STRENGTHENING OUR FOUNDATION

OCASI ANNUAL REPORT 2016
OCASI FOUNDING MEMBERS

PORTRAIT

VISIONARIES

Bloor Information and Life Skills Centre
Centre for Spanish Speaking Peoples
Chinese Community Services
Cross Cultural Communication Centre
Eastview Community Centre
Jewish Immigrant Aid Services
Jewish Vocational Services
Kababayan Community Centre
Parkdale Intercultural Association
Polish Immigrant & Community Services
St. Stephen’s Community House
Sudbury Multicultural Centre
University Settlement House
Vietnamese Association
WoodGreen Community Centre
Working Women Community Centre
YWCA of Metro Toronto (Immigrant Women Services)
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.
This year gave us an opportunity to regroup as the change in federal government brought a new tone in government policy focus on many fronts. It opened up new opportunities for the Council to advocate for much-needed change in immigration, refugee and citizenship policy and laws as well as in settlement and integration programming and services.

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

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

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

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

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

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

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

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

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

In solidarity,

Ibrahim Absiye Debbie Douglas
President Executive Director

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

**EXECUTIVE COMMITTEE**

**PRESIDENT**
Ibrahim Absiye
CultureLink

**VICE-PRESIDENT**
Sudip Minhas
Windsor Women Working With Immigrant Women

**VICE-PRESIDENT**
Tracy Callaghan
Adult Language and Learning

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

**TREASURER**
Lucia Harrison
Kitchener – Waterloo Multicultural Centre

**PAST PRESIDENT**
Carl Nicholson
Catholic Centre for Immigrants - Ottawa

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**REGIONAL DIRECTORS**

**CENTRAL EAST**
Nella Iasci
Job Skills

**CENTRAL WEST**
Kim Jenkinson
Halton Multicultural Council

**EAST**
Orlando Ferro
Quinte United Immigrant Services

**Leslie Emory**
Ottawa Community Immigrant Services Organization

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

**Karlo Rains**
Sault Community Career Centre

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**PROVINCIAL DIRECTORS**

**SOUTH**
Jeff Burch
Niagara Folk Arts Multicultural Centre

**TORONTO**
Ahmed Hussein
Thorncliffe Neighbourhood Office

**Manjeet Dhiman**
Accessible Community Counselling & Employment Services

**WEST**
Sudip Minhas
Windsor Women Working With Immigrant Women

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**FRANCOPHONE DIRECTOR**

**Carolyn Davis**
Catholic Crosscultural Services

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

**Bonaventure Otshudi**
Centre de santé communautaire Hamilton/Niagara

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

**Paulina Wyrzykowski**
Hong Fook Mental Health Association

**Bonnie Wong**

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**BOARD STANDING COMMITTEES**

Executive
Finance
Francophone

Governance
Membership Services
Policy and Research

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**GROUP PHOTO**

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

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

Not pictured:
St-Phard Désir
Carolyn Davis
Sevgul Topkara-Sarsu
Orlando Ferro
Leslie Emory
Cathy Woodbeck
1978
OCASI founded
Immigrant serving agencies form committee in '77 to monitor Immigrant Settlement Adaptation Program (ISAP) & incorporates as OCASI.

70’s

1980/81
ISAP
OCASI campaign generates 6000 letters in support of ISAP, saving the program that was to end.

80’s

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.
<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>2000</td>
<td>Settlement.Org launched and becomes “the” source of information for newcomers.</td>
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| 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. |
| 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  
OCASI serves on 2012 Expert Roundtable on Immigration.  
My Canada Includes All Families  
OCASI and allies launch campaign to advocate for family reunification through immigration. |
| 2014 | OCASI launches OCMS  
OCASI Client Management System (OCMS) is launched across Canada - a sophisticated client-based system to record and retrieve client information and generate real-time reports. |
| 2015 | Permanent Resident Vote  
Kingston and North Bay support permanent resident vote in local elections, joining Toronto City Council which voted in favour in 2013.  
Refugee Resettlement  
OCASI supports sector agencies in resettling refugees arriving from overseas. |
POLICY, RESEARCH AND MEMBERSHIP SERVICES
INCLUSION AND SOLIDARITY

Immigration, Refugees and Citizenship

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

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

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

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

Research

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

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

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

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

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

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

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

Membership Services

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

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

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

MEMBER AGENCIES SPEAK

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

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

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

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

“You do such critical work for the sector.”

