



ADVOCACY FOR CHANGE
OCASI ANNUAL REPORT 2018

OCASI 40 

Advocacy for change
Plaidoyer pour le changement
1978 ~ 2018



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)



TABLE OF CONTENTS

40 YEARS OF SPIRITED ACTION

2
OCASI FOUNDING MEMBERS
PORTRAIT

4
ABOUT OCASI
PRINCIPLES

5
A MESSAGE FROM THE PRESIDENT
AND THE EXECUTIVE DIRECTOR
40 YEARS OF ADVOCACY FOR
PROGRESSIVE CHANGE

6
BOARD OF DIRECTORS
LEADERSHIP

8
40 YEARS OF ADVOCACY
FOR CHANGE
HIGHLIGHTS

10
POLICY AND RESEARCH
A STRONG SECTOR VOICE

12
BUILDING CAPACITY
TOWARDS A STRONG,
PROFESSIONAL SECTOR

14
TECHNOLOGY AND NEW MEDIA
DIGITAL EXCELLENCE

16
ACCESS AND EQUITY
TOWARDS AN INCLUSIVE SECTOR

17
MEMBERSHIP
OUR COLLECTIVE VOICE

19
MEMBER AGENCIES: A PORTRAIT
BUILDING OUR BASE

20
MEMBERS OF OUR COMMUNITY
TWO HUNDRED AND THIRTY SIX

24
VOLUNTEERS, STUDENTS, STAFF
DEDICATION AND COMMITMENT

26
2018 FINANCIAL REPORT
STABILITY AND SUSTAINABILITY

27
ACKNOWLEDGEMENTS
THANK YOU FOR YOUR 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

40 YEARS OF ADVOCACY FOR PROGRESSIVE CHANGE



Forty years ago, it was a side gathering of the rebels in the crowd during the federal government's first assembly on immigration and settlement services that gave birth to what became OCASI.

It was not certain if the government

would continue the Immigrant Settlement Adaptation Program (ISAP) it had started on a pilot basis in 1974. This small group of rabble rousers, many working in the fields of community development and organizing, cross-cultural education and communication, women's rights and the Canadian version of the civil rights movement found each other. They hatched the plan to form a coalition to lobby the government for a formal, sustainable and adequately resourced program for immigrants and refugees. The coalition was formalized, and the Council was named and registered in the fall of 1978. Membership dues were twenty-four dollars per agency. A few months later O.C.A.S.I. took its first collective action in a successful fax campaign that flooded the offices of federal MPs and called for the ISAP program to be maintained.

Eventually growing to eight committed staff, an active Board and a membership approaching almost 100 agencies, OCASI soon became known as a feisty organization punching above its weight in the national immigrant, refugee and migrant-serving space. The foundation we laid in those early years situated us well to weather political storms, and come they did. From the defunding of OCASI on our 25th anniversary by the provincial government, to sector-wide federal funding cuts and a national advocacy chill a few years ago under the previous government. We continued to authentically represent member agency concerns, speaking truth to power. We were precocious in anticipating the need for ongoing skills training, establishing professional service standards, computerizing the sector and building sector technology capacity – and effective in advocating for the resources to do all this.

Our sector in Ontario is stronger than ever - 236 Member Agencies strong. We are ready to calmly respond when the need arises – from the resettlement of Indo-Chinese refugees in the 1980's, to the recent resettlement of over forty thousand Syrian refugees; and lately the increased arrival of refugee claimants from the United States. From supporting refugees and immigrants to find jobs that match their skills, to advocating for international credentials recognition, to providing

appropriate mental health services, to VAW prevention and much more.

We have made many strides as a sector over the last four decades but we have much more to accomplish. We continue to call on the federal government to create pathways for immigration status regularization for those with precarious status in Canada, and open up service eligibility for refugee claimants and all migrants that need them. We believe all Ontario municipalities should introduce an access without fear policy, and that provincial services should be available to all Ontario residents. We support a robust francophone immigration program for Ontario, with matching services and support for diaspora francophone community organizations.

And we will celebrate - forty years of resilience and growth; forty years of victories, losses and lessons learned; forty years of advocacy for progressive change.

In Solidarity...

Manjeet Dhiman
President

Debbie Douglas
Executive Director



BOARD OF DIRECTORS

LEADERSHIP

Executive committee

PRESIDENT
Manjeet Dhiman
ACCES Employment

VICE-PRESIDENT
Leslie Emory
*Ottawa Community
 Immigrant Services
 Organization*

VICE-PRESIDENT
Nella Iasci
Job Skills

**CORPORATE
 SECRETARY**
Jeff Burch*
*Niagara Folk Arts
 Multicultural Centre*

Nella Iasci
Job Skills

TREASURER
Kim Jenkinson
HMC Connections

PAST PRESIDENT
Ibrahim Absiye
CultureLink

Regional Directors

CENTRAL EAST
Nella Iasci
Job Skills

CENTRAL WEST
Kim Jenkinson
HMC Connections

EAST
Leslie Emory
*Ottawa Community
 Immigrant Services
 Organization*

NORTH
Karol Rains
*Sault Community
 Career Centre*

SOUTH
Jeff Burch*
*Niagara Folk Arts
 Multicultural Centre*

Inés Rios
*Immigrants
 Working Centre*

TORONTO
Manjeet Dhiman
ACCES Employment

Ahmed Hussein
*TNO - The
 Neighbourhood
 Organization*

WEST
Valerian Marochko
*London Cross Cultural
 Learner Centre*

Provincial Directors

Colin Grimmond
*Multicultural
 Council of Windsor
 & Essex County*

Debbie Hill-Corrigan
Sojourn House

Janet Madume
*Welland Heritage
 Council & Multicultural
 Centre / Employment
 Solutions*

