

“The PET project is an excellent tool for organizations that wish to improve and develop the skill set of it’s employees. This results in greater organizational efficiency. Due to the many budget cuts, many organizations such as ourselves, we face difficulty to equip our staff with the necessary skills to adapt to the changes in the growing industry.”

“We are very grateful for PET funding as we have no professional development budget from our funders. Without PET, we would not have access to relevant, professional and accurate training that increases our capacity to service clients.”

OrgWise

OrgWise supports sector agencies to strengthen capacity by doing a self-assessment, using indicators to measure agency health. The self-assessment tool is based on a set of voluntary organizational standards established by OCASI in 2009 together with immigrant and refugee-serving agencies.

Agencies can establish a user account and freely access online resources on the OrgWise website to help build their capacity in many different areas. This year we have a total of 547 account holders. Primary users represent the organization management or governance. Secondary users are frontline workers, volunteers and guests.

This year we continued to add new resources to the OrgWise website including new tools to support organizational operations and programming, updates on Revenue Canada compliance information, and changes to immigration policies.

“It’s a continual process it’s something that I can say after two years, now my organization has achieved all its standards. ..it’s a constant process. It’s how these questions help you identify the process and get you on it and coming back to it.”

+190

Primary Account holders

+350

Secondary Account holders

Violence Against Women Prevention

We continued this year to build capacity for sector practitioners through the in-person and online training, “Understanding and Responding to Sexual Violence in Immigrant and Refugee Communities”. The training has consistently proved to be popular among participants, and almost 98% of trainees would recommend the course to a friend or colleague. Next year we plan to develop a level 2 version of the training to strengthen practitioner capacity. We will be developing a graphic novel with stories on sexual and gender based violence, to be translated into 10 languages and disseminated across Ontario. We will relaunch the Immigrant and Refugee NFF Campaign website, which provides information for intimate partner violence survivors, sector practitioners and community members to address and work to end violence against women. Visit immigrantandrefugeenff.ca.

“I now have a stronger understanding of the intersectional challenges facing immigrant/refugee women survivors of sexual violence. I also really appreciated the opportunity to read the responses and experiences of other participants, especially in regards to what their organizations are doing. Information sharing is powerful!”

+350

Practitioners trained

98%

Recommendations for NFF training course



TECHNOLOGY AND NEW MEDIA

THE WAY FORWARD

Settlement.Org

Settlement.Org

+4,3M

Total sessions

+35%

Smartphone traffic

+29%

Traffic from outside Canada

+84%

Traffic from search engines

+35%

25-34 years age group

4,900

Twitter followers

Settlement.Org continues to provide timely and accurate clear language information for newcomers to Ontario. In 2015 we worked to expand our social media presence, while phasing out the newsletter. We saw a substantial increase in the number of Twitter and Facebook followers and in overall engagement.

We continue to collaborate with a variety of long-standing partners among community organizations, public institutions and government bodies in order to keep our content relevant and up-to-date. Our partnership with 211 Ontario is ongoing, as we collaborate to maintain the Services Near Me interactive service directory map. Our new multilingual content includes refugee resettlement resources in Arabic and many Kurdish dialects, as well as new resources for expectant and new mothers.

We doubled our website traffic, growing from 9,000 daily visits to more than 18,000, with more than 21,000 visits on some days. During the federal election the site reached 32,000 visits, with the majority of visitors accessing, "A Guide to Voting in Canada's Federal Election".

Settlement.org Discussion Forum

Discussion trends this year included posts from refugees and immigrants and other users about the Canadian Citizenship process, specifically about timelines and acceptable language proof. We received many questions and posts regarding sponsorship - including conditional permanent residence, sponsorship of parents and grandparents, and questions about loss of permanent residence and meeting residency requirements. On the topic of housing, we received many questions about tenant rights with respect to utilities, maintenance and rent increases, and inquiries about subsidized housing.

These trends and activities allow us to quickly identify information gaps and needs for the Settlement.Org website.

