



**VISION
AND IMPACT
OCASI
ANNUAL
REPORT
2015**

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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VISION AND IMPACT

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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

VISION AND IMPACT

Through the many losses and some wins, changes good and bad, our sector remains resilient and relevant. Our work has never been more important.

Over the past ten years we have experienced a complete overhaul of the immigration and refugee protection system in Canada. All policies from selection of economic immigrants, to family reunification to citizenship have been rewritten and in many cases become restrictive. Changes to all aspects of our humanitarian refugee protection program have resulted in a significant decrease in asylum claims.

As a sector that balances dedication to service excellence while furthering access and equity in facilitating the settlement and integration of refugees and immigrants, we know that often services are not enough. We see the first-hand impact of these changes, and know that those on the margins are disproportionately affected - from women, to racialized migrants, to those who identify as LGBTI and ethnic and religious minorities.

Now more than ever we need to harken back to our social justice imperative, particularly as we encounter growing xenophobia at a time when Canada needs to open doors to the most vulnerable. We must speak out as a sector to counteract the prevailing discourse that immigrants and particularly racialized immigrants necessarily bring 'barbaric cultural

practices' with them to Canada. This does not mean neglecting to speak out on patriarchal practices that cross all cultures and ethnicities (including European and North American). It means that as a sector we have a responsibility to push back on beliefs and behaviours that marginalizes and dehumanizes individuals due to race, ethnicity, sexual orientation, gender, gender identity and expression, (dis)ability, religion and so on. It means we must create spaces of inclusion in our workplaces and in all our public institutions.

We are proud that over the past year we took the opportunity to do just that at the many policy and program tables where we were present and engaged. We spoke out at government, Parliamentary and Senate consultations about the role our sector can play in realizing nation-building, in countering gender violence and in building real and equitable economic opportunities for all migrants, and continue to be a strong sector voice at the National Settlement Council.

Closer to home we welcomed the enactment of Ontario's Immigration Act, the first for a provincial or territorial government in Canada. We were and continue to be present at provincial government tables to push for our priorities in poverty reduction, violence against women prevention, the minimum wage review, workplace health and safety, employment law reform and legal aid. At the municipal level we took pride in the leadership of OCASI member agencies as

they advocated to local governments for access to municipal franchise for permanent residents and access without fear to municipal services.

Sustainable funding is the ongoing challenge for our sector as we experienced a further round of funding cuts from Citizenship and Immigration Canada, the main funder for immigrant and refugee settlement services. We supported our membership to explore funding diversity and sustainability options such as social enterprise, while holding government accountable by calling for retention and adequate resourcing of immigrant and refugee-appropriate services.

We have much to do in the year ahead. We approach these new challenges knowing that we are strong, our sector has impact, and our members have the courage to pursue our collective commitment to equity.

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 Absiye
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 Schliker Commemorative Clinic

West
Sudip Minhas
Windsor Women Working With Immigrant Women

PROVINCIAL DIRECTORS

Carolyn Davis
Catholic Crosscultural Services

Lucia Harrison
Kitchener - Waterloo Multicultural Centre

Lekan Olawoye
For Youth Initiative

Bonaventure Otshudi
Centre de santé communautaire Hamilton/Niagara

Sevgul Topkara-Sarsu
Woodgreen Community Services

Bonnie Wong
Hong Fook Mental Health Association

BOARD STANDING COMMITTEES

Executive

Finance

Francophone

Governance

Membership Services

Policy and Research

GROUP PHOTO (See on next page)

(L-R back)

Jeff Burch,
Don Curry,
Nella Iasci,
Carl Nicholson.

(L-R centre)

Manjeet Dhiman,
Sevgul Topkara-Sarsu,
Bonnie Wong,
Shelley Zuckerman,
Nora Angeles,
Eta Woldeab.

(L-R front)

Sudip Minhas,
Tracy Callaghan,
Ibrahim Absiye,
Debbie Douglas.