Deepa Mattoo
Barbra Schlifer
Commemorative Clinic

Sudip Minhas
*Windsor Women
 Working With
 Immigrant Women*

Bonaventure Otshudi
*Centre de santé
 communautaire
 Hamilton/Niagara*

Bonnie Wong
*Hong Fook Mental
 Health Association*

Moy Wong-Tam
*Centre for Immigrant
 and Community
 Services*

**Paulina
 Wyrzykowski**
*St. Stephen's
 Community House*

Francophone Director

Saint-Phard Désir
*Conseil Economique et
 Social d'Ottawa- Carleton*

Board Standing Committees

Executive
 Finance
 Francophone
 Governance
 Membership Services
 Policy and Research

* Left during the year



(L-R front)

Ahmed Hussein, Inés Ríos, Debbie Douglas, Manjeet Dhiman, Sudip Mīnhas, Deepa Mattoo, Paulina Wyrzykowski, Bonnie Wong, Karol Rains, Eta Woldeab

(L-R back)

Valerian Marochko, Janet Madume, Colin Grimmond, Moy Wong-Tam, Kim Jenkinson, Bonaventure Otshudi, Leslie Emory

(Not in the photo)

Nella Iasci, Saint-Phard Désir, Debbie Hill-Corrigan



40 YEARS OF ADVOCACY FOR CHANGE HIGHLIGHTS

70'S

1977

Visionaries

17 agencies form a steering committee to monitor the Immigrant Settlement Adaptation Program (ISAP) at the first ISAP conference.

1978

OCASI founded

The steering committee incorporates as O.C.A.S.I. Annual membership fee is \$24.

80'S

1980/81

ISAP

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

1982

OCASI Conference

OCASI gets program funding, hires 1.5 staff and holds the first conference.

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 Services Initiative

MASSI is created by Ontario. OCASI advocacy results in the 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 Citizenship and Immigration Canada.

00'S

2000

Settlement.Org

Settlement.Org is launched and becomes the trusted 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.

2007

Francophone agencies

OCASI creates the Francophone Consultative Committee to better support agencies serving francophone refugees and immigrants.

2009

Positive Spaces Initiative, Accessibility project

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

10'S

2012

Making Ontario Home

OCASI launches report from the largest study of immigrant and refugee use of settlement services and their needs in Ontario.

OCASI School for Social Justice (SSJ)

OCASI launches the SSJ, an initiative to strengthen the advocacy capacity of member agencies.

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 faster and more inclusive family reunification.

2014

OCASI Client Management System

OCMS is launched across Canada. It is a powerful online client data system.

CRRF Award

OCASI receives the Canadian Race Relations Foundation (CRRF) Award of Excellence for the Accessibility Program.

2015

Refugee Resettlement

OCASI supports sector agencies in resettling refugees arriving from overseas.

OCASI Francophone Director

OCASI francophone member agencies elect the first Francophone Director to the Board.

2016

Anti-Islamophobia Anti-Racism Campaign

OCASI partners with allies and launches a public education campaign on Islamophobia, racism, and anti-Black racism.

2017

Telling Our Stories

OCASI launched a graphic novel written by immigrant and refugee women as a violence against women prevention tool.

Mental Health

OCASI develops a mental health promotion guide as a resource for sector agencies.



POLICY AND RESEARCH

A STRONG SECTOR VOICE

Government relations

For forty years OCASI has engaged with government to influence positive change for the sector, and for immigrants and refugees. We are often called upon to provide sector input on matters of settlement and integration, and to connect the OCASI network directly with government. The Council is a strong presence in consultative spaces such as the National Settlement Council and Toronto newcomer leadership table, and has served on the Ontario Income Security Reform Working Group and provincial Roundtable on Violence Against Women.

Sector relations

We continue build strong collaborations and strengthen relationships with multiple other sectors to advance access and equity for refugees and immigrants. Our networks include institutions, organizations and groups in social services, health and mental health, community legal clinics, labour, education and more.

Our collaborations produce joint advocacy, research partnerships and more.

Research

Salary survey

OCASI periodically conducts a salary survey of member agencies. We compile the results for use by members as a strategic planning tool and a resource to develop funding applications. We will be collaborating with sector umbrella organizations across Canada to conduct the first-ever national survey.