+33,000 Members

+65,000 Posts

Migrant Worker Guides

OCASI produced guides to inform migrant workers in Ontario of their rights and the services available to them. The guides cover topics such as employment, housing, health, everyday life, immigration and legal rights. We translated them into some of the different languages spoken by most migrant workers.

We produced four guides for the following streams of migrant workers:

- Agricultural Stream workers
- Seasonal Agricultural Workers Program (SAWP)
- Caregivers
- Low-Skilled and High-Skilled workers

Depending on the stream, this resource is available in seven languages: English, French, Spanish, Tagalog, Hindi, Thai and Chinese.

“We find the guides very useful in understanding the rules and regulations regarding Migrant Workers in Canada. We will consider distributing it to our countrymen who are working in Canada.”

Distribution:

+14,500

Guides distributed across Ontario



THE WEBSITE [SETTLEMENT.ORG] IS DESIGNED TO HELP NEW IMMIGRANTS FIND ALL BASIC INFORMATION AND TO HELP NEW CANADIAN, AS WELL AS THE MAINSTREAM, TO ACCESS TO FEDERAL AND PROVINCIAL INFORMATION ON THE INTERNET.”

Etablissement.Org

The website provides much-needed French language information and referral for Francophone newcomers and settlement workers. This year we saw an increase in user traffic, growing from +700 visits to almost 1,200. Half the traffic is generated by visits from outside Canada. The majority are from countries with Francophone populations including France, Morocco, Algeria, Tunisia, Cameroon, Belgium, Côte d’Ivoire and Haïti.

We added more than 70 articles to the site, ensuring that up-to-date information is available in all of the website’s categories. More than 54% of users are female. More than 30% of users, the top category, belong to the 25-34 years age group.

We have a growing social media presence, especially through Twitter. The top tweet this year reached 5,457 impressions (number of times a tweet was delivered to a particular account).

+640,000

Page views

+34%

Smartphone traffic

+84%

Traffic from search engines

LearnAtWork

The LearnAtWork website is an OCASI initiative that supports self-directed online learning for frontline workers and other sector workers on a variety of topics related to working with refugees and immigrants. It has quickly become an important resource for frontline workers, allowing them to access training at a time of their choosing and at their own pace.

The training included topics in employment, private sponsorship of refugees, social enterprise for non-profit agencies, addressing sexual violence, addressing the trafficking of women and girls as well as many others.

This year, the training was accessed by our member agencies as well as immigrant and refugee serving agencies across Canada, other community organizations, pre and post-secondary learning institutions, faith organizations, Private Sponsors, government workers and immigrant and refugee stakeholders within and outside Canada and immigration consultants.



This is by far the best resource for new immigrants. Thanks a lot for creating it and for your time responding. I will be happy to collaborate with my experiences.”

+6,600

Total users

+19

Total training courses

NewYouth.ca / NouveauxJeunes.ca

The websites provide accurate, timely and youth-friendly information and resources for newcomer youth, as well as supporting an online community. Site content was shaped by feedback from students, teachers and settlement workers providing users with a more personal experience.

Usage continues to grow. The number of visitors tripled by the end of the year, going from 300 to 900. The growth is due in part to an effective social media campaign and outreach, including partnerships across the province. Twitter allowed us to connect with programs in different cities, and get feedback from organizations that use the site in their daily work. Facebook let us connect with hundreds of youth, share program information and settlement advice, and provide a space to meet other Ontario newcomer youth.

The increased traffic resulted in a more vibrant discussion forum. Forum interaction tripled over last year. The number of youth seeking assistance was in the hundreds. We added new articles based on the forum questions that directly addressed the needs of newcomer youth, and identified topics most relevant to users as well as gaps. Since its launch the site has evolved into the sole province-wide space for newcomer youth in Ontario, and a place where they can learn, contribute and feel empowered.



