

CHANGING THE NARRATIVE

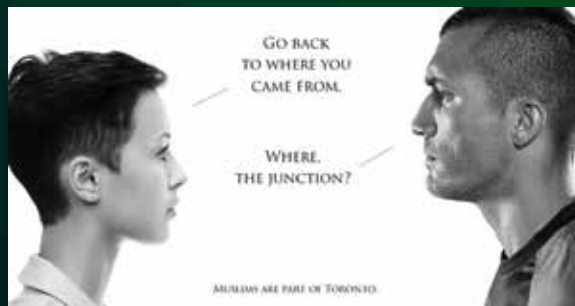
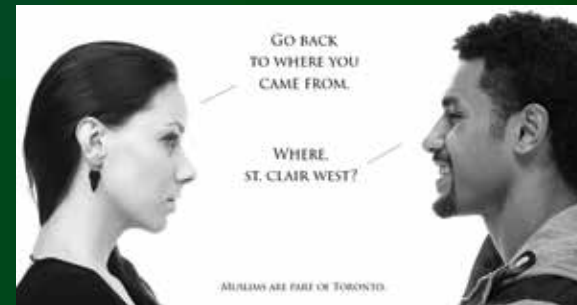
OCASI ANNUAL REPORT 2017





ANTI-ISLAMOPHOBIA CAMPAIGN

TORONTO FOR ALL



“Our identities, our sense of belonging are key for our health as individuals and communities. For a healthy vibrant Canada we need to have the comfort to discuss difficult issues. Through this poster campaign, you are forcing us to have a meaningful conversation. Don't let the fear among a few stop you. Well Done.”



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TORONTO FOR ALL

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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 CHANGING THE NARRATIVE



This year has been a wake-up call for all of us supportive of Canada's immigration and refugee protection programs, as well as a commitment to building a progressive, inclusive Canada.

On one hand Canadians in overwhelming

numbers continued to be actively involved in welcoming and resettling refugees from Syria as well as Eritrea, Iraq and many other countries, continuing the momentum that was begun last year.

On the other hand we saw an alarming rise in violent hate attacks primarily against Black/ people of African descent, Muslims, and other minority religious and racialized groups, and the escalation of an anti-immigration discourse shaded by xenophobia, Islamophobia and racism. These deeply troubling and divisive messages came from among some of the highest levels of political leadership in Canada, and were echoed in a national opinion poll.

These developments motivated us to intensify our efforts to change the national

and local narrative on immigration, to counteract the negative portrayals of immigrants and refugees especially those from the global south who are often demonized. We launched public education campaigns to challenge racism, Islamophobia and xenophobia, and anti-Black racism. The campaigns resonated broadly, bringing us encouragement and support as well as a small but intense xenophobic and racist push-back. Most important it was welcomed by many who expressed gratitude and relief at the message that hatred and intolerance has no place in Canada.

We are proud of the leadership shown by our member agencies to actively take on public education in their communities to change the narrative of exclusion and marginalization. We were encouraged by the growing recognition within the immigrant and refugee-serving sector of the need to educate ourselves on our role in Canada's ongoing settler-colonialism, as well as build relationships with Indigenous communities.

We called for a suspension of the Safe Third Country Agreement between Canada and the United States. A growing number of asylum seekers were fleeing intolerance and hatred as well as punitive measures in the US, and risking life and limb to enter Canada in search of a safe haven. We are proud of the many OCASI members who stepped forward to arrange for shelter, healthcare and services

for these refugee claimants, despite their struggle to find resources for this work, which is largely excluded by major funders.

In coalition we urged the government to introduce a regularization program to allow those without immigration status to become permanent residents, as well as permanent residence for all migrant workers. We called for a removal of the many barriers to citizenship. Many OCASI member agencies responded to our callout on these demands, and contacted their Member of Parliament to urge systemic change.

Through our Steering Committee work with Colour of Poverty – Colour of Change (COP-COC), we were proud to be a catalyst for Ontario's first ever Anti-Racism Act. The province had finally established the Ontario Anti-Racism Directorate after widespread push from racialized communities and groups such as COP-COC but the new body did not have a legislative foundation. We will continue these efforts next year as we seek to change the narrative, as we walk locally, our global talk of being a welcoming society.