Bill 148

We surveyed member agencies to better understand the financial and Human Resource impact on sector agencies of the Ontario minimum wage increase to \$15, and changes to the Employment Standards Act. We used the results to engage with sector funders to ensure that member agencies get the support they need to fully meet their obligations as employers.

Policy and Advocacy

OCASI member agencies guide and influence the Council's policy development and advocacy. Informed by their experience and expertise we called for services for refugee claimants, the inclusion of people with precarious immigration status in the national housing strategy and poverty reduction strategy, reduction in citizenship fees, and family reunification for all residents including migrant workers. OCASI policy positions are presented in our media releases, position papers, submissions to government and standing committees, shadow reports to various UN human rights committees and more.

Access as Justice Project

We partnered with Chinese and Southeast Asian Legal Clinic, Rexdale Community Legal Clinic and South Asian Legal Clinic of Ontario on a Colour of Poverty-Colour of Change (COP-COC) project to increase access to Administrative Tribunals for Indigenous peoples and people of colour. We engaged with Tribunals to promote building capacity and implement race-based data collection within their system to improve access to justice.

Media Relations

OCASI is top of mind for media organizations on themes concerning refugees, immigrants and people of colour. We continue to build our media network with journalists and producers across Ontario, also nationally and internationally, and connect them with member agencies. There is increased awareness of OCASI among media organizations and more coverage of our priorities.

@OCASI_Policy

FOLLOWERS

+5,600

TWEETS

+7,100

LIKES

+5,300



BUILDING CAPACITY

TOWARDS A STRONG, PROFESSIONAL SECTOR

Executive Directors Forum

We organize the Forum every two years as a policy and program dialogue space for sector leaders. It is an opportunity to dialogue with peers and other stakeholders on sector priorities, share knowledge and expertise and strengthen networks, and connect with funders and government leaders.

Professional Development Conference

With the theme of “Building Inclusive Community in Challenging Times”, this popular sector conference for frontline workers and managers was attended by 213 sector practitioners. The event featured 23 workshops, a sector roundtable, plenaries and keynote speakers, and gave participants an opportunity to acquire new knowledge as well as network with peers and stakeholders.

Online Training

LearnAtWork.Ca

This online training initiative provides facilitated and self-directed courses for sector workers to build capacity in working with refugees and immigrants. Now in its tenth year, the site offers more courses in more topics and has grown in popularity. Most users are from OCASI member agencies. Others include workers from other sectors from across Ontario and the rest of Canada, private sponsors and international stakeholders.

Foundations of Settlement

We launched a new and comprehensive online resource, “Foundations of Settlement Work in Ontario” inspired by the earlier OCASI Immigrant Settlement Counselling Guide. The new resource is available as online training on LearnAtWork.CA in facilitated and self-directed modules in English and French. Content includes immigration laws and policies, immigrant and refugee serving sector introduction, and how to support newcomers in settlement and integration.

LearnAtWork.Ca

Learners

+11,200

Courses

+150

Modules

+8,500

Certificates Issued

+6,800

Modules Completed

+77,000



(Helpdesk) Replies are prompt, precise and very much appreciated." [OCMS]

OCMS Clients

+230,000

OCMS Service Forms

+1,000,000

Professional Education and Training

This popular initiative, now in its 17th year, supports the professional development of frontline workers as well as managers and executive directors by providing financial support for training. Agencies can apply for financial support for in-house group training that best meets the professional development needs of their staff increase skills, knowledge, and service capacity.

Settlement At Work/Secteur Établissement

The knowledge hub for the immigrant and refugee-serving sector in Ontario, this website provides resources in English and French to help sector workers better serve their clients and organizations to better support their staff. Resources include research reports, manuals, good practice guides and online training. The site features news items, professional development events, job postings and requests for proposals of interest to the sector. Sector organizations can share their own events and job postings.

SettlementAtWork
Website Page views

+550,000

Allies in Refugee Integration

This initiative will increase and strengthen collaboration between sector workers and refugee sponsorship groups in Ontario to support the resettlement of sponsored refugees. It continues the work we began last year to support frontline settlement workers in their work with resettled refugees. We provided online training resources and other capacity building opportunities.

National Settlement Sector Community of Practice (CoP)

The CoP is an exciting new national initiative supported by all immigrant and refugee serving sector umbrella organizations in Canada as well as some of the largest sector service organizations. With a March 2019 start, it is an online hub to connect settlement practitioners, leaders and professionals in related sectors in a virtual collaborative space. Users can share idea, resources and opportunities, build knowledge and capacity to provide better services and access relevant government resources. The CoP will support sectoral and regional groups to meet virtually to share experiences and collaborate on common themes.

Social Enterprise

OCASI Client Management System

This OCASI social enterprise is entering its fifth year online. OCMS is a vital online tool for sector agencies to record and retrieve client information and generate reports. This year we moved from live to recorded webinars, allowing users to access training and support on demand. We continue to make OCMS stronger while developing new features to better support sector needs.

Service Information System

OCASI and LogicalOutcomes partnered to develop this low-cost high-quality evaluation platform to help organizations strengthen capacity and improve client services. Member agencies provided detailed input to develop the indicators, making them relevant and authentic. The platform includes a community data portal, indicator registry, data collection tools and evaluation resources. SIS is well-received by member agencies, and their feedback supports our ongoing advocacy to funders for better indicators.