Carolyn
Davis



Orlando
Ferro



Lucia
Harrison



Kim
Jenkinson



Lekan
Olawoye



Bonaventure
Otshudi



37 YEARS OF HISTORY HIGHLIGHTS

70's

1978

OCASI founded

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

00's

80's

1980/81

ISAP

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

1988

Immigration numbers

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

90's

1992

Multilingual Access to Social Service Initiative (MASSI)

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

1995

Settlement renewal

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

1998

Sector is computerized

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

2000

Settlement.Org

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

2001

Every Child's Right to OHIP Coalition

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

2002

Immigration & Refugee Protection Act

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

2003

Violence Against Women prevention

OCASI launches work on women's justice issues.

2005

Canada-Ontario Immigration Agreement

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

2009

Positive Spaces Initiative (PSI); Accessibility project

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

10's

2011

CIC Funding cuts

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

2012

Making Ontario Home (MOH)

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

2013

Ontario Immigration Strategy

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

My Canada Includes All Families

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

2014

OCASI launches OCMS

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

2015

Permanent Resident Vote

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

POLICY, RESEARCH AND ADVOCACY

INCLUSION AND SOLIDARITY

Immigration, Refugees and Citizenship

“OCASI/Your role, strategy, communication, advocacy, and guidance have been instrumental/critical to provide some clarity during such a rapidly changing era in the sector.”

Changes to immigration, refugee and citizenship legislation and policy dominated our public education and advocacy work. Current and proposed changes threatened to increase inequities, and the exclusion of certain Canadian residents. Federal government consultations and Parliament and Senate hearings gave OCASI the opportunity to speak publicly on family reunification delays, increased vulnerability of immigrant women, deepening exclusion of certain refugee claimants, and new barriers to Canadian citizenship.

OCASI Executive Director Debbie Douglas was a strong presence as a speaker at community and academic events and conferences by various other sectors, using these platforms to promote our priorities for immigrant and refugee justice to a broad audience range, as well as build awareness of the Council and member agencies in sectors across Ontario and Canada.

We continue to play a strong role in the City of Toronto newcomer-centered initiatives, including the Toronto newcomer strategy and the poverty reduction strategy. Implementation of the Toronto Access Without Fear policy for residents without immigration status continues to be a priority for the Council. This year we hosted Refugee Pride 2014 in collaboration with Toronto organizations for about 250 enthusiastic participants.

Violence Against Women Prevention

OCASI was a strong voice at government and community engagements on Violence Against Women (VAW) prevention, ensuring the voice of immigrants and refugees was at the forefront and advocating and educating on gender violence and its intersections in immigrant and refugee communities.

Next year we look forward to formal engagement in Ontario government VAW initiatives. Our International Women's Day forum in Toronto this year let us highlight these impacts while making the connections with other justice movements including ending violence against Indigenous women, challenging Islamophobia, combatting anti-Black racism, and the Campaign to raise the Minimum Wage.

“OCASI is a great organization whose advocacy services are needed by its constituency.”

Sector Capacity

The OCASI School for Social Justice (SSJ) was delivered to a new group of 23 enthusiastic sector practitioners from across Ontario. It was made possible by community funding and generous support from experienced advocates who shared expertise on topics such as critical race analysis, public policy and more.

We overcame significant resource challenges to bring member agencies together for the Annual Executive Director's Forum in Toronto - an opportunity for sector leaders to dialogue on priorities and concerns, engage with government and other stakeholders, and network with peers. Our online forum for sector leaders continues to be an important resource for member agencies to find support and to network.

We continued to support member agencies by providing a sector-centered analysis of government legislation and policy including the budget. We supported member agencies in various Ontario communities to advocate for expanding the municipal and school board vote to permanent residents. OCASI's North Bay member agency succeeded in having local City Council adopt a motion in support.

“OCASI does a great job of keeping membership informed of changes to policy at all levels and gets involved with appropriate research and public education.”



WE ALWAYS APPRECIATE RECEIVING INFORMATION FROM OCASI. IT IS WELL RESEARCHED, RELEVANT TO THE WORK WE DO, AND PROVIDED TO AGENCIES IN A TIMELY MANNER.”

Racialization of Poverty

Removing structural labour market inequalities and other systemic barriers continues to be a priority in our work to address growing racialization of poverty in Ontario.

We engaged with all levels of government to promote mandatory Employment Equity, Community Benefits agreements, and disaggregated data collection as important measures to reduce economic inequality, including through coalition work in Colour of Poverty – Colour of Change.

