

**WALKING
THE TALK**

**OCASI
ANNUAL
REPORT
2014**

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

WALKING THE TALK

This year was a combination of wins and losses on the public social policy file. We saw the enactment of regressive policies and regulations introduced into the immigration system including a cap on the number of annual applications for sponsorship of parents and grandparents; decrease in the age of dependents to under eighteen from under twenty-two which will have significant impact on families especially those with young daughters; and a complete and unprecedented overhaul of the Citizenship Act that makes it far more difficult for many to attain citizenship and far easier for those with dual citizenship to lose it.

In spite of the disheartening outcomes, OCASI is proud to say that at every opportunity, we were at the proverbial policy tables. Whether through the Standing Committee on Citizenship and Immigration; the Standing Senate Committee on Social Affairs, Science and Technology; and various provincial and municipal expert panels, roundtables, and conferences, we were present, speaking out for progressive public policies; for legislation that is fair and equitable and for proactive policies that acknowledge and respond to the growing inequities experienced by individuals and communities that are marginalized due to social characteristics like race, gender, (dis)ability, sexual orientation, income, and immigration (non)status among other identifiers.

Recognizing the increasingly important roles that municipalities have to play in immigration, particularly in the settlement, integration, social, economic and political inclusion of new Canadians, we moved forward the discourse on extending the municipal franchise to non-citizens, particularly,

permanent residents. While Toronto has adopted this principle and has asked the province to amend the Municipal Act to effect this change, other municipalities in Ontario and in various parts of the country are also putting this issue on their city council agendas, recognizing the vote as a possible strategy for attraction and retention of newcomers to their communities and recognizing that politically active residents make for healthy communities. The amplification of this discourse across the country is a policy win for us here in Ontario and for the Council which continues its commitment to support and promote the work of cityvote.

Together with our allies we were successful in seeing the Ontario Human Rights Commission come out with a policy statement on 'Canadian Experience', that emphatically states that the onus is on employers to prove that Canadian experience is a necessary condition of the job. For many racialized immigrant communities, this policy statement is long overdue, and the work of the Commission in the area was very welcome and appreciated.

The discussion of funding and sustainability continues to dominate many of our conversations in the sector. Members and other agencies in the sector as well as are exploring social enterprises. Although cautious, the broader community-based service sector continues to explore the potential of social financing of the work of the non-profit sector.

While a few agencies funded by the federal government through Citizenship and Immigration saw a decrease in their funding, the majority of agencies were flat-lined with a few receiving new

dollars and others finally receiving decisions on proposals submitted in the 2010-11 Call for Proposals funding cycle. We saw an increase in the investments made by the province in immigrant and refugee services, with modest funding increases for northern Ontario, Francophone services and Refugee-serving agencies. This new focus on three of the most underserved and resourced areas in our membership and sector is the result of OCASI's ongoing government relations work. It is also a demonstration of an appreciation by the province for the broader public sector and the important role that NGOs play in building a socially, culturally and economically viable society.

There is a sense of optimism in the sector as agencies turn challenges into opportunities. The new watchword has become collaboration and the seeds of partnerships that were sown over the years are coming to fruition as the sector jointly develops strategies for enhancing the work that facilitates the success of immigrants and refugees to Ontario and Canada.

Change is in the air and the time to seize the moment and drive the agenda is now!

In Solidarity,

Carl Nicholson
President



Debbie Douglas
Executive Director



BOARD OF DIRECTORS

PORTRAIT

EXECUTIVE COMMITTEE

President
Carl Nicholson
Catholic Centre for Immigrants - Ottawa

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
Ibrahim Absiyeh
CultureLink

REGIONAL DIRECTORS

Central East
Nella Iasci
Job Skills

Central West
Kim Jenkinson
Halton Multicultural Council

East
Orlando Ferro
Quinte United Immigrant Services

North
Don Curry
North Bay & District Multicultural Centre

South
Jeff Burch
Niagara Folk Arts Multicultural Centre

Toronto
Manjeet Dhiman
Accessible Community Counselling & Employment Services

Nora Angeles
Barbra Schlifer Commemorative Clinic

West
Sudip Minhas
Windsor Women Working With Immigrant Women

PROVINCIAL DIRECTORS

Bonaventure Otshudi
Centre de Sante Communautaire Hamilton/Niagara

Bonnie Wong
Hong Fook Mental Health Association

Carolyn Davis
Catholic Crosscultural Services

Lekan Olawoye
For Youth Initiative

Lucia Harrison
Kitchener - Waterloo Multicultural Centre

Mulugeta Abai
Canadian Centre for Victims of Torture

BOARD STANDING COMMITTEES

Executive

Finance

Francophone

Governance

Membership Services

Policy and Research



(L-R back) Orlando Ferro, Lucia Harrison, Eta Woldeab, Don Curry, Debbie Douglas,
Ibrahim Absiyeh, Bonaventure Otshudi, Shelley Zuckerman, Bonnie Wong.
(L-R front) Manjeet Dhiman, Tracy Callaghan, Carl Nicholson, Sudip Minhas, Nora Angeles.