Benefits Screening Tool

In partnership with Prosper Canada we developed an online tool that allows health practitioners to screen patients for eligibility for government benefits. The tool helps to boost income for patients, and is of particular benefit for low-income individuals. There is growing interest in the project we will continue to work with Prosper Canada to expand the tool for broader screening.



TECHNOLOGY AND NEW MEDIA

DIGITAL EXCELLENCE

Settlement.Org

This award-winning website is a trusted online resource since 2000. It continues to be the chosen portal for topical information for newcomers and immigrant and refugee-serving agencies in Ontario. The site provides hundreds of comprehensive articles and trustworthy information in a format that is easy to read and understand. This year we increased the amount of time readers spend on our articles by 20% and increased our social media presence. We get dozens of content partnership requests every month from across the country, as our articles rank high on online search requests and are easily found.

Unique Visitors

+8,000,000

Mobile Traffic

57%

Twitter Followers

+6,800

Settlement.Org Discussion Forum

This peer-driven discussion area features newcomers sharing their own experiences in immigration and settlement, and drives content for Settlement.org.

The Canadian Citizenship process and acceptable language proof were popular topics this year, as well as sponsorship and loss of permanent residence. Housing and tenant rights were the main settlement topics. This year the forum grew to more than 35,500 members and more than 71,000 posts.

Members

+35,500

Posts

+71,000

Etablissement.Org

Etablissement.Org is a trusted French language information and referral source for French-speaking newcomers.

We added new and updated content on topics such as immigration, employment, healthcare, and housing, and posted updates on changes to federal and provincial policies and programs. Over 30 new articles were added and over 60 were updated. Our social media presence remains strong with 467 twitter followers.

NewYouth.ca

New content this year included articles on youth mental and sexual health, which opened up conversation on difficult subjects like suicide and consent. A frequent question on the Discussion Forum was about moving out while still a minor, which prompted a number of articles on housing in Ontario.

We engaged with users on social media to assess the need for site redesign and reorganization. We successfully promoted the website to settlement agencies and community centres across the Greater Toronto Area.

New Users

+180,000

Page Views

+285,000

WelcomeOntario.ca

We provided trustworthy information and resources in English and French for privately sponsored refugees in Ontario, private sponsors and settlement workers.

Our new centralized, multilingual information hub, "Working with Refugees" helps settlement workers to easily access relevant resources in general health, financial assistance and more, to help privately sponsored refugees.

Job Readiness Tool

This new online resource helps newcomers find employment. Newcomers can answer a series of quizzes on their job search and receive feedback and referrals tailored to their unique responses.

The resource was developed with input from frontline workers and partner organizations. The tool is currently under development and will soon be ready for launch.

“Thank you, an example of how OCASI gives great value to members!”

“Your webinars are always excellent. Thank you for the information to support our work.”



ACCESS AND EQUITY

TOWARDS AN INCLUSIVE SECTOR

Positive Spaces Initiative

Service
Providers
Trained

+360

Training
Sessions

24

Unique
Online
Learners

+300

This initiative supports the immigrant and refugee sector to better serve LGBTQIA+ (lesbian, gay, bisexual, trans, two-spirit, queer, questioning, asexual, intersex, pansexual, etc.) newcomers in Ontario.

This year we developed new online content and enhanced French language material, provided our popular in-person and online training to several hundred service providers and held a roundtable on housing and homelessness. We recruited 13 regional champions who held events in their own communities, and set up a 5-member Francophone Advisory Committee.

Accessibility Initiative

We support sector workers to build their capacity to serve refugees and immigrants with disabilities. We supported 8 'Allies in Accessibility' across Ontario and saw a resulting increase in regional network activity, requests for training, and resource sharing. Our 'Accessibility Champion' in Durham started the Durham Region Accessibility Awareness Working Group to bring service providers from different sectors together to address accessibility barriers in the region, including for newcomers.

Practitioners Trained

278

Online Training

+100

Mental Health Project

Through this initiative we build sector capacity to promote mental health and wellbeing. We launched the Mental Health Promotion Guide - a practical tool agencies can use to develop policies and strategies for client mental health promotion. This year we will develop an innovative service model to improve client services, and will work to strengthen relationships with health and mental health sectors.

“*The training ... helps to put into perspective the importance of being mentally well in the workplace and not forgetting about one's well being above all.*”

Immigrant Refugee Communities, Neighbours, Families and Friends Campaign

This Ontario campaign raises awareness about woman abuse and promotes bystander intervention in immigrant and refugee communities. Our busy year included: training 12 Peer Champions from across Ontario who then held events in their own communities; co-hosted #UsToo Roundtable in partnership with the Barbra Schlifer Clinic, on grassroots work and policy change on ending VAW against immigrant and refugee women; developed a public service announcement aired on OMNI TV on engaging with men on VAW prevention; and presented our work to UN Special Rapporteur on VAW.