“As a sector dedicated to serving immigrants we must remain strong and forge forward!”
Positive Spaces Initiative (PSI)

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

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

Accessibility Program

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

Following roundtable discussions in Ottawa, Windsor and the GTA held with service providers and those with lived experience, we formed three advisory committees in each community in partnership with local member agencies. Our new Allies in Accessibility initiative builds on the strength of those actively working in their community for the inclusion and human rights of immigrants and refugees disabilities.

We continue to sustain an active listserv that provides a platform to share information on upcoming training, events and information and resources.

PSI insights:

- **76** Agencies signed on as a Positive Space
- **510** Service providers at 27 training sessions
- **159** Service providers representing 8 agencies at 8 workshops
- **340** Participants

Training:

- **ENGLISH**
  - **+600** Sector employees
- **FRENCH**
  - **+50** Service providers

Listserv:

- **+50** Service providers

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

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

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

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

OrgWise

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

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

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

Violence Against Women Prevention

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

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

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

+190
Primary Account holders

+350
Secondary Account holders

+350
Practitioners trained

98%
Recommendations for NFF training course

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

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

“FRANCOPHONES IN ONTARIO ARE NOT INCLUDED ENOUGH IN THESE TYPE OF CONVERSATIONS ABOUT GENDER IDENTITY AND SEXUAL ORIENTATION - I AM GLAD THAT WE HAD THE OPPORTUNITY TO ACCESS A SIMILAR WORKSHOP AS THE ANGLOPHONES”
We find the guides very useful in understanding the rules and regulations regarding Migrant Workers in Canada. We will consider distributing it to our countrymen who are working in Canada."

Settlement.Org

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

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

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

Settlement.org Discussion Forum

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

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

Migrant Worker Guides

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

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

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

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

Distribution:

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

Guides distributed across Ontario

+14,500

Members

+33,000

Posts

+65,000
Etablissement.Org

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

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

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

| +640,000 | Page views |
| +34%     | Smartphone traffic |
| +84%     | Traffic from search engines |

LearnAtWork

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

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

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

NewYouth.ca / NouveauxJeunes.ca

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

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

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

| +6,600 | Total users |
| +19    | Total training courses |
OCMS is an online tool used to record and retrieve important client information, and generate detailed, real-time agency-wide reports. This initiative is entering its third year online and continues to grow in features, users and geographic reach. We paused our promotion this year in order to strengthen our infrastructure to better support agencies already on board.

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

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

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

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

“Your technical support rocks!”

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

“Keep up the good work.”

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

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

OCMS Features:

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

OCASI regions list:

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

- **CENTRAL WEST**
  - Peel Region, including Brampton, Halton, Malton, Mississauga and Oakville

- **EAST**
  - Belleville, Kingston, Ottawa

- **WEST**
  - Chatham, Leamington, London, Sarnia, Windsor-Essex

- **SOUTH**
  - Beamsville, Brantford, Cambridge, Fort Erie, Guelph, Hamilton, Kitchener, Niagara, St. Catharines, Waterloo, Welland

- **NORTH**
  - Kenora, North Bay, Sault Ste. Marie, Sudbury, Thunder Bay

- **TORONTO**
  - City of Toronto

**Agencies by region:**
- North: 10 5%
- East: 18 8%
- Central East: 13 6%
- Toronto: 134 60%
- Central West: 14 6%
- South: 15 7%
- West: 18 8%

**Charitable organizations:** (% out of 231 agencies)
- Charities: 75%

**Services provided by OCASI members in Languages other than English & French:**
- 92 languages

**Staff number:**
- +14,500 workers
- +48,700 volunteers

**Agencies generating revenue:** (reported by 215 member agencies)
- > $5MM: 51
- $1-5MM: 81
- < $1MM: 83

Source: OCASI Membership Database 2015
MEMBERS OF OUR COMMUNITY

TWO HUNDRED AND TWENTY TWO

NORTH REGION

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

CENTRAL EAST REGION

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

CENTRAL WEST REGION

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

SOUTH REGION

Centre de Santé Communautaire Hamilton/ Niagara
Employment Help Centre
Focus For Ethnic Women
Fort Erie Multicultural Centre
Hamilton Centre for Civic Inclusion
Hamilton Urban Core Community Health Centre
Immigrant Culture and Art Association
Immigrant Services Guelp-Welington
Immigrants Working Centre
Kitchener-Waterloo Multicultural 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 Kitchener-Waterloo Cross-Cultural & Immigrant Services