In solidarity,

Ibrahim Absiye
President

Debbie Douglas
Executive Director



BOARD OF DIRECTORS

PORTRAIT

EXECUTIVE COMMITTEE

PRESIDENT
Ibrahim Absiye
CultureLink

VICE-PRESIDENT
Manjeet Dhiman
*Accessible Community
Counselling and Employment
Service*

VICE-PRESIDENT
Nella Iasci
Job Skills

**CORPORATE
SECRETARY**
Shelley Zuckerman
*North York
Community House*

TREASURER
Lucia Harrison
*Kitchener – Waterloo
Multicultural Centre*

REGIONAL DIRECTORS

CENTRAL EAST
Nella Iasci
Job Skills

CENTRAL WEST
Kim Jenkinson
*Halton Multicultural
Council*

EAST
Leslie Emory
*Ottawa Community
Immigrant Services
Organization*

NORTH
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
Valerian Marochko
*London Cross Cultural
Learner Centre*

PROVINCIAL DIRECTORS

Emilie Coyle
(left during the year)
*National Capital Region
YMCA-YWCA – Newcomer
Information Centre*

Carolyn Davis
(left during the year)
*Catholic Crosscultural
Services*

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

Bonaventure Otshudi
*Centre de santé
communautaire Hamilton/
Niagara*

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



(L-R back)

Janet Madume, Debbie Douglas, Jeff Burch,
Nella Iasci, Saint-Phard Désir, Ahmed Hussein,
Bonaventure Otshudi, Karol Rains

(L-R front)

Manjeet Dhiman, Ibrahim Absiye, Shelley
Zuckerman, Paulina Wyrzykowski, Bonnie Wong

(Not in the photo)

Lucia Harrison, Kim Jenkinson, Leslie Emory,
Valerian Marochko, Carolyn Davis



39 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.

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 family reunification through immigration.

Permanent Resident Vote

Toronto City Council passes a motion to let permanent residents vote in municipal elections.

2014

OCASI Client Management System (OCMS)

OCMS is launched across Canada. It is a powerful online tool used to record and retrieve client information and generate real-time reports.

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.



POLICY, RESEARCH AND MEMBERSHIP SERVICES

STRONG SECTOR VOICE

Policy and Public Education

OCASI launched a successful public education campaign against Islamophobia, xenophobia and racism, and anti-Black racism in collaboration with the City of Toronto, United Way of Toronto and York Region and the Province of Ontario and worked in collaboration with the Ontario Human Rights Commission, the National Council of Canadian Muslims and the Canadian Arab Institute. Various others provided advice on the City campaign.

The multi-phase campaign comprised of over 100 posters located in public transit shelters in Toronto as well as a social media strategy. Subsequent phases involved the production of short videos that were shown in movie theatres, and ran on social media and television in major markets. We acknowledge with gratitude the pro-bono work of the design studio Public Inc., and media studio Mass Minority, for the campaigns. Other municipalities are now taking up similar campaigns, including the town of Ajax, the city of Hamilton, as well as the city of London, England.

We were a strong voice at various federal government consultation tables and Parliamentary Committee presentations on Canada's immigration and refugee program. We called for permanent residence for all migrant workers, permanent residence for those without immigration status, removal of systemic barriers in refugee determination, and the elimination of citizenship barriers. OCASI is a member of the Ontario Income Security Reform Working Group, and provided input into recommendations for changing social assistance, child benefits and working income supports programs.

OCASI is member of the provincial VAW round-table and provides input to the province's initiative to address sexual violence and violence against women.

Research

We carried out a salary survey of member agencies, which updated information collected in the last survey of 2015. Member agencies tell us the survey is a useful tool for use in internal planning as well a resource for funding applications.

An environmental scan was completed to assess the existing capacity and service gaps of refugee and immigrant-serving organizations in Ontario to meet the needs of large numbers of Syrian refugee arrivals. Released in April 2016, the report provided useful information for sector agencies as well as other stakeholders, including government funders.