OCASI CLIENT MANAGEMENT SYSTEM (OCMS)

A STRONG FOUNDATION

OCMS
by the numbers

37

Agencies are online

+1,300

Active users

+600,000

Service forms created

OCMS is an online tool used to record and retrieve important client information, and generate detailed, real-time agency-wide reports. This initiative is entering its third year online and continues to grow in features, users and geographic reach. We paused our promotion this year in order to strengthen our infrastructure to better support agencies already on board.

This year we introduced many new enhancements designed to improve stability of the system as we continue to grow. Most important is the "My Briefcase" tool that allows users to generate reports at times of low computer use, resulting in much faster results. We added several new features including Language Training and "Community Connections" modules. There will be further enhancements next year as we continue to upgrade infrastructure and manage our growth at a sustainable pace.

OCMS was launched in January 2014 as an OCASI social enterprise funded entirely through user-fees. It is an agency and client-focused system that lets agencies meet funder reporting requirements while better organizing and retrieving data for their own use.

“One of the best achievements of your team is to collect our feedback. Listening to our suggestions in order to enhance OCMS further, is a no-brainer. Thanks for listening.”

“I wanted you to know that each and every time I contact OCASI my issues are resolved. In addition, getting an answer within minutes is impressive.”

“Your technical support rocks!”

“You are the best! We can't thank you enough for all your help. It has been a pleasure working with you.”

“Keep up the good work.”

OCMS is in use by agencies across Canada to help them manage:

- Client Profiles
- Needs Assessments
- Language Training
- Group Activities
- Employment Services
- Information and Orientation Activities
- Community services
- Internal and external referrals
- and much more

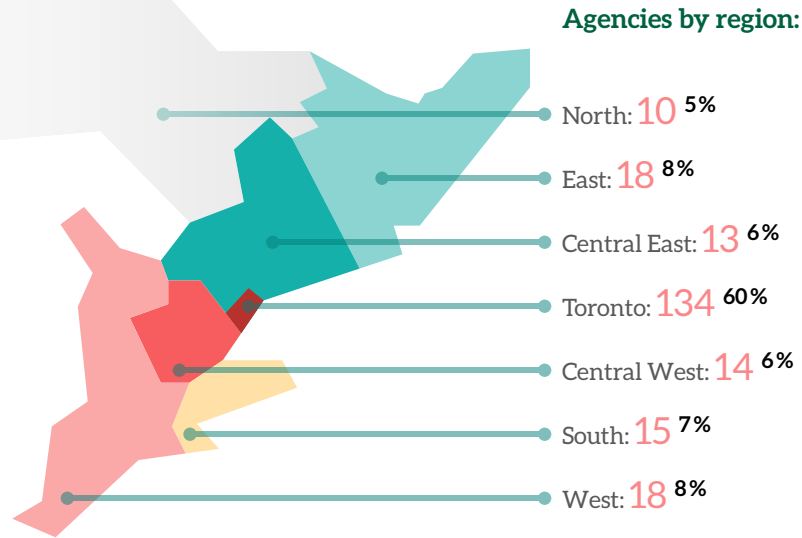
OCMS Features:

- Comprehensive Client Profiles and Dashboards
- Collect data on Service Forms for:
 - Information and Orientation
 - Employment
 - Needs Assessment and other services
- Generate real-time reports and customize using dozens of report filters
- Track client progress with Settlement Plans
- Automatically follow-up with client with scheduled email notifications
- Hosted in Canada



MEMBER AGENCIES: A PORTRAIT

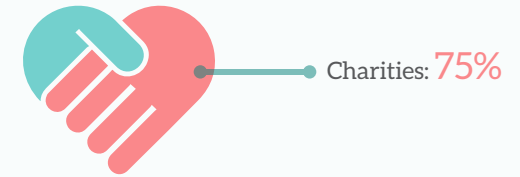
BUILDING OUR BASE



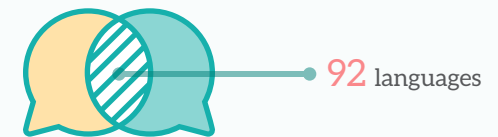
OCASI regions list:

CENTRAL EAST	CENTRAL WEST	EAST	WEST
Barrie, Bradford, Durham Region (Ajax, Oshawa, Pickering, Whitby), Peterborough, York Region (Aurora, Markham, Newmarket, Richmond Hill, Vaughan)	Peel Region, including Brampton, Halton, Malton, Mississauga and Oakville	Belleville, Kingston, Ottawa	Chatham, Leamington, London, Sarnia, Windsor-Essex
	SOUTH	NORTH	TORONTO
	Beamsville, Brantford, Cambridge, Fort Erie, Guelph, Hamilton, Kitchener, Niagara, St. Catharines, Waterloo, Welland	Kenora, North Bay, Sault Ste. Marie, Sudbury, Thunder Bay	City of Toronto

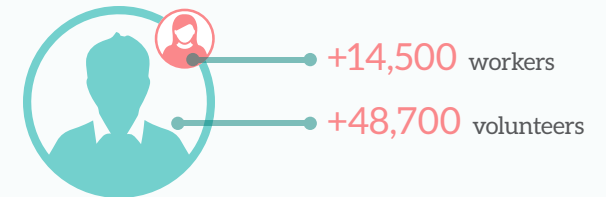
Charitable organizations: (% out of 231 agencies)



Services provided by OCASI members in Languages other than English & French:



Staff number:



Agencies generating revenue: (reported by 215 member agencies)



Source:
OCASI Membership Database 2015



MEMBERS OF OUR COMMUNITY

TWO HUNDRED AND TWENTY TWO

NORTH REGION

Contact Interculturel francophone de Sudbury
 D.O.O.R.S. to New Life
 Refugee Centre Inc.
 Multicultural Association of Kenora and District
 Multicultural Association of North Western Ontario
 North Bay & District Multicultural Centre
 Professions North / Nord
 Sault Community Information & Career Centre Inc.
 Sudbury Multicultural Folk Arts Association
 Thunder Bay Multicultural Association
 YMCA Sudbury

CENTRAL EAST REGION

Agilec
 Bradford Immigrant and Community Services
 Catholic Community Services of York Region
 Community Development Council Durham
 Conseil des Organismes Francophones de la Region Durham
 Durham Region Unemployed Help Centre
 Job Skills
 New Canadians Centre Peterborough
 Social Enterprise for Canada
 Social Services Network
 Women's Multicultural Resource and Counselling Centre of Durham
 Women's Support Network of York Region
 YMCA of Simcoe/Muskoka, Newcomer Services Department

CENTRAL WEST REGION

African Community Services of Peel
 Brampton Multicultural Community Centre
 Centre for Education and Training
 Chinese Association of Mississauga
 Dixie Bloor Neighbourhood Centre
 HMC Connections
 Interim Place
 Labour Community Services of Peel Inc.
 Malton Neighbourhood Services
 Newcomer Centre of Peel
 Peel Career Assessment Services Inc.
 Peel Multicultural Council
 Sexual Assault and Violence Intervention Services of Halton
 United Achievers' Community Services

SOUTH REGION

Centre de Santé Communautaire Hamilton/ Niagara
 Employment Help Centre
 Focus For Ethnic Women
 Fort Erie Multicultural Centre
 Hamilton Centre for Civic Inclusion
 Hamilton Urban Core Community Health Centre
 Immigrant Culture and Art Association
 Immigrant Services Guelph-Wellington
 Immigrants Working Centre
 Kitchener-Waterloo Multicultural Centre
 Niagara Folk Arts Multicultural Centre
 Reception House - Waterloo Region
 Welland Heritage Council and Multicultural Centre
 YMCA of Hamilton/ Burlington/Brantford,
 Immigrant & Newcomer Services
 YMCA of Kitchener-Waterloo Cross-Cultural & Immigrant Services