This year the Coalition began efforts to pilot the disaggregated data collection tool at various community agencies.

Equity Populations Research

We continued to engage as a community partner in the 5-year “Envisioning Global LGBT Human Rights”, an international research and documentary film partnership. This year we took the lead to develop policy recommendations for the third and final report of the project, entitled Envisioning LGBT Refugee Rights in Canada: Is Canada a Safe Haven?, focused on the refugee determination process.

In partnership with FrancoQueer, we launched a ground-breaking study that assessed the settlement and integration needs of Francophone LGBTQIA immigrants and refugees in Ontario. The study confirmed the urgent need for French-language information and services to support this marginalized population.

We are undertaking further research to identify service gaps, strategies and potential options to improve access to services for immigrants and refugees from the Horn of Africa (HoA) region in Toronto, a population that faces significant systemic barriers. We will be developing resources on key immigration and settlement issues, produced in four languages spoken by HoA communities.

We released findings and 16 recommendations from our research on homelessness and under-housing among immigrant and refugee women in Ontario, including recommending a Housing First approach. The research, “The Intersection of Settlement and Housing Services and Policies: Reducing the Risk of Homelessness for Immigrant and Refugee Women” was undertaken in partnership with WoodGreen Community Services and COSTI.

OCASI Membership Surveys

We asked member agencies to evaluate and provide feedback on different OCASI priority areas such as capacity building, IT, new media, policy, research, communications and social enterprise. The survey analysis was completed in 2015 and will be used to guide the Council’s future work. Results indicate that member agencies appreciate the Council’s leadership in general, as well as our work in all the priority areas.

We surveyed member agencies and other service providers experience of Citizenship and Immigration Canada cuts to settlement program funding in Ontario, particularly the impact on clients and the agencies. The results will be analyzed and released later in 2015.

We re-analyzed data from our 2014 survey of salaries at member agencies to better reflect current circumstances, and organized results by region and budget size. The results will serve as a guide for member agencies to negotiate future budgets with various sector funders.

TWITTER STATS
@Ocasi_policy



+2,600

Twitter followers

+1,900

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

Positive Spaces Initiative (PSI)

PSI insights: The Positive Spaces Initiative supports the immigrant-and refugee-serving sector in Ontario to work respectfully and effectively with LGBTQ+ (lesbian, gay, bisexual, trans, queer, questioning, intersex, asexual, etc.) newcomers.

76

Agencies signed on as a Positive Space

+52%

Website usage increase

Training:

377

Service providers from 40 organizations at 27 sessions

This year we offered in-person training in French for the first time. French language PSI training was updated with contextualized Francophone material to support newcomer Francophone communities and service providers to access relevant French resources. Next year we plan to expand our bilingual capacity and engagement with Francophone communities.

We introduced a self-assessment tool that agencies can use to identify strengths and strategic directions for improvement in making their organization a positive space. The Positive Space Assessment Tool connects agencies with resources to assist them in meeting that objective.

Our first roundtable was held this year with discussions in English and French. 24 participants from LGBTQ+ and immigrant and refugee-serving sectors, and people with lived experience discussed regional strengths and gaps in serving LGBTQ+ newcomers, generating new program ideas, strategies and recommendations as well as forming new partnerships.

Our new volunteer program was a huge success. 17 volunteer Regional Champions from across Ontario brought a PSI presence to their home communities through event planning and other efforts, resulting in a massive increase in referrals.

Professional Education and Training (PET) Program

Through PET, we have provided financial support to 1,032 frontline workers, coordinators and managers in agencies across Ontario to gain knowledge and skills to strengthen professional capacity, and through that to build organizational capacity for effective client services. Funded by Citizenship and Immigration Canada, PET is a highly-rated, valued and important resource for the immigrant and refugee-serving sector, and participants consistently express their appreciation for the professional development they gain. This year we delivered the course, 'Serving Youth in Newcomer Communities' to 27 sector practitioners through the Learn at Work OCASI Online Portal. Individual training continued to be popular, and 100 practitioners took advantage of the opportunity to complete courses at various post-secondary and professional training institutions. Many agencies pursued group training for their employees, with 27 workshops on different topics delivered at 23 agencies. A total of 905 sector practitioners participated in group training.