We released "Telling our Stories from the Frontline: Adverse Institutional Impacts of Cuts to Immigrant Settlement Funding in Ontario", which documented the impact of the 2015 Immigration, Refugees and Citizenship (IRCC) funding cuts in Ontario. In it, agencies tell their stories of the scope and scale of the impacts.

In June 2016 we carried out a brief scan of OCASI member agencies on cuts to summer language programs. We learned the program reductions were primarily due to IRCC cuts to Ontario's LINC funding, and gained a better understanding of language program availability in the summer.

229
Total members

14
New members

20
No longer
members

Membership Services

We successfully advocated against IRCC funding cuts, resulting in additional funds for the region and a reversal of funding cuts to agencies. Despite these efforts a few agencies in some regions saw cuts to their IRCC funding - some significant. We have called for a review of the national Settlement Allocation Model for IRCC funding. We also communicated member agencies concerns regarding Newcomer Settlement Program funding to the provincial funders, including the experience of agencies in smaller centres and rural areas and the need to open up funding to new applicants.

Through the Administrative Services & Supports Project we continued working with 10 member agencies to build their capacity in financial health, governance and organizational structure. OCASI supported the staff of Community Microskills Development Centre in their transition after the abrupt closure of the organization in February 2016.

More than 20 member agency staff from across Ontario were enthusiastic participants in the popular OCASI School for Social Justice (SSJ). The SSJ is made possible by community funding and generous support from experienced advocates who shared their expertise on topics such as critical race analysis and public policy.

MEMBER AGENCIES SPEAK

“OCASI is the backbone of settlement sector”

“...And please please please keep helping immigrants and refugees...the world so badly needs your voice right now”

“CONGRATULATIONS on raising a very difficult issue”

“Our identities, our sense of belonging are key for our health as individuals and communities. For a healthy vibrant Canada we need to have the comfort to discuss difficult issues. Through this poster campaign, you are forcing us to have a meaningful conversation. Don't let the fear among a few stop you. Well Done.”



BUILDING CAPACITY ACCESS AND EQUITY

Positive Spaces Initiative (PSI)

ENGLISH + FRENCH

482

Service providers
at 35 training sessions

Since 2009 OCASI's Positive Space Initiative (PSI) has supported the immigrant + refugee-serving sector to better serve LGBTQIA+ (lesbian, gay, bisexual, trans, two-spirit, queer, questioning, asexual, intersex, pansexual, etc.) newcomers to Ontario. PSI in-person and online training in English and French continues to be popular and in great demand.

ONLINE

231

Participants

PSI is rooted in community, and as such we were proud to support 10 Regional Champions across 4 OCASI regions in their efforts to build connections and promote promising practices. Going forward, we will continue to develop our resources and adapt our curriculum to better serve Francophone LGBTQIA+ newcomers and refugees.



...the various settlement considerations, we need more policies and awareness of LGBTQ+ clients"

Accessibility Program

+2,000

Service providers

In May 2017 OCASI was proud to be recognized as a Champion in the 2017 David C. Onley Award for Leadership in Accessibility. The recognition confirms the value and effectiveness of the Accessibility Program in supporting the sector to be more effective in meeting the settlement needs of refugees and immigrants with disabilities.

This year we assisted sector agencies to meet compliance targets as Ontario moves to become fully accessible by 2025. The Regional Champions initiative launched in 2016 saw the recruitment of 6 Champions. It helped to improve our understanding of regional needs and local resources, and resulted in increased demand for training. Next year we look forward to increasing our Francophone capacity in the program, exploring new training formats and increasing the number of regional champions.



Loved hearing about real cases and looking at the processes, resources needed for support and trying to understand how these could be incorporated in our small community."

Mental Health Project

Responding to a growing demand, OCASI delivered the Mental Health training project to build the capacity of sector agencies. We provided training to help frontline workers promote and respond better to the diverse mental health needs and trauma experience of refugee clients. We partnered with Canadian Centre for Victims of Torture, Hong Fook Mental Health Association and St. Michael's Hospital to provide training in various formats and levels.