WEST REGION

ACFO de London-Sarnia, Centre de Ressources Communautaires
 Across Languages Translation and Interpretation
 Adult Language and Learning
 London Cross Cultural Learner Centre
 London Employment Help Centre
 London InterCommunity Health Centre
 LUSO Community Services
 Multicultural Council of Windsor and Essex County
 New Canadians' Centre of Excellence Inc.
 Ready-Set-Go Birth to Six Parental Support Group of Windsor
 South Essex Community Council
 South London Neighbourhood Resource Centre
 Unemployed Help Centre of Windsor
 WIL Employment Connections
 Windsor Women Working With Immigrant Women
 Women's Enterprise Skills Training of Windsor Inc.
 YMCA of Western Ontario
 YMCAs across Southwestern Ontario

EAST REGION

Association Canadienne-Francaise de L'Ontario
 Conseil Regional Des Milles-Illes
 Catholic Centre for Immigrants - Ottawa
 Centre des services communautaires Vanier
 Conseil Economique et Social d'Ottawa-Carleton
 Immigrant Women Services Ottawa
 Jewish Family Services of Ottawa-Carleton
 KEYS Job Centre
 Kingston Community Health Centres
 Lebanese and Arab Social Services Agency of Ottawa-Carleton
 National Capital Region
 YMCA-YWCA - Newcomer Information Centre
 Ottawa Chinese Community Service Centre
 Ottawa Community Immigrant Services Organization
 Ottawa Community Loan Fund
 Quinte United
 Immigrant Services Réseau de développement économique et d'employabilité de l'Ontario, RDÉE Ontario
 Somali Centre for Family Services
 Vitesse Re-Skilling Canada Inc.
 World Skills Employment Centre