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

Individual training:

100

Practitioners

Group training:

905

Practitioners

23

Agencies

27

Sessions



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”

Accessibility Program

OCASI’s work on accessibility was recognized this year by the 2014 Award of Excellence from the Canadian Race Relations Foundation.

The program works to create a more accessible and inclusive environment for immigrants and refugees with disabilities by providing training, resources and support to agencies. Resources developed by OCASI include training about Accessibility for Ontarians with Disabilities Act, the Untold Stories Project which documents the experiences of newcomers with disabilities, and a range of fact sheets and tools.

More than 1000 sector practitioners from across Ontario have accessed the online and in-person training gaining knowledge and skills, and agencies have increased their capacity.

This year OCASI launched an access and equity-focused combined Positive Space and Accessibility Francophone outreach strategy to address the gap between OCASI’s Anglophone and Francophone member agencies in event and training participation and resource mobilization.

Training:

+1,000

Practitioners trained

OrgWise

In 2009 OCASI established a set of voluntary organizational standards for Ontario’s immigrant and refugee-serving sector, and developed an online organizational self-assessment tool that agencies could use to determine if those standards were met.

The tool helped agencies to assess and understand their own systems and operations, using indicators to measure agency health and link them to resources. Agencies are also using the tool for planning, communicating with stakeholders, and for the education and professional development of staff and board members.

This year we undertook outreach and promotion to increase engagement with immigrant and refugee-serving agencies and with sector leaders for capacity building. OrgWise webinars on a variety of organizational priorities and the OrgWise Community Forum continue to be important and popular resources.

“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.”

Violence Against Women Project

OCASI’s Violence against Women (VAW) Project continued increase frontline worker capacity through innovative trainings and programs.

This year we continued to offer our most recent e-training, “Understanding & Responding to Sexual Violence in Immigrant & Refugee Communities” in facilitated and self-directed versions. Over 280 participants have completed this training since its inception last year. The course supported practitioners to better understand issues of sexual violence in immigrant and refugee communities and develop a supportive response for survivors.

OCASI continues to play a key role in the Immigrant & Refugee NFF campaign – a component of the Ontario Women’s Directorate province-wide Neighbours, Friends and Family Project. We look forward to relaunching the campaign website in the next fiscal year. The website contains information for survivors of intimate partner violence, service providers and community members to take action to respond to, and end violence against women in immigrant and refugee communities.

TECHNOLOGY AND NEW MEDIA

THE WAY FORWARD

Settlement.Org

Settlement.Org
+1,5MM
Unique visitors

Settlement.Org continues to provide timely and accurate plain-language information for newcomers to Ontario. In addition to thousands of articles, the website profiles news items, events, an ESL learning tool, alternative career information and a First Days guide.

+61,000
Forum posts

A highlight of the year was the redesign of Settlement.Org. The new layout is more visually attractive, easier to navigate, in line with current accessibility standards and improved Search Engine Optimization (SEO). It now features a single long-page design and a new look for our interactive map in the Services Near Me section.

+29,000
Forum members

We also updated the First Days Guide and Alternative Career section. The newsletter has a new design to coincide with the new look and will now be delivered weekly.

+4,300
Twitter followers

With the introduction of Express Entry, Canada's new system of immigrant selection, we have added and revised a number of articles in our Immigration section, keeping pace with changes by Citizenship and Immigration Canada.

Settlement.org Discussion Forum

This peer-driven discussion area featuring newcomers sharing their own experiences and expertise continues to drive the content for Settlement.org.

Discussion about immigration and citizenship changes were the top trends this year. They included citizenship application changes such as fees and requirements to qualify especially "Intent to Reside".

Many questions and posts were about spousal sponsorship, conditional permanent residence, undeclared family members, parents and grandparents sponsorship and the Super Visa; about permanent resident travel without the PR card, and obtaining travel documents.

There were questions about options for those without healthcare coverage especially during the 3-month waiting period for OHIP, including finding a doctor and services for pregnant women.

Etablissement.Org

The website provides much-needed French language information and referral for Francophone newcomers and settlement workers.

This year, newcomers looked for clear language information on immigration changes and accessing services in French. Settlement workers wanted to know how to better use the Express Entry immigrant selection system to increase Francophone immigration to Ontario.