472

Sector Workers

Professional Education and Training (PET) Program

This popular initiative supports the professional development of frontline workers as well as managers and executive directors by providing financial support for training.

Agencies can select group training that best meets the professional development needs of their employees.

1,126

Practitioners

30

Agencies

LearnAtWork.Ca

The LearnAtWork online training initiative is now in its 9th year. The website provides a variety of self-directed online courses for frontline and other sector workers, to build capacity in working with refugees and immigrants. Training topics include employment, refugee mental health and trauma, addressing sexual violence, serving newcomer youth, accessibility, and more.

Site use increased by a record number this year and the number of enrollments doubled to almost 1300. Users include OCASI member agencies as well as sector agencies from the rest of Canada, other community organizations, post-secondary learning institutions, faith organizations, Private Sponsors, government workers and many other local and international stakeholders. Next year will be focused on expansion, including through adding more facilitated courses.

30%

Traffic increment

8,380

Total Users



TECHNOLOGY AND NEW MEDIA

MAKING IT ALL MAKE SENSE

Settlement.Org

+5,4M
Total sessions

Since 2000 Settlement.Org has provided timely and accurate clear language information for newcomers to Ontario. A June 2016 user survey told us satisfaction levels with the site were very high. Employment and immigration related topics were the most important for users, followed by housing and mental health supports.

+44%
Smartphone traffic

We added new content on looking for a job through social media platforms and other online tools. We also added articles on personal wellness and updated our immigration content to reflect recent changes. We continue to amplify our presence by sharing our expertise in online information and referral with community agencies and at sector forums such as the National Metropolis Conference.

+31%
Traffic from outside Canada

Settlement.Org has an active Facebook and Twitter presence, with 5,971 Twitter followers and 1,264 Facebook likes as of March 31, 2017.

+86%
Traffic from search engines

+38%
25-34 years age group

“Settlement.org is one of the best resources we have in newcomer settlement sector. I refer to this website for research, updates and also for newcomer clientèle [sic] that i serve. Keep up the good work!”

+6,300
Current Twitter followers

Settlement.org Discussion Forum

The Discussion Forum is a peer-driven online space that allows newcomers to share their immigration and settlement experiences. A popular site for immigrants and refugees, the forum has grown to more than 33,500 members contributing more than 71,000 posts.

Questions and concerns about conditional permanent residence for sponsored spouses, sponsorship of parents and grandparents, loss of permanent residence, meeting residency requirements, and renewal of permanent residence were the main trends this year.

“This is a great forum, and I really want to extend my appreciation to any help I can get on this issue. Thank you.”

Etablissement.Org

Since 2009 Etablissement.Org has provided French language information and referral for French-speaking newcomers. This year we added over 50 new articles on a variety of settlement topics, including French translations of certain content that were previously only available in English. We updated over 65 articles, thus providing more up-to-date content to site users.

New and updated content focused on immigration, employment, retirement, and personal finances. Throughout the year we posted relevant provincial and federal news updates on topics such as immigration changes, health programs and employment resources.

We have a strong social media presence, including 379 Twitter followers as of March 31, 2017.

+48%
Page views increment

+45%
Sessions increment

“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”

NewYouth.ca

This year we strengthened the employment section of the website, including through an ongoing content partnership with Futurpreneur Canada.

Youth users of the site were active participants in the Discussion Forum. Popular discussion topics were how to apply to college/university, how to receive financial assistance, how to get a driver's license, and queries about work permits.

We increased awareness of the website by sharing our expertise with youth program workers at organizations such as North York Community House, Peel Multicultural Council, and the town of Ajax. We also collaborated with the Red Cross on a youth leadership symposium against Islamophobia.

+228,000

Page views

WelcomeOntario.ca / AccueilOntario.ca

We developed WelcomeOntario.ca and AccueilOntario.ca to bring together trustworthy information in English and French for those helping Syrian refugees settle in Ontario. We developed new content to address the information needs of Syrian refugees based on consultation with settlement workers that provide services to this population. The content was translated into Arabic to be more accessible.