TORONTO REGION

Abrigo Centre	Educated Nurses	Ethiopian Association in the Greater Toronto Area and Surrounding Regions	KCWA Family and Social Services	Polycultural Immigrant Community Services	Times Change Women's Employment Service
Access Alliance	Catholic Cross-Cultural Services	Family Inter-Generation Link	Korean Senior Citizens Society of Toronto	Progress Career Planning Institute	Toronto Centre for Community Learning & Development
Multicultural Health and Community Services	CATIE - Canadian AIDS Treatment Information Exchange	Family Service Toronto	L'Institut de leadership des femmes de l'Ontario	Rexdale Women's Centre	Toronto Community & Culture Centre
Accessible Community Counselling and Employment Services	Centre for Immigrant and Community Services	FCJ Refugee Centre	La Passerelle-Intégration et Développement	Roma Community Centre	Toronto Community Employment Services
Afghan Association of Ontario	Centre for Spanish Speaking Peoples	For You Telecare	Lakeshore Area Multi Services Project	S.E.A.S. (Support, Enhance, Access, Service) Centre	Toronto Region Immigrant Employment Council
Afghan Women's Organization	Centre Francophone de Toronto	Family Service For Youth Initiative in Toronto	Lao Association of Ontario	Scadding Court Community Centre	Toronto Ward Museum
Agincourt Community Services Association	Chinese Family Services of Ontario	FrancoQueer	Learning Disabilities Association of Toronto District	Settlement Assistance and Family Support Services	Toronto Workforce Innovation Group
Alliance for South Asian AIDS Prevention	Collège Boréal	FutureWatch Environment and Development	Learning Enrichment Foundation	Silent Voice Canada	Tropicana Community Services
Anglican United Refugee Alliance	Community Action Resource Centre	Education Partners	Maison d'Hébergement pour Femmes Francophones	Sistering - A Woman's Place	Turtle House
Arab Community Centre of Toronto	Community Legal Education Ontario	Griffin Centre	Margaret's Housing and Community Support Services Inc.	Skills for Change	Art/Play Centre
Asian Community AIDS Services	Community MicroSkills Development Centre	Harriet Tubman Community Organization	Mennonite New Life Centre of Toronto	Social Planning Toronto	Unison Health and Community Services
Auberge Francophone	COSTI Immigrant Services	Heritage Skills Development Centre	Multilingual Community Interpreter Services, Ontario	Sojourn House	University Settlement
AWIC Community and Social Services	Council of Agencies Serving South Asians	Hong Fook Mental Health Association	Neighbourhood Link Support Services	Somali Immigrant Aid Organization	Vietnamese Association, Toronto
Bangladeshi-Canadian Community Services	CUIAS Immigrant Services (Canadian Ukrainian Immigrant Aid Society)	Immigrant Access Fund Canada	Nellie's	South Asian Women's Centre	Vietnamese Women's Association of Toronto
Barbra Schlifer Commemorative Clinic	CultureLink	Immigrant Women's Health Centre	New Canadian Community Centre	South Asian Women's Rights Organization	West Neighbourhood House
Black Coalition for AIDS Prevention	Davenport-Perth Neighbourhood and Community Health Centre	Irish Canadian Immigration Centre	Newcomer Women's Services Toronto	South Etobicoke Community Legal Services	Women's Health in Women's Hands Community Health Centre
Bloor Information and Life Skills Centre	Dixon Hall	Islamic Social Services and Resources Association	North York Community House	St. Stephen's Community House	WoodGreen Community Services
Canadian Arab Federation	East Metro Youth Services	Jamaican Canadian Association	Northwood Neighbourhood Services	Tesoc Multicultural Settlement Services	WoodGreen Red Door Family Shelter
Canadian Centre for Language & Cultural Studies Inc.	Eastview Neighbourhood Community Centre	Jane Alliance	Oasis Centre des Femmes	The Career Foundation	Workers' Action Centre
Canadian Centre for Victims of Torture	Elspeth Heyworth Centre for Women	Jane/Finch Community and Family Centre	Parkdale Community Information Centre	The Cross-Cultural Community Services Association	Working Skills Centre
Canadian Tibetan Association of Ontario	EnVision Education Foundation	Japanese Social Services, Toronto	Parkdale Intercultural Association	The Redwood Shelter	Working Women Community Centre
CARE Centre for Internationally	Eritrean Canadian Community Centre of Toronto	Jewish Immigrant Aid Services, Toronto	Planned Parenthood Toronto	The Salvation Army, Toronto Harbour Light	YMCA of Greater Toronto, Newcomer Settlement Programs
		JobStart		The Teresa Group	YWCA Toronto
		JVS Toronto		Thorncliffe Neighbourhood Office	
		Kababayan Community Service Centre			



VOLUNTEERS, STUDENTS, STAFF

DEDICATION AND COMMITMENT

EXECUTIVE DIRECTOR	ASSOCIATE EXECUTIVE DIRECTOR	MANAGER, FINANCE AND ADMINISTRATION	MANAGER, IT AND NEW MEDIA	MANAGER, SECTOR CAPACITY DEVELOPMENT
Debbie Douglas	Eta Woldeab	Roger Ramkissoon* Shiraz Merchant	Dave Montague	Jolanta Nozka***
STAFF			STUDENTS	INTERN
Fanieal Abraha* Oleksandra Budna* Sidrah Ahmad** Soheil Baouji** Selina Basudde Paulina Bermeo Amy Casipullai Siham Chakrouni** Felicia Christmas** Jasmine Chua Michelle Cialacu** Gregory Elward	Erin Ewing* Zeina Farah* Anna Finch Krittika Ghosh Isabelle Heriakian* Sizwe Alexandre Inkingi Peggy Ho Beverly Lawrence Julia Mais Wariri Muhungi* Paul Newby Chavon Niles	Martha Orellana Theresa Polyakov Anita Rawana* Petra Roberts* Jaihun Sahak Ila Sethi Aissatou Sonko* Elena Trapeznikova Lumembo Tshiswaka* Alexander Vadala Adrienne Vicente** Marcos Vilela	Katherine Davis* Samantha DeBoer* Crystal Fung* Pooja Jaiswal* Jamal Kassim* Serena Lim* Hamidi Moalim* Ashley Walcott*	Amina Moustapha*