36 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.

POLICY, RESEARCH AND ADVOCACY

INCLUSION AND SOLIDARITY

BUILDING ON THE SUCCESS OF THE FIRST OCASI SCHOOL FOR SOCIAL JUSTICE (SSJ), we began the next school this year with a new group of 23 enthusiastic and energetic sector practitioners from across Ontario.

Immigration, Refugees and Citizenship

Massive changes to immigration, refugee and citizenship systems this year threatened to increase inequities and exclusion of some Canadian residents, especially women. Racialized immigrants and refugees are over-represented among those who will be most affected. Federal government consultations and Parliament and Senate Standing Committee appearances were opportunities to highlight our concerns on changes that would delay family reunification for Canadian residents, render women immigrants more vulnerable through conditional permanent residence for sponsored spouses, and make it more difficult to obtain and retain Canadian citizenship. With our allies we launched 'My Canada Includes All Families', a national public education campaign to highlight the impact of changes.

Sector Policy Capacity

We supported member agencies to prepare for a robust engagement in policy dialogue at the National Settlement Conference organized by Citizenship and Immigration Canada through pre-event briefings and caucus opportunities. With leadership from our Board of Directors we had a strong

presence at the Conference and engaged with peers and stakeholders from across the country, to advance equity and inclusion in the national settlement program.

We overcame significant resource challenges to bring member agencies together for the Annual Executive Director's Forum in Toronto, providing an opportunity for sector leaders to engage in open dialogue on sectoral priorities, issues and concerns with peers, governments and other stakeholders, and strengthen organizational capacity through new learning and sharing knowledge and expertise.

Building on the success of the first OCASI School for Social Justice (SSJ), we began the next school this year with a new group of 23 enthusiastic and energetic sector practitioners from across Ontario and with the generous support of colleagues and allies who served to strengthen participants' advocacy capacity through sharing their knowledge and expertise.

Racialization of Poverty

Structural inequalities in the labour market prevent racialized peoples and members of other equity-seeking groups from achieving economic stability and security. Racialized

women are especially disadvantaged. We engaged in provincial government consultations for Ontario's second Poverty Reduction Strategy, calling for mandatory Employment Equity as a key measure to reduce inequality, and collection of data disaggregated by ethno-racial background, gender and more to identify inequities and systemic disparities affecting disadvantaged communities. Through our efforts the Toronto Board of Health approved a disaggregated data collection policy.

As a founding Steering Committee member and active leader in Colour of Poverty – Colour of Change (COP-COC), we helped organize the successful 2nd Provincial Forum, "From Poverty to Power – Racial Justice, Making Change" early in the year.

Municipalities

Municipal governments can do much to advance equity and justice for immigrants and refugees. In a major win this year Toronto City Council voted to give Toronto permanent residents the right to vote in municipal and local school board elections, resulting from public education and advocacy by OCASI and allies. We supported member agencies and colleagues in Peel, Durham and North Bay to have local governments adopt the same position,



THANK YOU FOR THE ADVOCACY WORK, THE LEADERSHIP, DEDICATION AND COMMITMENT. ”

- OCASI Member Agency

although with less success. We will continue public education to build support, and advocate to the Ontario government to allow municipal franchise for permanent residents. We saw the City of Toronto, and later the City of Hamilton adopt Access without Fear policy to provide service access without fear of reprisals, to residents without immigration status. We supported efforts that led to the launch of the City of Toronto Newcomer Strategy, for improved access and equity for immigrants and refugees.

Housing Research

Homelessness and under-housing are among the significant challenges immigrant and refugee women face in Ontario. In partnership with WoodGreen Community Services and COSTI we undertook “Mitigating the Risk of Homelessness for Immigrant and Refugee Women through Effective Service Linkages”, with funding from Employment and Social Development Canada. The research aims to help reduce the risk of homelessness among immigrant and refugee women by identifying good practices in intentional service linkages between the immigrant and refugee-serving sector and the housing sector. We look forward to soon releasing our findings and knowledge mobilization tools.