Responding to a key information need on elementary and secondary school education for children, we prepared 58 articles for translation into Arabic and dissemination through the website. We also updated 37 resources and posted 131 new items include event notices and news items. 26 resources were posted on AccueilOntario.ca

Refugee Settlement Project

We launched a new project to support frontline workers working with resettled refugees in Ontario, through gathering and sharing information and building capacity through training and resource development.

We conducted a needs assessment through focus groups and key informant interviews, using the results to develop a good practices webinar series for frontline workers.

Professional development and capacity building opportunities were disseminated broadly across OCASI member agencies as well as Local Immigration Partnerships and other stakeholders working in refugee settlement.

OCASI Client Management System (OCMS)

An OCASI social enterprise funded entirely through user-fees and internal resources, OCMS is an invaluable online tool for sector agencies to record and retrieve important client information.

This year we added a new module to allow reporting on community connections services, with the ability to tailor reporting according to funder requirements. We improved flexible access to user training with the introduced of recorded webinars that can be viewed at any time. In the coming year we look forward to improving system stability by adding several new servers to allow future growth in the user base.

“Just wanted to say that your service is great and response time is fantastic!”

Technical (The Back Office)

An extraordinary amount of technical work is done 'behind the scenes' at OCASI to keep our many websites at peak performance and easy to access.

On an ongoing basis we update the source code for maintenance and improvements and install fixes and patches.

Our sites have over 10,000 links and making sure they all work is a constant challenge.

We also provide ongoing internal technical support to upload content, redesign web pages and add new features.

This year we have been hard at work on making our websites ready for access by mobile devices.



VIOLENCE AGAINST WOMEN (VAW) PREVENTION

CHANGING ATTITUDES THROUGH EDUCATION

Using an intersectional feminist, anti-racist, anti-oppression framework, we provide training and deliver campaigns that shift attitudes and perceptions on VAW.

GRAPHIC NOVEL Prevention of Sexual Violence and Harassment Campaign

4
Graphic Novel launches

20
Media stories

4
Creative writing workshops

40
participantes

TRAINING
117
participantes



On March 8 International Women's Day we launched "Telling Our Stories: Immigrant Women's Resilience", a multilingual graphic novel on sexual violence. The novel features four stories written by immigrant women on topics such as marital rape, sexual violence and harassment in public spaces including work places to offer support to other immigrant

women enduring similar experiences. Developed in partnership with Le mouvement Ontarien des Femmes Immigrantes Francophones (MOFIF), the novel is available free of charge in English and French and nine other languages for immigrant and refugee serving agencies across Ontario.

We developed Level 2 of the training, "Understanding and Responding to Sexual Violence in Immigrant Communities", focussing on the intersectionality of identities of immigrant and refugee women.

“As a professional I cannot wait to read this and recommend it to women who I work with”

Immigrant and Refugee Neighbours Friends and Family Campaign



SOCIAL MEDIA
399
Twitter followers

+1,000
Tweets

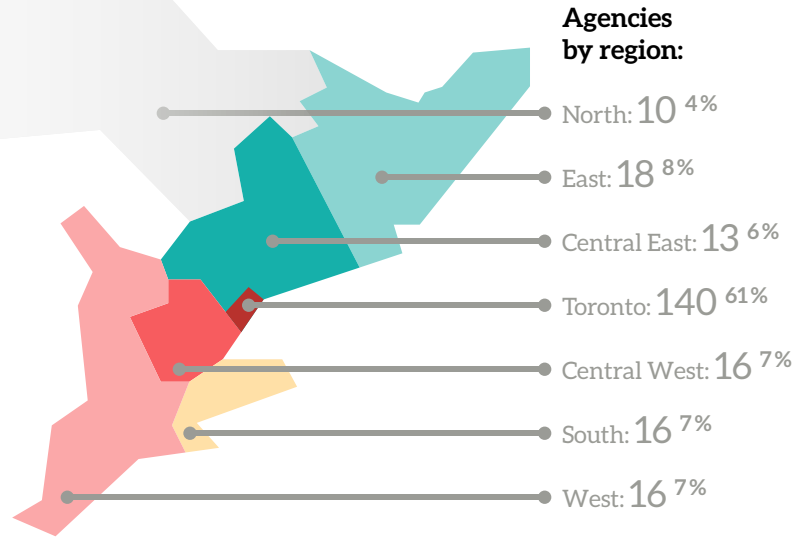
We trained 12 Peer Champions from diverse immigrant and refugee communities from across Ontario to conduct workshops and community events in their communities on responding to violence against women. The Champions went on to organize innovative and exciting events to engage their communities in discussing domestic violence and how to support someone living with abuse.