* Left during the year

** Joined after March 31, 2016

*** On long-term Leave



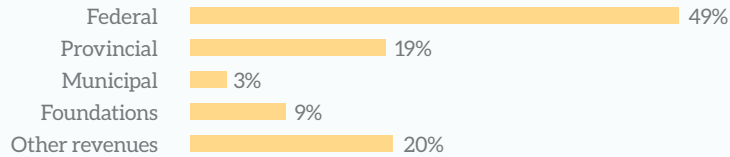
Staff represented: Debbie Douglas, Julia Mais, Jasmine Chua, Dave Montague, Eta Woldeab, Sidrah Maysoon, Chavon Niles, Peggy Ho, Elena Trapeznikova, Michelle Cialacu, Ila Sethi, Paulina Bermeo, Marcos Vilela, Beverly Lawrence-Dennis, Krittika Ghosh, Soheil Baouji, Jai Sahak, and Anna Finch.



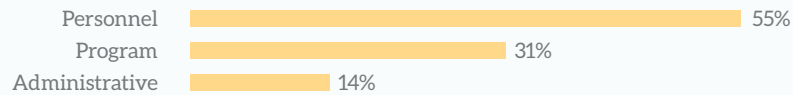
2016 FINANCIAL REPORT

STABILITY AND SUSTAINABILITY

REVENUES



EXPENDITURES



REVENUES (\$)

2016 2015

Citizenship and Immigration Canada	1,481,088	1,941,192
Department of Canadian Heritage	5,000	-
Employment and Social Development, Canada	6,930	36,976
Ministry of Citizenship & Immigration	530,214	725,163
Ontario Women's Directorate	64,846	115,516
United Way of Greater Toronto	234,846	175,577
Other Foundations	40,696	120,085
Membership fees	151,987	156,438
Productive enterprises - OCMS	261,730	93,418
Productive enterprises - general	130,296	16,928
Interest	11,152	11,396
Donations and fundraising	1,864	-
Workshop registrations	32,809	-
City of Toronto	101,885	73,862
TOTAL	3,055,343	3,466,551

EXPENDITURES (\$) 2016 2015

PERSONNEL

Salaries	1,479,013	1,709,205
Honoraria and contract fees	399,922	398,001
Benefits	298,999	296,159
Staff training	2,163	2,975
Sub total	2,180,097	2,406,340

PROGRAM

Travel, accommodation and conference	150,538	270,015
Professional education and training courses	29,501	98,853
Other	62,921	80,458
Supplies	46,290	66,496
Sector IT infrastructure	80,153	57,171
Meeting expenses	38,582	30,044
Marketing and promotion	83,458	15,173
Volunteer	1,000	47
Payments to partners	70,810	-
Sub total	563,253	618,257

ADMINISTRATIVE

Rent, taxes and utilities (net)	200,156	216,385
Professional fees	97,678	71,575
Telephone	13,295	11,387
Insurance	8,143	8,346
Other	9,522	12,154
Bank charges	3,766	3,602
Postage and couriers	1,501	2,800
Sub total	334,061	326,249

TOTAL 3,077,411 3,350,846

ACKNOWLEDGEMENTS

WE THANK OUR FUNDERS FOR THEIR GENEROUS SUPPORT.

Immigration, Refugees and Citizenship Canada
Employment and Social Development Canada
Department of Canadian Heritage
Ministry of Citizenship and Immigration
Ontario Women's Directorate
Ontario Trillium Foundation
United Way Toronto and York Region
City of Toronto

A special thank you to our many volunteers including on our various advisory committees, that gave generously of their time and expertise to help make this year a success.

A special thank you to our Positive Spaces Initiatives (PSI) Champions who worked tirelessly in the regions to ensure welcoming spaces for all.

A special thank you to our valued member agencies who contribute in so many ways to support our role as their collective voice.

OCASI

Ontario Council of Agencies Serving Immigrants