Research Highlights

Homosexuality is still criminalized in 78 countries, and is punishable by death in five and parts of two others. OCASI supports the vision of “global lesbian, gay, bisexual and transgender (LGBT) human rights”, and realizes this commitment in part through our involvement in “*Envisioning Global LGBT Human Rights*” – a five year international research and participatory documentary film partnership with grassroots groups, other social justice organizations and academics from Canada, Africa, the Caribbean and India. The Canadian team is studying the experiences of lesbian, gay, bisexual and transgender refugee claimants with the refugee determination process and in accessing services. In its fourth year, this SSHRC-funded research project expects to release the final report in 2015.

Very little is known or understood about the program and service needs of French-speaking lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI) immigrants and refugees, and there are few or no specific and appropriate settlement and integration services for this population. We worked in partnership with FrancoQueer to undertake a provincial needs assessment for French-speaking LGBTQI immigrants and refugees, in an initiative funded by Ministry of

Citizenship, Immigration and International Trade (MCIIT).

Immigrants and refugees from the Horn of Africa (HoA) face significant settlement and integration challenges arising from systemic barriers as well as the experience of displacement and migration. We began research to identify service gaps, strategies and potential options to improve access to services for newcomers from the HoA region living in Toronto. We began work in collaboration with northern Ontario member agencies to identify appropriate service delivery options to meet settlement and integration needs of immigrants and refugees in this vast geographic region. Both initiatives are funded by Ministry of Citizenship, Immigration and International Trade.

TWITTER STATS
@Ocasi_policy



+1,900

Twitter followers

+1,500

Tweets

OCASI supports the vision of “global lesbian, gay, bisexual and transgender human rights”, and realizes this commitment in part through our involvement in “*Envisioning Global LGBT Human Rights*”.

BUILDING CAPACITY

ACCESS AND EQUITY

The PSI has a strong web and social media presence:

+76%

Website usage increase

+540

Twitter followers

+215

Facebook likes

Positive Spaces Initiative (PSI)

The Positive Spaces Initiative (PSI) supports the immigrant and refugee serving sector to more effectively serve lesbian, gay, bisexual, trans, queer, questioning, intersex, asexual, pansexual, etc. (LGBTQ+) newcomers by providing training and online resources to sector practitioners and agencies. This year 59 agencies from across Ontario signed up as Positive Spaces agencies, thus affirming their commitment to creating environments where homophobia, biphobia, transphobia, heterosexism, and cissexism are challenged. We developed a Positive Space Assessment Tool for use by sector agencies.

PSI Training is provided in-person, and online through self-directed English and French e-curriculum. This year more than 535 sector practitioners, board members, volunteers and other stake holders accessed training. 80+ organizations were represented at 27 training sessions delivered across the province. 539 practitioners accessed online training in English and 8 in French.

OCASI has established regional networks across Ontario to support LGBTQ+ newcomers and sector practitioners, featuring an online discussion forum and e-mail list. We established a regional PSI Champion system to support leadership development across the province for outreach, networking and planning regional events. We recruited 17 Champions this year and brought them together for a full day of group orientation and training.

OrgWise

OrgWise - Organizational Standards Initiative is an integrated and coordinated approach to organizational capacity building and infrastructure development. The OrgWise Self-Assessment tool uses voluntary standards and indicators to measure and gauge the health of organizations, and link the user agency to online resources.

This year we made substantial changes and improvements to the OrgWise website based on user feedback. Users can now compare assessment results from year to year and category to category, upload resources and good practices to share with peers, link with others users that have completed the self-assessment, and access more resources online. Resources on Governance and Strategic Leadership, and on Community-Based Approached were the most popular.

OrgWise makes effective use of webinars to provide support to agencies across the province. This year we delivered webinars on user-identified priorities such as Evaluation, Mentoring, Stakeholder Engagement, Access and Equity and Anti-Oppression. The OrgWise Community Forum is a popular resource with usage increasing by 20,000 views this year.

Self-Assessment Tool

Registered users:

130

OCASI member agencies are primary account holders

19

new agencies completed self-assessment this year

394

individual users, including:

260

from OCASI member agencies

130

non-members, funders, consultants

Webinars:

20

webinars delivered to 305 participants from 120 agencies

Community Forum:

+100

participants

+490

posts



PET IS A GOOD AVENUE FOR SETTLEMENT AGENCIES AND THE STAFF TO TAKE THEIR WORK WITH NEWCOMERS TO NEXT LEVEL. ”

Professional Education and Training (PET) Program

Through PET OCASI provides financial support to individuals and groups to strengthen the organizational capacity of agencies and to enhance the professional development of individual immigrant service workers.