We implemented the social media strategy "16 Days of Activism Against Gender-Based Violence", and launched #WeBelieveSurvivors to encourage online sharing of the hashtag translated into multiple languages.



MEMBER AGENCIES: A PORTRAIT

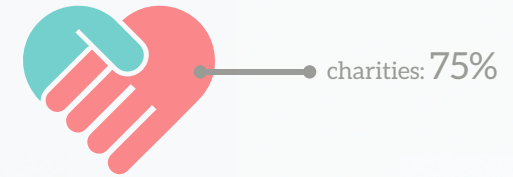
BUILDING OUR BASE



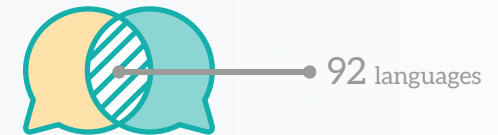
OCASI regions list:

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	Chatham, Leamington, London, Sarnia, Windsor-Essex	City of Toronto

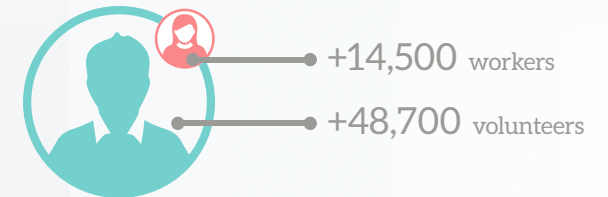
Charitable organizations: (% out of 231 agencies)



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 NINE

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 of Northeastern Ontario, Sudbury

CENTRAL EAST REGION

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

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
 Mulsim 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
 United Achievers' Community Services

WEST REGION

Across Languages Translation and Interpretation
 Adult Language and Learning
 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.
 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, Sarnia