MEMBERSHIP

OUR COLLECTIVE VOICE

Regional Meetings

Held every year in each of our seven Ontario regions, the meetings give member agencies a space to discuss shared concerns and bring priorities to the attention of the OCASI Board. They provide an opportunity to strengthen the OCASI network and ensure the Council remains authentic and relevant to member agencies.

Membership Communications

We provide regular email updates to member agencies on government response to OCASI concerns, program and policy changes that affect the sector, policy priorities, funding opportunities, sector capacity building and training, and much more. More than 400 member agency representatives are signed up on the listserv.

Membership support

Francophone Committee

A Standing Committee of the Board, this committee guides our efforts to expand and strengthen engagement with Francophone agencies and support their work with refugees and immigrants. The Committee has its roots in the Francophone Consultative Group formed in 2007 with Francophone member agencies. It has since become an important element of OCASI by helping to inform policy positions as well as support engagement with Francophone institutions and organizations.

Community Organization Incubator

OCASI has frequently supported grassroots groups and emerging community-based organizations to establish themselves, including by supporting their incorporation, building internal structures, strengthening community accountability, trusteeing funding, and building relations with peers, funders and stakeholders. In the past decade we have worked with the Ward Museum, Turtle House Art Play Centre and FrancoQueer.

Governance and Training

We support small, new and emerging organizations to build their organizational capacity as a way of strengthening and expanding the immigrant and refugee serving sector. Through our Governance and Strategic Leadership Training initiative we currently work with the City of Toronto to support 12 city-identified organizations to strengthen board governance.

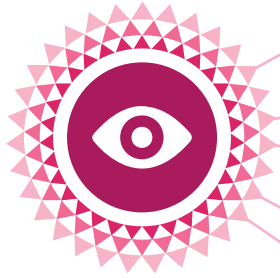
School for Social Justice

This is a participatory initiative to strengthen member agency capacity in analysis, community organizing and action on social, political and economic justice. This year 18 sector practitioners from member agencies across Ontario participated in the training.



... a great example of OCASI members working together to bring issues forward, then advocating for and achieving meaningful solutions."

Policy and Research



- Government relations
- Sector relations
- Research
- Policy and Advocacy
- Media Relations

Access and Equity

Positive Spaces Initiative

Accessibility Initiative

Mental Health Project

Immigrant Refugee Communities, Neighbours, Families and Friends Campaign



IT and New Media



- Settlement.Org
Settlement.Org Discussion Forum
- Etablissement.Org
- NewYouth.ca
- WelcomeOntario.ca/
AccueilOntario.ca
- Job Readiness Tool

MEMBERSHIP

Regional Meetings

Membership communications

Membership support

- Francophone Committee
- Community organization incubator
- Governance and training
- School for Social Justice

Building Sector Capacity

Executive Directors Forum

Professional Development Conference

Professional Education and Training

Online Training

- LearnAtWork.CA
- Foundations of Settlement
- Online Courses

SettlementAtWork.Org

Allies in Refugee Integration

National Settlement Sector Community of Practice (CoP)

Social Enterprise

- OCASI Client Management System
- Service Information System
- Prosper Canada - Benefits Screening Tool