This year we supported 95 individuals to complete 109 courses, and resourced 20 different in-house group training sessions for 771 sector practitioners. Participants strengthened skills and knowledge in Change Management, Career Counselling, Case Management, Conflict Resolution and more. Participants were located across the province, including in GTA, Guelph, Hamilton, Kitchener-Waterloo, Windsor, Ottawa, Peterborough, St. Catharines, Sudbury and Thunder Bay.

We delivered two in-house courses through e-learning to 48 individuals, one on woman abuse prevention and one - Serving Youth in Newcomer Communities (SYNC) - on how to work with newcomer youth as well as resources to plan, implement and evaluate youth settlement and recreation programs.

Woman Abuse Prevention

OCASI's Violence Against Women prevention initiative sustains the momentum of the Immigrant & Refugee NFF campaign - a component of the Ontario-wide Neighbours, Friends and Family Project (NFF) of Ontario Women's Directorate. OCASI uses training, education and outreach to equip sector practitioners with skills and information for violence prevention in immigrant and refugee communities, and support access to appropriate, multilingual resources to support their own prevention activities.

This year OCASI developed and delivered two different e-courses to support practitioners - "Understanding & Responding to Sexual Violence in Immigrant & Refugee Communities" and "Understanding & Responding to Woman Abuse". The courses respectively supported practitioners to better understand issues of sexual violence in immigrant and refugee communities and develop a supportive response for survivors; and understand issues of violence against immigrant and refugee women and the role of the service provider in providing support as well as build community capacity and develop a systemic response. A total of 190 practitioners have completed the e-training and more are expected to participate in the coming year.

"I was exposed to the critical analyses of how rape culture is embedded in our social norm and to watch the videos of lived experiences of real people was very emotional. Through this program I have a lot of information to help me refer clients who are in need of this service."

Accessibility Initiative

OCASI launched the Accessibility Program two years ago in partnership with Ethno-Racial People with Disabilities Coalition of Ontario (ERDCO) to improve sector practitioners' awareness and understanding of settlement barriers experienced by immigrants and refugees with disabilities, and to facilitate better collaboration with the disability service sector.

Practitioners can access facilitated in-person training and online self-directed learning modules on a range of topics, including legal rights of persons with disabilities, direct intervention and working with racialized immigrants and refugees. To-date 700+ sector practitioners have accessed the training through 20 workshops held across the province. To support a deeper understanding of how to build inclusive spaces, OCASI has gathered personal narratives from newcomers with disabilities, their families, allies and sector practitioners, to be shared through the Untold Stories Project.

"Thank you for this highly engaging and informative training. I have gained a whole new perspective on people with disabilities, specifically newcomers. I am now more informed and aware as to how to interact with others."

TECHNOLOGY AND NEW MEDIA

THE WAY FORWARD

Settlement.Org

Twitter: The award-winning and popular OCASI website provides an electronic community where newcomers can get information and resources to settle in Ontario, read relevant news, ask their questions and share their experiences with others, and access a database of community organizations.

+2,670
Total followers

800
New followers over
the fiscal year

Discussion Forum: We developed six new articles in partnership with 211 FindHelp on labour market information in GTA regions, Hamilton, Kenora and Ottawa. Exploring new and effective ways to deliver content, we created our first infographic on the different school systems in Ontario. Search Engine Optimization (SEO) was improved through content redistribution. The ESL Corner was expanded to include a Financial Literacy Tool.

+27,350
Users

Settlement.Org content development is user-driven. We conducted two focus groups with 22 newcomers, producing a rich data set that will inform future content development. Content is developed and hosted in partnership with reputable organizations including Community Legal Education Ontario (CLEO), Findhelp Ontario and many more. Our website content is used with permission on by several governmental, non-profit and educational institutions.

Etablissement.Org

Etablissement.Org is a French language information and referral website that offers French-speaking newcomers trustworthy information and resources, in the form of articles, links, news or events to support them to settle in Ontario.

This year we continued to develop more website content and referral links, and promoted the site to French-speaking newcomers and francophone settlement workers to build their awareness of the resources available online. In-person site demonstrations to newcomers allowed us share information on employment and integration issues and get feedback on site content, while providing them with opportunities to network amongst themselves. We continued to receive many queries from French speaking potential immigrants on the immigration process and employment prospects in Ontario, and responded with information and referrals through Etablissement.Org.

Website content is developed through our many partnerships with francophone agencies and other stakeholders. We worked closely with OASIS Centre des Femmes, Centre Francophone de Toronto and Canora to outreach to newcomers and deliver information about the website.