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

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	Services	FCJ Refugee Centre	La Passerelle-Intégration et Développement	Institute	Employment Service
Access Alliance	CATIE - Canadian AIDS Treatment Information Exchange	Findhelp Information Services	Lakeshore Area Multi Services Project	Rexdale Women's Centre	Toronto Centre for Community Learning & Development
Multicultural Health and Community Services	Centre for Immigrant and Community Services	For You Telecare Family Service	Lao Association of Ontario	Roma Community Centre	Toronto Community & Culture Centre
Accessible Community Counselling and Employment Services	Centre for Spanish Speaking Peoples	For Youth Initiative in Toronto	Le Centre ontarien de prévention des agressions	S.E.A.S. (Support, Enhance, Access, Service) Centre	Toronto Community Employment Services
Afghan Association of Ontario	Centre Francophone de Toronto	FrancoQueer	Learning Disabilities Association of Toronto District	Scarborough Women's Centre	Toronto Region Immigrant Employment Council
Afghan Women's Organization	Chinese Family Services of Ontario	FutureWatch Environment and Development Education Partners	Madison Community Services	Scadding Court Community Centre	Toronto Ward Museum
Agincourt Community Services Association	Collège Boréal	Harriet Tubman Community Organization	Maison d'Hébergement pour Femmes Francophones	Settlement Assistance and Family Support Services	Toronto Workforce Innovation Group
Alliance for South Asian AIDS Prevention	Community Action Resource Centre	Heritage Skills Development Centre	Margaret's Housing and Community Support Services Inc.	Silent Voice Canada	Tropicana Community Services
Anglican United Refugee Alliance	Community Legal Education Ontario	Hong Fook Mental Health Association	Mennonite New Life Centre of Toronto	Sistering - A Woman's Place	Turtle House Art/Play Centre
Arab Community Centre of Toronto	COSTI Immigrant Services	Immigrant Access Fund Canada	Multilingual Community Interpreter Services, Ontario	Social Planning Toronto	Unison Health and Community Services
Asian Community AIDS Services	Council of Agencies Serving South Asians	Immigrant Women's Health Centre	Neighbourhood Link Support Services	Sojourn House	University Settlement
Auberge Francophone	CUIAS Immigrant Services (Canadian Ukrainian Immigrant Aid Society)	Irish Canadian Immigration Centre	Nellie's	Somali Immigrant Aid Organization	Vietnamese Association, Toronto
AWIC Community and Social Services	CultureLink	Jamaican Canadian Association	New Canadian Community Centre	South Asian Women's Centre	Vietnamese Women's Association of Toronto
Bangladeshi-Canadian Community Services	Davenport-Perth Neighbourhood and Community Health Centre	Jane Alliance	New Circles Community Services	South Asian Women's Rights Organization	West Neighbourhood House
Barbra Schlifer Commemorative Clinic	Dixon Hall	Neighbourhood Services	Newcomer Women's Services Toronto	South Etobicoke Community Legal Services	Women's Health in Women's Hands Community Health Centre
Black Coalition for AIDS Prevention	East Metro Youth Services	Jane/Finch Community and Family Centre	North York Community House	St. Stephen's Community House	WoodGreen Community Services
Bloor Information and Life Skills Centre	Eastview Neighbourhood Community Centre	Japanese Social Services, Toronto	North York Women's Shelter	Tesoc Multicultural Settlement Services	WoodGreen Red Door Family Shelter
Canadian Arab Federation	Elsbeth Heyworth Centre for Women	Jewish Immigrant Aid Services, Toronto	Northwood Neighbourhood Services	The 519	Workers' Action Centre
Canadian Centre for Language & Cultural Studies Inc.	EnVision Education Foundation	JobStart	Oasis Centre des Femmes	The Career Foundation	Working Skills Centre
Canadian Centre for Victims of Torture	Eritrean Canadian Community Centre of Toronto	JVS Toronto	Parkdale Community Information Centre	The Cross-Cultural Community Services Association	Working Women Community Centre
Canadian Tibetan Association of Ontario	Ethiopian Association in the Greater Toronto Area and Surrounding Regions	Kababayan Community Service Centre	Parkdale Intercultural Association	The Learning Enrichment Foundation	YMCA of Greater Toronto, Newcomer Settlement Programs
CARE Centre for Internationally Educated Nurses	Family Inter-Generation Link	KCWA Family and Social Services	Planned Parenthood Toronto	The Redwood Shelter	YWCA Canada
Catholic Cross-Cultural	Family Service Toronto	Korean Senior Citizens Society of Toronto	Polycultural Immigrant Community Services	The Salvation Army, Toronto Harbour Light Ministries	YWCA Toronto
		L'Institut de leadership des femmes de l'Ontario	Progress Career Planning	Toronto Harbour Light Ministries Immigrant and Refugee Services	
				The Teresa Group	
				Thorncliffe Neighbourhood Office	
				Times Change Women's	



VOLUNTEERS, STUDENTS, STAFF

DEDICATION AND COMMITMENT

**EXECUTIVE
DIRECTOR**

Debbie Douglas

**ASSOCIATE
EXECUTIVE
DIRECTOR**

Eta Woldeab

**MANAGER,
FINANCE AND
ADMINISTRATION**

Shiraz Merchant

**MANAGER,
IT AND NEW MEDIA**

Arthur Doucet*
Dave Montague*

**MANAGER,
SECTOR CAPACITY
DEVELOPMENT**

Jolanta Nozka***
Sajedah Zahraei**

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Emily Mooney**
Eric Pires**
Felicia Christmas
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Siham Chakrouni
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Soheil Baouji
Theresa Polyakov
Yara Kodershah