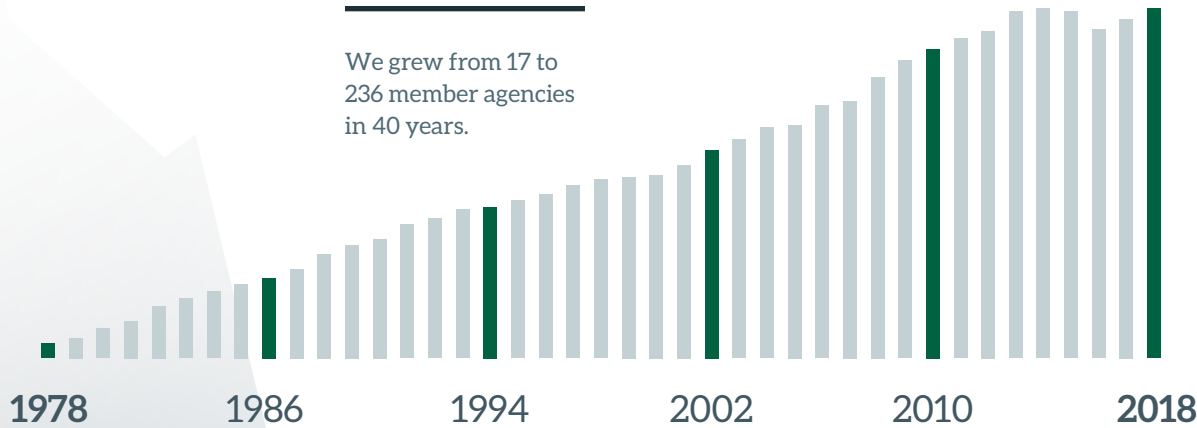


MEMBER AGENCIES: A PORTRAIT

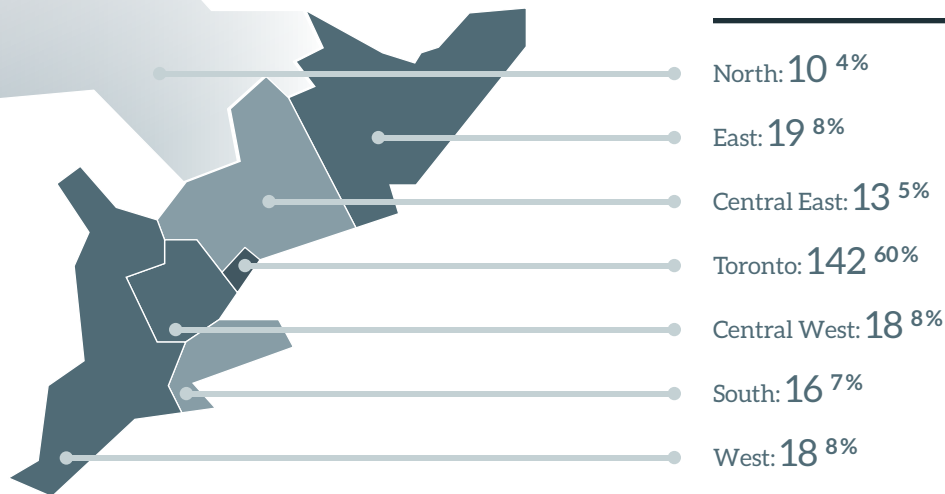
BUILDING OUR BASE

Cumulative number of agencies per year

We grew from 17 to 236 member agencies in 40 years.



Agencies by region:

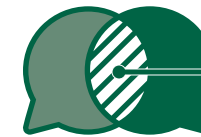


Charitable organizations:



charities: **75%**
(% out of 236 agencies)

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



92 languages

Staff number:



+14,500 workers

+48,700 volunteers

Agencies generating revenue:



> \$5MM: **51**

\$1-5MM: **81**

< \$1MM: **83**

(reported by 215 member agencies)



MEMBERS OF OUR COMMUNITY

TWO HUNDRED AND THIRTY SIX

North

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 of Northeastern
Ontario, Sudbury

West

Across Languages Translation and Interpretation
Adult Language and Learning
Centre communautaire régional de London
London Cross Cultural Learner Centre
London Employment Help Centre
LUSO Community Services
Multicultural Council of Windsor and Essex County
New Canadians' Centre of Excellence Inc.
Nigerian-Canadians for Cultural, Educational,
and Economic Progress
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

Central West

African Community Services of Peel
Al-Qazzaz Foundation for Education & Development
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
Muslim Community Services
Newcomer Centre of Peel
Peel Career Assessment Services Inc.
Peel Multicultural Council
Punjabi Community Health Services
Sexual Assault and Violence Intervention
Services of Halton
The Women's Centre of Halton
United Achievers' Community Services

East

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
English Language Training for the Ottawa Community
Immigrant Women Services Ottawa
Jewish Family Services of Ottawa-Carleton
KEYS Job Centre
Kingston Community Health Centres
La Société Économique de l'Ontario
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
Somali Centre for Family Services
Vitesse Re-Skilling Canada Inc.
World Skills Employment Centre

Central East

Bradford Immigrant and Community Services
Canadian Mental Health Association Durham
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

South

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
Kitchener-Waterloo YMCA Immigrant Services
Niagara Folk Arts Multicultural Centre
Reception House - Waterloo Region
SOFIFRAN (Solidarité des femmes et familles
immigrantes francophones du Niagara)
Welland Heritage Council and Multicultural Centre
YMCA of Hamilton/Burlington/Brantford, Immigrant &
Newcomer Services

Toronto

Abrigo Centre

Access Alliance Multicultural Health and Community Services

Accessible Community Counselling and Employment Services

Afghan Association of Ontario

Afghan Women's Organization

Agincourt Community Services Association

Alliance for South Asian AIDS Prevention

Anglican United Refugee Alliance

Arab Community Centre of Toronto

Asian Community AIDS Services

Auberge Francophone

AWIC Community and Social Services

Bangladeshi-Canadian Community Services

Barbra Schlifer Commemorative Clinic

Black Coalition for AIDS Prevention

CAFSCAN Social Services

Canadian Arab Federation

Canadian Centre for Language & Cultural Studies Inc.

Canadian Centre for Victims of Torture

Canadian Tibetan Association of Ontario

CARE Centre for Internationally Educated Nurses

Catholic Cross-Cultural Services

CATIE - Canadian AIDS Treatment Information Exchange

Centre for Immigrant and Community Services

Centre for Spanish Speaking Peoples

Centre Francophone de Toronto

Chinese Family Services of Ontario

Collège Boréal

Community Action Resource Centre

Community Legal Education Ontario

COSTI Immigrant Services

Council of Agencies Serving South Asians

CUIAS Immigrant Services (Canadian Ukrainian Immigrant Aid Society)