InMyLanguage.org

InMyLanguage.org provides multilingual information for newcomers to Ontario in a variety of different languages. The website provides high quality content on topics such as housing, work, health and more, that can be freely accessed, adapted and printed by anyone providing information to newcomers to Ontario and by newcomers themselves.

This year we added 11 new articles that had been translated into ten languages. Website content is constantly reviewed and updated as needed. This year 86 articles were reviewed, and 946 articles listed under "For more Information" were updated. 63 Findlinks were created and updated in the 11 languages listed on the website.

InMyLanguage.Org is a popular and often-used resource for newcomers and sector practitioners. This year we received 90 user communications, including questions and content feedback, and the website was promoted to newcomers at ten different information sessions across the GTA.



THANK YOU SO MUCH FOR PROVIDED VIRTUAL ENVIRONMENT FOR THOSE WHO ARE UNABLE TO FIND THEIR ANSWERS THROUGH RESIDENCY HERE IN ONTARIO. ”

CitizenshipCounts.ca | DeviensCitoyen.ca

CitizenshipCounts.ca and DeviensCitoyen.ca are OCASI's national websites and Android/iPhone apps that help young newcomers learn about Canadian citizenship and study for the citizenship test. As users study for the test, they accumulate badges and have their progress tracked on their user profiles. The study toolkit includes an online quiz with 200+ province-specific questions, 500+ flashcards, and a clear-language Discover Canada guide. The websites also dispel myths about Canadian citizenship, feature infographics, and host over 20 videos of fun Canadian trivia and young immigrants' personal stories of getting Canadian citizenship.

Since launching last October, the websites and apps have been very popular with people studying for the citizenship test and frontline workers helping their clients study across the country. We work in collaboration with reputable organizations across the country such as the Richmond Library

in BC and Manitoba ALT to provide content. This project is funded by Citizenship and Immigration Canada. Usage of the website and Android/iPhone apps continued to grow this year. The site had 1,5 million pageviews with the Online Quiz, Discover Canada guide and Flashcards being the most popular. Visitors were from across Canada including Toronto, Calgary, Montreal, Vancouver & Winnipeg. There were 12,000+ Android downloads and 9,000+ - iPhone downloads. Our videos on Youtube had 166,500+ views and our audio version of the Discover Canada guide on SoundCloud has been listened to 126,000+ times.

We have a strong social media presence with over 2,400 likes and much activity on our Facebook page, and over 320 followers on Twitter. Users often tweet at us to let us know when they get a badge - "I got the Grandmaster Flash badge for viewing 50 flashcards!".

"I aced the test. 20 out of 20. Your website and mobile app helped a lot. All the material I read about Canada made me appreciate this country that I am about to call my permanent home and the reason why I choose to become a citizen. Thank you so much for all your hard work putting this together!"

NewYouth.ca / NouveauxJeunes.ca

NewYouth.ca/ NouveauxJeunes.ca provide accurate, timely and youth-friendly information and resources to newcomer youth while establishing an online community. The websites bring settlement information directly to young newcomers, using content written in clear and appropriate language, multimedia technology, and online social media tools, and provide a venue to ask questions and receive accurate information and referral from qualified peers and professionals.

This year we completed major transformations to the sites based on feedback from youth and service providers, for better site navigation and usability. We added to the site more videos that tell the stories of other newcomer youth, providing an opportunity for users to hear about similar life challenges and experiences. The most active feature

this year was the discussion forum, with a tripling in forum engagement, questions and comments and developing engagement between users and community organizations. Our Twitter page remained active and a main source for events, news and postings from frontline community organizations.

This year we partnered with York University and the Rexdale Hub on a Photo-Journal Project aimed at youth in the local community, one 13 high-priority Toronto neighbourhoods identified by the United Way. The project gave youth an opportunity to learn about their community, share their stories and speak to community leaders and law enforcement about improvements. The sites were promoted directly to youth through presentations in several high schools across Toronto.



+1,815

Followers

+970

Tweets

SOCIAL ENTERPRISE

A STRONG FOUNDATION

"... OUR REPORTS CURRENTLY COVER THREE DIFFERENT FUNDERS.

The Bulk uploads are a breeze, and through it all, the OCASI staff at the helm of OCMS have been wonderfully supportive, always quick to help answer questions and to resolve any issues that are identified. Would LOVE to see this as a sectoral standard!"

On January 1, 2014 we launched the OCASI Client Management System (OCMS), an online tool that can be used to record and retrieve important client information, and generate detailed, real-time agency-wide report.