STUDENTS

Crystal Fung
Nabeel Laher**
Nena Meftuh **

VOLUNTEERS

Arsen Harutyunyan*
Taemika Pickering

* Left during the year
** Joined during the year
*** On long-term leave

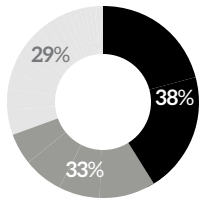


Staff represented: Debbie Douglas, Julia Mais, Jasmine Chua, Paulina Bermeo, Peggy Ho, Eta Woldeab, Elena Trapeznikova, Selina Basudde, Eric Pires, Felicia Christmas, Ila Sethi, Chavon Niles, Beverly Lawrence-Dennis, Yara Kodershah, Krittika Ghosh, Soheil Baouji, Sajedah Zahraei, and Shiraz Merchant.



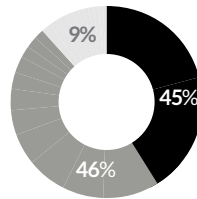
2017 FINANCIAL REPORT

STABILITY AND SUSTAINABILITY



REVENUES

● Federal	\$ 1,577,084
● Provincial	\$ 1,382,238
● Other	\$ 1,236,590



EXPENDITURES (*)

● Personnel	\$ 1,741,569
● Program	\$ 1,776,932
● Administrative	\$ 364,359

REVENUES (\$)

	2017	2016
Citizenship and Immigration Canada	1,548,769	1,481,088
Department of Canadian Heritage	-	5,000
Employment and Social Development, Canada	28,315	6,930
Ministry of Citizenship & Immigration	1,307,212	530,214
Ministry of Tourism, Culture & Sports	5,850	-
Ontario Women's Directorate	69,176	64,846
United Way of Greater Toronto	216,308	234,846
The Canadian Red Cross Society	138,741	-
Other Foundations	36,856	40,696
Membership fees	174,625	151,987
Productive enterprises - OCMS	234,226	261,730
Productive enterprises - General	154,787	130,296
Interest	18,903	11,152
Donations and fundraising	2,595	1,864
Workshop registrations	28,100	32,809
City of Toronto	231,449	101,885
TOTAL	4,195,912	3,055,343

EXPENDITURES (\$) 2017 2016

PERSONNEL (*)		
Salaries	1,628,816	1,479,013
Honoraria and contract fees	770,111	452,197
Benefits	292,726	298,999
Recruitment, Training and Development	9,787	2,869
Sub total	2,701,440	2,233,078
PROGRAM (*)		
Travel, accommodation and conference	214,664	181,515
Professional education and training courses	61,889	29,501
Other	12,323	7,924
Supplies and Subscriptions	60,626	46,290
Sector IT infrastructure	85,303	80,153
Meeting expenses	98,834	38,582
Communications	18,137	15,557
Outreach and promotion	250,874	83,458
Volunteer	-	1,000
Payments to partners	79,334	70,810
Sub total	881,984	555,420
ADMINISTRATIVE (*)		
Rent, taxes and utilities (net)	199,680	200,156
Professional fees	50,767	47,252
Communications	15,989	14,796
Supplies and subscriptions	21,132	14,800
Insurance	7,852	8,143
Bank charges	4,016	3,766
Sub total	299,436	288,913
TOTAL	3,882,860	3,077,411



ACKNOWLEDGEMENTS

WE THANK OUR FUNDERS FOR THEIR GENEROUS SUPPORT

Ministry of Citizenship & Immigration

Ministry of Tourism, Culture & Sports

Ministry of Status of Women

**Immigration, Refugees
and Citizenship Canada**

Canadian Heritage

**Employment and Social Development,
Canada**

**United Way of Greater Toronto
and York Region**

Ontario Trillium Foundation

City of Toronto

The Canadian Red Cross Society

A special thank you to our many volunteers including 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.

A special thank you to Mass Minority for their creative work on our Ontario BreakTheBehaviour Anti-Islamophobia public service ad campaign.

A special thank you to Public Inc. for their creative work on our Toronto anti-Islamophobia and anti-Black racism poster campaigns.

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