EAST REGION

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

YMCA of Kitchener-Waterloo Cross-Cultural & Immigrant Services

YMCA of Western Ontario
YMCA Across
Southwestern Ontario

Association Canadienne-Française 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, RDEE Ontario
Somali Centre for Family Services
Vitesse re-Skilling Canada Inc.
World Skills Employment Centre
TORONTO REGION

Abrigo Centre
Access Alliance
Multicultural Health and Community Services
Accessible Community Counselling and Employment Services
Afghan Association of Ontario
Afghan Women’s Organization
Agincare
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
Barbara Schilke
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 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
Community-MicroSkills Development Centre
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
Dixson Hall
East Metro Youth Services
Eastview Neighbourhood Community Centre
Elspeth Heyworth Centre for Women
EnVision Education Foundation
Eritrean Canadian Community Centre
Ethiopian Association in the Greater Toronto Area and Surrounding Regions
Family Inter-Generation Link
Family Service Toronto
FCJ Refugee Centre
For You Telecare Family Service
For Youth Initiative in Toronto FrancoQueer
FutureWatch Environment and Development
Education Partners
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
Islamic Social Services and Resources Association
Jamaican Canadian Association
Jane Alliance
Neighbourhood Services
Jane/Finch Community and Family Centre
Japanese Social Services, Toronto
Jewish Immigrant Aid Services, Toronto
JobStart
JVS Toronto
Kababayen 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
Multilingual Community Interpreter Services, Ontario Neighbourhood Link
Support Services
Nellie’s
New Canadian Community Centre
Newcomer Women’s Services Toronto
North York Community House
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
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 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
The Teresa Group
Thorncliffe Neighbourhood Office
Times Change Women’s Employment Service
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
YMCA of Greater Toronto, Newcomer Settlement Programs
YWCA Toronto
VOLUNTEERS, STUDENTS, STAFF
DEDICATION AND COMMITMENT

EXECUTIVE DIRECTOR
Debbie Douglas

ASSOCIATE EXECUTIVE DIRECTOR
Eta Woldeab

MANAGER, FINANCE AND ADMINISTRATION
Roger Ramkisson*
Shiraz Merchant

MANAGER, IT AND NEW MEDIA
Dave Montague

MANAGER, SECTOR CAPACITY DEVELOPMENT
Jolanta Nozka***

STAFF
Fanieal Abraha*
Oleksandra Budna*
Sidrah Ahmad**
Soheil Baouji**
Selina Basudde
Paulina Bermeo
Amy Casipullai
Siham Chakrouni**
Felicia Christmas**
Jasmine Chua
Michelle Cialacu**
Gregory Elward
Erin Ewing*
Zeina Farah*
Anna Finch
Krittika Ghosh
Isabelle Heriajian*
Sizwe Alexandre Inkingi
Peggy Ho
Beverly Lawrence
Julia Mais
Wariri Muhungi*
Paul Newby
Chavon Niles
Martha Orellana
Theresa Polyakov
Anita Rawana*
Petra Roberts*
Jaihun Sahak
Ila Sethi
Aissatou Sonko*
Elena Trapeznikova
Lumembo Tshiswaka*
Alexander Vadala
Adrienne Vicente**
Marcos Vilela

STUDENTS
Katherine Davis*
Samantha DeBoer*
Crystal Fung*
Pooja Jaiswal*
Jamal Kassim*
Serena Lim*
Hamidi Moalim*
Ashley Walcott*
Amina Moustapha*

INTERN

* Left during the year
** Joined after March 31, 2016
*** On long-term Leave
Staff represented: Debbie Douglas, Julia Mais, Jasmine Chua, Dave Montague, Eta Woldeab, Sidrah Maysoon, Chavon Niles, Peggy Ho, Elena Trapeznikova, Michelle Cialacu, Ila Sethi, Paulina Bermeo, Marcos Vilela, Beverly Lawrence-Dennis, Krittika Ghosh, Soheil Baouji, Jai Sahak, and Anna Finch.
## 2016 FINANCIAL REPORT