Our goal was to develop a data management tool that would save time for agencies by reducing duplicate entry in different funder reporting databases. We achieved this by creating bulk upload files that are accepted by the core sector funder, thus saving agencies hundreds of data-entry hours every month.

OCMS is an OCASI social enterprise, and is funded entirely through user-fees. This has allowed us to create an agency and client-focused system that allows agencies to meet funder reporting requirements, while at the same time better organizing and retrieving data for their own use.

"OCMS is a great tool: For case management of our clients, it is extremely helpful. All of the client's information is located on this system. We don't use anymore different databases or paper files for our different programs. The client who is seen by the Settlement Worker, then the Settlement Worker in the School, and then the JSW Facilitator, is all in the same file. Workers can then see everything that has been done for the client. Furthermore, action plans and follow-ups can be done more easily. There is a sense that the client is being better helped in his settlement. The fact that this can be done anywhere is also helpful because we offer a lot of itinerant services".

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

- Client Profiles
- Needs Assessments
- Group Activities
- Employment Services
- Information and Orientation Activities
- 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

OCMS BY THE NUMBERS

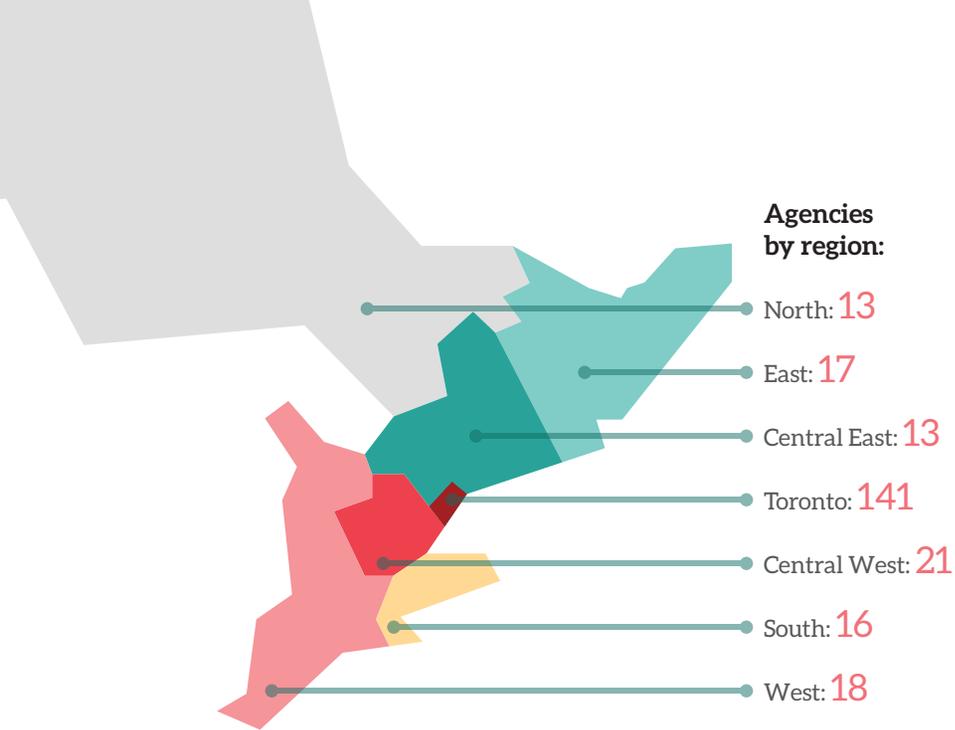
24

Agencies are online

Nearly

1000

active users



MEMBER AGENCIES: A PORTRAIT

BUILDING OUR BASE

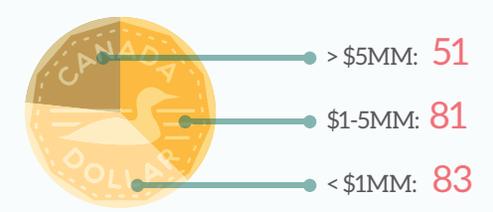
Charitable organizations:
(% out of 236 agencies)



Staff number:



Agencies generating revenue:
(reported by 215 member agencies)



These are approximate categories.