CultureLink

Davenport-Perth Neighbourhood and Community Health Centre

Delta Family Resource Centre

Dixon Hall

East Metro Youth Services

Eastview Neighbourhood Community Centre

Elsbeth Heyworth Centre for Women

EnVision Education Foundation

Eritrean Canadian Community Centre of Toronto

Ethiopian Association in the Greater Toronto Area and Surrounding Regions

Family Inter-Generation Link

Family Service Toronto

FCJ Refugee Centre

Findhelp Information Services

For You Telecare Family Service

For Youth Initiative in Toronto

FrancoQueer

Griffin Centre

Harriet Tubman Community Organization

Heritage Skills Development Centre

Hong Fook Mental Health Association

Immigrant Access Fund Canada

Immigrant Women's Health Centre

Irish Canadian Immigration Centre

Jane Alliance Neighbourhood Services

Jane/Finch Community and Family Centre

Japanese Social Services, Toronto

Jewish Immigrant Aid Services, Toronto

JobStart

JVS Toronto

Kababayan Community Service Centre

KCWA Family and Social Services

Korean Senior Citizens Society of Toronto

L'Institut de leadership des femmes de l'Ontario

La Passerelle-Intégration et Développement

Lakeshore Area Multi Services Project

Lao Association of Ontario

Le Centre ontarien de prévention des agressions

Learning Disabilities Association of Toronto District

Madison Community Services

Maison d'Hébergement pour Femmes Francophones

Margaret's Housing and Community Support Services Inc.

Mennonite New Life Centre of Toronto

Multilingual Community Interpreter Services, Ontario

Neighbourhood Link Support Services

Nellie's

New Canadian Community Centre

New Circles Community Services

Newcomer Women's Services Toronto

North York Community House

North York Women's Centre

North York Women's Shelter

Northwood Neighbourhood Services

Oasis Centre des Femmes

Parkdale Community Information Centre

Parkdale Intercultural Association

Planned Parenthood Toronto

Polycultural Immigrant Community Services

Progress Career Planning Institute

Rexdale Women's Centre

Roma Community Centre

S.E.A.S. (Support, Enhance, Access, Service) Centre

Salvadoran Canadian Association of Toronto

Scadding Court Community Centre

Scarborough Women's Centre

Settlement Assistance and Family Support Services

Silent Voice Canada

Sistering - A Woman's Place

Skills for Change

Social Planning Toronto

Sojourn House

Somali Immigrant Aid Organization

South Asian Women's Centre

South Asian Women's Rights Organization

South Etobicoke Community Legal Services
 St. Stephen's Community House
 Tesoc Multicultural Settlement Services
 The 519
 The Career Foundation
 The Cross-Cultural Community Services Association
 The Learning Enrichment Foundation
 The Redwood Shelter
 The Salvation Army, Toronto Harbour Light Ministries
 Immigrant and Refugee Services
 The Teresa Group
 Times Change Women's Employment Service
 TNO - The Neighbourhood Organization
 Toronto Centre for Community Learning & Development
 Toronto Community & Culture Centre
 Toronto Community Employment Services
 Toronto Region Immigrant Employment Council
 Toronto Ward Museum
 Toronto Workforce Innovation Group
 Tropicana Community Services
 Turtle House Art/Play Centre
 Unison Health and Community Services
 University Settlement
 Vietnamese Association, Toronto
 Vietnamese Women's Association of Toronto
 West Neighbourhood House
 Women's Health in Women's Hands Community Health
 Centre
 WoodGreen Community Services
 WoodGreen Red Door Family Shelter
 Workers' Action Centre
 Working Skills Centre
 Working Women Community Centre
 World Education Services
 YMCA of Greater Toronto, Newcomer Settlement
 Programs
 YWCA Canada
 YWCA Toronto

OCASI regions list

North

Kenora
 North Bay
 Sault Ste. Marie
 Sudbury
 Thunder Bay

West

Chatham
 Leamington
 London
 Sarnia
 Windsor-Essex

Central West

Peel Region, including:
 Brampton
 Halton
 Malton
 Mississauga
 Oakville

East

Belleville
 Kingston
 Ottawa

Central East

Barrie
 Bradford
 Durham Region
 (Ajax, Oshawa, Pickering, Whitby)
 Peterborough
 York Region
 (Aurora, Markham, Newmarket,
 Richmond Hill, Vaughan)

South

Beamsville
 Brantford
 Cambridge
 Fort Erie
 Guelph
 Hamilton
 Kitchener
 Niagara
 St. Catharines
 Waterloo
 Welland

Toronto

City of Toronto



VOLUNTEERS, STUDENTS, STAFF

DEDICATION AND COMMITMENT

Executive Director

Debbie Douglas

Associate Executive Director

Eta Woldeab

Senior Manager, Finance and Administration

Shiraz Merchant*
Marya Shabbir**

Senior Manager, IT and New Media

Arthur Doucet*
Karen Scott**

Senior Manager, Sector Capacity Development

Sajedah Zahraei

Staff

Sidrah Ahmad
Sihem Ait Hammouda**
Sanaa Ali-Mohammed*
Sahar Ashraf**
Soheil Baouji
Michelle Ball**
Selina Basudde
Paulina Bermeo
Jennifer Bolton*
Amy Casipullai
Siham Chakrouni*
Felicia Christmas
Jasmine Chua*
Manolli Ekra**
Gregory Elward
Anna Finch
Krittika Ghosh*