### STABILITY AND SUSTAINABILITY

#### REVENUES ($)

<table>
<thead>
<tr>
<th>Source</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizenship and Immigration Canada</td>
<td>1,481,088</td>
<td>1,941,192</td>
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<tr>
<td>Department of Canadian Heritage</td>
<td>5,000</td>
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<tr>
<td>Employment and Social Development, Canada</td>
<td>6,930</td>
<td>36,976</td>
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<tr>
<td>Ministry of Citizenship &amp; Immigration</td>
<td>530,214</td>
<td>725,163</td>
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<tr>
<td>Ontario Women's Directorate</td>
<td>64,846</td>
<td>115,516</td>
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<tr>
<td>United Way of Greater Toronto</td>
<td>234,846</td>
<td>175,577</td>
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<tr>
<td>Other Foundations</td>
<td>40,696</td>
<td>120,085</td>
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<tr>
<td>Membership fees</td>
<td>151,987</td>
<td>156,438</td>
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<tr>
<td>Productive enterprises - OCMS</td>
<td>261,730</td>
<td>93,418</td>
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<tr>
<td>Productive enterprises - general</td>
<td>130,296</td>
<td>16,928</td>
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<tr>
<td>Interest</td>
<td>11,152</td>
<td>11,396</td>
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<tr>
<td>Donations and fundraising</td>
<td>1,864</td>
<td>-</td>
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<tr>
<td>Workshop registrations</td>
<td>32,809</td>
<td>-</td>
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<tr>
<td>City of Toronto</td>
<td>101,885</td>
<td>73,862</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>3,055,343</strong></td>
<td><strong>3,466,551</strong></td>
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</table>

#### EXPENDITURES ($)

<table>
<thead>
<tr>
<th>Category</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PERSONNEL</strong></td>
<td></td>
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<tr>
<td>Salaries</td>
<td>1,479,013</td>
<td>1,709,205</td>
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<tr>
<td>Honoraria and contract fees</td>
<td>399,922</td>
<td>398,001</td>
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<tr>
<td>Benefits</td>
<td>298,999</td>
<td>296,159</td>
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<tr>
<td>Staff training</td>
<td>2,163</td>
<td>2,975</td>
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<td><strong>Sub total</strong></td>
<td><strong>2,180,097</strong></td>
<td><strong>2,406,340</strong></td>
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<tr>
<td><strong>PROGRAM</strong></td>
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<tr>
<td>Travel, accommodation and conference</td>
<td>150,538</td>
<td>270,015</td>
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<tr>
<td>Professional education and training courses</td>
<td>29,501</td>
<td>98,853</td>
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<td>Other</td>
<td>62,921</td>
<td>80,458</td>
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<tr>
<td>Supplies</td>
<td>46,290</td>
<td>66,496</td>
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<tr>
<td>Sector IT infrastructure</td>
<td>80,153</td>
<td>57,171</td>
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<tr>
<td>Meeting expenses</td>
<td>38,582</td>
<td>30,044</td>
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<td>Marketing and promotion</td>
<td>83,458</td>
<td>15,173</td>
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<tr>
<td>Volunteer</td>
<td>1,000</td>
<td>47</td>
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<tr>
<td>Payments to partners</td>
<td>70,810</td>
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<tr>
<td><strong>Sub total</strong></td>
<td><strong>563,253</strong></td>
<td><strong>618,257</strong></td>
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<tr>
<td><strong>ADMINISTRATIVE</strong></td>
<td></td>
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</tr>
<tr>
<td>Rent, taxes and utilities (net)</td>
<td>200,156</td>
<td>216,385</td>
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<tr>
<td>Professional fees</td>
<td>200,156</td>
<td>216,385</td>
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<tr>
<td>Telephone</td>
<td>13,295</td>
<td>11,387</td>
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<tr>
<td>Insurance</td>
<td>8,143</td>
<td>8,346</td>
</tr>
<tr>
<td>Other</td>
<td>9,522</td>
<td>12,154</td>
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<tr>
<td>Bank charges</td>
<td>3,766</td>
<td>3,602</td>
</tr>
<tr>
<td>Postage and couriers</td>
<td>1,501</td>
<td>2,800</td>
</tr>
<tr>
<td><strong>Sub total</strong></td>
<td><strong>334,061</strong></td>
<td><strong>326,249</strong></td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>3,077,411</strong></td>
<td><strong>3,350,846</strong></td>
</tr>
</tbody>
</table>

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A copy of the audited statement is available on OCASI.
ACKNOWLEDGEMENTS

WE THANK OUR FUNDERS FOR THEIR GENEROUS SUPPORT.

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

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

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

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