Source: OCASI Member Agencies Survey 2014

MEMBERS OF OUR COMMUNITY

TWO HUNDRED AND THIRTY SIX

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

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
Northern Lights Canada
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 Region

Canadian Mental Health
Association, Brant County
Branch, Brantford
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
Kitchener-Waterloo
Multicultural Centre
Niagara Folk Arts
Multicultural Centre
Reception House - Waterloo
Region
St. Joseph Immigrant
Women's Centre
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 Inter Community
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 Asian Centre 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 Windsor and
Essex County
YMCAs across Southwestern
Ontario

East Region

Association Canadienne-
Francaise de L'Ontario
Conseil Regional Des Milles-
Illes
Catholic Centre for
Immigrants - Ottawa
Centre for International
Migration and Settlement
Studies
Conseil Economique et Social
d'Ottawa-Carleton
Immigrant Women Services
Ottawa
Jewish Family Services of
Ottawa-Carleton
KEYS Job Centre
Kingston Community Health
Centres
LASI World Skills
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
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.

Central West Region

African Community Services
of Peel
Brampton Multicultural
Community Centre
Centre d'Établissement des
Nouveaux Immigrants
de Peel
Centre for Education and
Training
Chinese Association of
Mississauga
Dixie Bloor Neighbourhood
Centre
Halton Multicultural Council
India Rainbow Community
Services of Peel
Interim Place
Labour Community Services
of Peel Inc.
Le Regroupement des
Femmes Immigrantes
Francophones
Malton Neighbourhood
Services
MIAG Centre for Diverse
Women & Families
Newcomer Centre of Peel
Ontario Inter-Cultural
Community Services
Palestine House Educational
and Cultural Centre
Peel Career Assessment
Services Inc.
Peel Multicultural Council
Sexual Assault and Violence
Intervention Services of
Halton
Spectra Community Support
Services
United Achievers'
Community Services

Toronto Region

Abrigo Centre
Access Alliance Multicultural Health and Community Services
Accessible Community Counselling and Employment Services
Across Boundaries: An Ethnoracial Mental Health Centre
Afghan Association of Ontario
Afghan Women's Organization
African Training and Employment Centre
Agincourt Community Services Association
Albion Neighbourhood Services
Alliance for South Asian AIDS Prevention
Anglican United Refugee Alliance
Arab Community Centre of Toronto
Armenian Community Centre - Armenian Relief Society, Social Services
Asian Community AIDS Services
Auberge Francophone
AWIC Community and Social Services
Bangladeshi-Canadian Community Services
Barbra Schlifer Commemorative Clinic
Black Coalition for AIDS Prevention
Bloor Information and Life

Skills Centre
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 for Support & Social Integration Brazil-Canada
Centre Francophone de Toronto
Chinese Family Services of Ontario
Collège Boréal
Community Action Resource Centre
Community Legal Education Ontario
Community MicroSkills Development Centre
COSTI Immigrant Services
Council of Agencies Serving South Asians
CUIAS Immigrant Services
CultureLink
Davenport-Perth Neighbourhood and Community Health Centre
Dejinta Beesha
Dixon Hall

East Metro Youth Services
Eastview Neighbourhood Community Centre
Elderly Vietnamese Association of Toronto
Elsbeth Heyworth Centre for Women
Enlace Community Link Inc.
Eritrean Canadian Community Centre of Toronto
Ethiopian Association in the Greater Toronto Area
Family Inter-Generation Link
Family Service Toronto
FCJ Refugee Centre
Flemingdon Neighbourhood Services
For You Telecare Family Service
For Youth Initiative Toronto
FutureWatch Environment and Development Education Partners
Griffin Centre
Heritage Skills Development Centre
Hispanic Development Council
Hong Fook Mental Health Association
Immigrant Women's Health Centre
Islamic Social Services and Resources Association
Jamaican Canadian Association
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
Learning Disabilities Association of Toronto District Learning Enrichment Foundation
Maison d'Hébergement pour Femmes Francophones
Margaret's Housing and Community Support Services Inc.
Mennonite New Life Centre of Toronto
Midaynta Community Services
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
Northwood Neighbourhood Services
Oasis Centre des Femmes

Oromo Canadian Community Association of GTA
Parkdale Community Information Centre
Parkdale Community Legal Services
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
Scadding Court Community 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 Career Foundation
The Cross-Cultural Community Services Association
The Redwood Shelter
The Salvation Army, Toronto

Harbour Light Ministries
Immigrant and Refugee Services
Thorncliffe Neighbourhood Office
Times Change Women's Employment Service
Toronto Community & Culture Centre
Toronto Community Employment Services
Toronto Region Immigrant Employment Council
Toronto Workers' Health and Safety Legal Clinic
Toronto Workforce Innovation Group
Tropicana Community Services
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
Workers' Action Centre
Working Skills Centre
Working Women Community Centre
YMCA - Korean Community Services
YMCA YMCA of Greater Toronto, Newcomer Settlement Programs
Youth Assisting Youth
YWCA Toronto