Lorraine Hudson*
Sizwe Inkingi
Nadia Junaid**
Yara Kodersshah
Peggy Ho
Beverly Lawrence
Jalana Lewis*
Julia Mais
Chenthoori Malankov**
Ali Mathis**
Leona McColeman**
Emily Mooney**
Witta Nicoyishakiye**
Paul Newby*
Chavon Niles
Martha Orellana
Laura Osorio**

Deborah Perne**
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Taemika Pickering
Eric Pires
Theresa Polyakov
Jai Sahak*
Ramzi Saliba*
Jaitra Sathyandran*
Ila Sethi
Sara Shahsiah*
Brian Sharpe**
Laura Tachini**
Shulan Tien*
Elena Trapeznikova
Marcos Vilela

Students

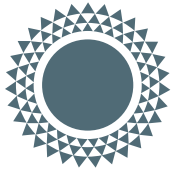
Crystal Fung*
Anejah Jayarajah*
Nabeel Laher*
Sara Lima*
Serena Lin*
Nena Meftuh*
Savishna Pillai*
Ryan Tram*
Rhian Williams*

* Left during the year

** Joined during the year

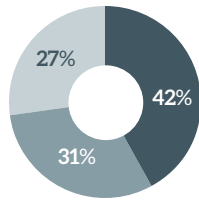
*** On long-term leave





2018 FINANCIAL REPORT

STABILITY AND SUSTAINABILITY

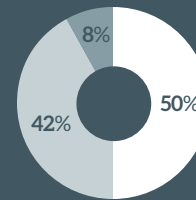


REVENUES

● Federal	\$ 1,958,193
● Provincial	\$ 1,473,777
● Other	\$ 1,267,510

REVENUES (\$)

	2018	2017
Immigration, Refugees & Citizenship Canada	1,958,193	1,548,769
Employment & Social Development Canada	9,572	28,315
Ministry of Citizenship & Immigration	1,473,777	1,307,212
Ministry of the Status of Women	127,826	69,176
Ministry of Tourism, Culture & Sport	-	5,850
United Way Greater Toronto	270,577	216,308
The Canadian Red Cross Society	11,301	138,741
Atkinson Foundation	25,890	-
Toronto Foundation	60,000	-
Community One Foundation	7,500	-
The Law Foundation of Ontario	72,440	-
Other Foundations	17,934	36,859
Membership fees	168,775	174,625
Productive enterprises - OCMS	281,075	234,226
Productive enterprises - general	99,804	154,787
Interest	15,805	18,903
Donations & fundraising	1,072	2,595
Workshop registrations	38,265	28,100
City of Toronto	59,674	231,449
TOTAL	4,699,480	4,195,915



EXPENDITURES

● Personnel	\$ 2,374,524
● Program	\$ 2,013,179
● Administrative	\$ 376,283

EXPENDITURES (\$)

PERSONNEL

	2018	2017
Salaries	2,001,866	1,628,816
Honoraria & contract fees	706,400	770,111
Benefits	357,118	292,726
Staff training	15,540	9,787
Sub total	3,080,924	2,701,440

PROGRAM

Outreach & promotion	329,187	250,874
Travel, accommodation & conference	263,124	214,664
Meeting expenses	117,325	98,834
Sector IT infrastructure	85,233	85,303
Payment to partners	311,560	79,334
Professional education & training courses	75,673	61,889
Supplies & subscriptions	81,639	60,626
Communications	13,940	18,137
Publicity and other	29,098	12,323
Sub total	1,306,779	881,984

ADMINISTRATIVE

Rent, taxes & utilities (net)	199,613	199,680
Professional fees	72,379	50,767
Supplies & subscriptions	29,925	21,132
Communications	50,397	15,989
Insurance	19,542	7,852
Bank charges	4,427	4,016
Sub total	376,283	299,436

TOTAL

TOTAL	4,763,986	3,882,860
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ACKNOWLEDGEMENTS

THANK YOU FOR YOUR SUPPORT

City of Toronto
Immigration, Refugees and Citizenship Canada
Employment and Social Development Canada
Ministry of Citizenship and Immigration
Ministry of Tourism, Culture & Sports
Ministry of the Status of Women
United Way Greater Toronto
The Canadian Red Cross Society
Atkinson Foundation
Toronto Community Foundation
Community One Foundation
The Law Foundation of Ontario

A special thank you to OCASI Member Agencies who contribute in so many ways to support our role as their collective voice.

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

A special thank you to our Regional Champions for Positive Spaces Initiative (PSI) and Accessibility Initiative, who worked tirelessly to ensure welcoming, inclusive and accessible spaces for all.

A special thank you to the Peer Champions who volunteered their time and effort to the Immigrant and Refugee Communities - Neighbours, Friends and Families Campaign.

OCASI 40

Advocacy for change
Plaidoyer pour le changement

1978 ~ 2018

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