We developed many new articles on Express Entry, citizenship changes, Ontario health program for refugees and changes to Interim Federal Health, LGBTQ rights and resources, Accessibility laws and issues, and cancer prevention. We also updated two of our main resources, First Days Guide and Alternative Careers.

The Etablissement.Org discussion forum remains one of the most visited areas of the site with a steady increase in the number of registered members – 850 members which is more than double compared to 3 years ago. The majority of questions were around Immigration, Employment and Housing. Our twitter channel created 1.5 years ago has 208 followers and 926 tweets.

We reached Francophone newcomers through newcomer fairs, French bilingual Salons, Parent-Teacher Open House, community radio and site visits to francophone agencies, and an active Twitter presence at events such as Journée de réflexion sur l'immigration francophone 2015.



THANKS FOR YOUR RESPONSE AND ATTENTION. THE LINKS YOU PROVIDED ARE VERY USEFUL. I APPRECIATE THAT I FOUND "SETTLEMENT.ORG", YOUR WEBSITE, VERY USEFUL."

SettlementAtWork.Org/ SecteurEtablissement.Org

This website is an important English and French professional development and capacity-building resource for an online community of immigrant and refugee service professionals.

The site provides news, events, Call For Proposals and sector job postings, and supports sector agencies to post their own content under these categories.

A wiki allows site users to share resources and collaborate with sector colleagues across Ontario.

InMyLanguage.org

The site provides multilingual information for newcomers to Ontario in a variety of languages on topics such as health, work, housing and more. A number of articles were updated this year to reflect policy and regulation changes, with ongoing translation of new and updated resources.

This year we promoted content through Chinese language media, including 22 articles published over the year in the Epoch Times newspaper. The site feedback page generated 67 questions and comments.

InMyLanguage.org

"...It is so so useful for newcomers to Ontario, and also has very useful information for newcomers to Canada in general..."

CitizenshipCounts.ca and DeviensCitoyen.ca

The websites and Android/iPhone apps 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.

Since our 2013 launch, the website and apps have become very popular with people studying for the citizenship test as well as teachers across the country. At outreach events we often hear, "We love your citizenship site!" and "We use this site all the time with our students".

Usage of the site and the smartphone apps continued to grow. We had 2.6 million page views with the Online Quiz, Discover Canada guide and Flashcards being the most popular. A typical and frequent post by users on our Facebook page is, "I passed my test today 18/20. The happiest day of my life."

CitizenshipCounts.ca

+450,000 **+264,000**

YouTube video views

SoundCloud plays of Discover Canada Guide

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.

SOCIAL ENTERPRISE

A STRONG FOUNDATION

“OCMS has been an excellent data management system. In the future you should look at how it can be expanded/adapted to use for evaluation purposes.”

The OCASI Client Management System (OCMS) launched in January 2014 is an online tool used to record and retrieve important client information, and generate detailed, real-time agency-wide reports. It is an OCASI social enterprise funded entirely through user-fees. This has allowed us to create an agency and client-focused system that lets agencies meet funder reporting requirements while better organizing and retrieving data for their own use.

In our first year we went from zero to 1000 users, all generating thousands of forms and thousands of detailed reports. By the end of the year it was clear our existing technical solutions could not keep up with the rapid growth. Our goal this year was to strengthen our infrastructure to better support agencies already on board. To ensure that we can meet current OCMS user demand, we held back on active promotion. We did not want to bring on many more new agencies until we were confident in our underlying systems. We spent several weeks optimizing the code that runs the reports, and introduced new load balancing servers. Now reports that used to take minutes to run open in seconds. There is still work to be done, but the system is much more responsive and able to handle the crush of year-end reporting.

Even with our pause in promotion, we have seen continued growth this year. We have added several new features including Language Training and “Community Connections” modules. Next year will see the addition of an enhanced “Employment” module including an Employer Directory. We will continue to upgrade infrastructure as we manage our growth at a sustainable pace.