VOLUNTEERS, STUDENTS, STAFF

DEDICATION AND COMMITMENT

Executive Director
Debbie Douglas

Associate Executive Director
Eta Woldeab

Manager, IT and New Media
Dave Montague

Manager, Sector Capacity Development
Jolanta Nozka

Manager, Finance and Administration
Roger Ramkissoon*
Paul Carson**

THANK YOU

Staff

Fanieal Abraha
Selina Basudde**
Paulina Bermeo
Oleksandra Budna**
Amy Casipullai
Maria Lucia Castillo*
Jasmine Chua
Greg Elward
Erin Ewing
Tamaisha Eytel
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Anna Finch
Erika Gates-Gasse
Krittika Ghosh
Sarah Hamdi

Peggy Ho
Lorraine Hudson
Beverly Lawrence-
Dennis
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Wariri Muhungu**
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Chavon Niles
Martha Orellana
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Anita Rawana **
Petra Roberts

Jai Sahak
Aissatou Sanko**
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Elena Trapeznikova
Lumembo Tshiswaka
Marcos Vilela

Students

Hamdi Moalim *
Joanna Delos Reyes *
Sarah Robinson-Yu*

* Left during the year

** Joined after March 31, 2014

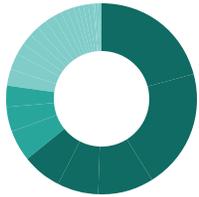


Staff represented: Debbie Douglas, Anita Rawana, Peggy Ho, Dave Montague, Sarah Hamdi, Erika Gates-Gasse, Aissatou Sanko, Paulina Bermeo, Tamaisha Eytile, Selina Basudde, Jasmine Chua, Elena Trapeznikova, Chavon Niles, Fanieal Abraha, Lumembo Tshiswaka, Krittika Ghosh, Julia Mais, Martha Orellana, Beverly Lawrence-Dennis, Erin Ewing, Paul Carson, Petra Roberts, Eta Woldeab, and Anna Finch.

2014

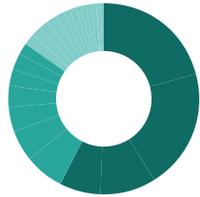
FINANCIAL REPORT

STRENGTH AND ACCOUNTABILITY



REVENUES

67% Federal
10% Provincial
23% Other



EXPENDITURES

53% Personnel
28% Program
19% Administrative

REVENUES (\$)

	2014	2013
Citizenship and Immigration Canada (CIC)	2,234,275	2,731,186
Ministry of Citizenship	277,651	250,307
Ontario Women's Directorate	63,910	63,780
Legislative Assembly	-	4,000
Ontario Trillium Foundation	142,789	205,310
United Way of Greater Toronto	180,577	183,077
Other Foundations	86,228	100,385
Membership fees	150,906	139,700
Workshop registrations	12,702	23,590
Donations and fundraising	14,287	8,282
Productive enterprises	11,811	5,300
City of Toronto	54,191	32,483
TOTAL	3,229,327	3,747,400

EXPENDITURES (\$)

2014 2013

	2014	2013
PERSONNEL		
Salaries	1,646,622	1,850,346
Contract fees & honoraria	419,954	363,262
Benefits	303,005	319,105
Staff Training	4,803	2,032
Sub total	2,374,384	2,534,735
PROGRAM		
Travel, accommodation and conference	65,922	365,563
Profession education & training courses	89,983	90,006
Payments to Partners	1,900	87,994
Sector IT Infrastructure	57,385	80,238
Meeting expenses	3,266	64,971
Professional fees	37,968	61,606
Supplies	64,667	44,141
Other (Telephone, Refugee Rights Day, Staff Recruitment)	126,439	35,376
Marketing & promotion	28,729	16,010
Fundraising	0	510
Sub total	476,259	846,415
ADMINISTRATIVE		
Rent, taxes & utilities (net)	191,417	199,417
Professional fees	66,707	53,381
Telephone	14,253	16,264
Other (Photocopy Rental)	7,743	15,246
Insurance	8,311	8,366
Postage & Couriers	3,399	4,974
Bank Charges	4,314	4,107
Sub total	296,144	301,755
TOTAL	3,146,787	3,682,915

ACKNOWLEDGEMENTS

WE THANK OUR FUNDERS FOR THEIR GENEROUS SUPPORT

Citizenship and Immigration Canada
Ministry of Citizenship and Immigration and International Trade
Ontario Women's Directorate
Ontario Trillium Foundation
United Way of Greater Toronto
Employment and Social Development Canada
736 Outreach Corporation
City of Toronto

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