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

OCMS BY THE NUMBERS:

32

Agencies are online

Nearly

1,200

active users

+474,000

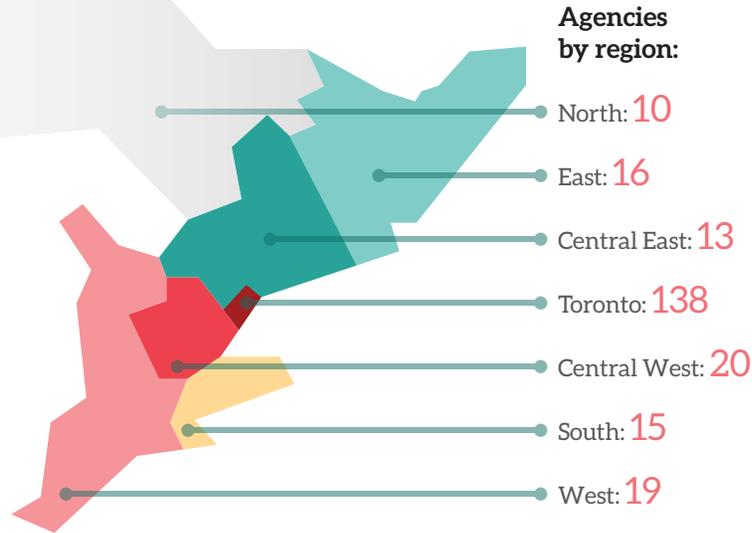
Service forms created

+300,000

Records ready for aggregate uploading

MEMBER AGENCIES: A PORTRAIT

BUILDING OUR BASE



Charitable organizations:

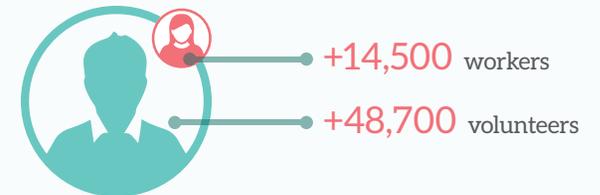
(% out of 231 agencies)



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



Staff number:

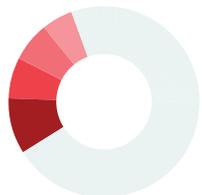


Agencies generating revenue:

(reported by 215 member agencies)



30% Multi Service Organizations



9% Employment Organizations



8% Community Health



- Other Services
- Community Legal Clinics
- Faith Based
- Disability-focused
- Translation & Interpretation
- Arts and Culture
- Community Information
- Environmental
- Research

20% Ethno-Specific Organizations

8% Women's Organizations

4% Social Justice

7% Francophone Organizations

2% Refugee Services

5% Multicultural Associations/ Councils

These are approximate categories.

Source: OCASI Membership Database 2015

MEMBERS OF OUR COMMUNITY

TWO HUNDRED AND
THIRTY ONE

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

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

West Region

ACFO de London-Sarnia,
Centre de Ressources
Communautaires
Across Languages
Translation and
Interpretation
Adult Language and
Learning
London Cross Cultural
Learner Centre
London 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 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 Western Ontario
YMCAs across Southwestern
Ontario

East Region

Association Canadienne-
Francaise de L'Ontario
Conseil Regional Des
Milles-Illes
Catholic Centre for
Immigrants - Ottawa
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
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.
Word Skills Employment
Centre

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

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 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

Elspeth Heyworth Centre for Women

EnVision Education Foundation

Eritrean Canadian Community Centre of Toronto

Ethiopian Association in the Greater Toronto Area

Family Inter-Generation Link Family Service Toronto

FCJ Refugee Centre For You Telecare Family Service

For Youth Initiative Toronto

FrancoQueer

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

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

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

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

WoodGreen Red Door Family Shelter

Workers' Action Centre Working Skills Centre

Working Women Community Centre

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
Paul Carson*
Roger Ramkissoon**

THANK YOU

Staff

Fanieal Abraha*
Selina Basudde*
Paulina Bermeo
Oleksandra Budna*
Amy Casipullai
Jasmine Chua
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Erin Ewing
Tamaisha Eytile*
Zeina Farah*
Anna Finch
Erika Gates-Gasse*
Krittika Ghosh
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Lorraine Hudson*
Beverly Lawrence
Julia Mais
Wariri Muhungi
Paul Newby
Chavon Niles
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Theresa Polyakov
Anita Rawana*
Petra Roberts*
Jaihun Sahak
Ila Sethi**
Aissatou Sonko

Elena Trapeznikova
Lumembo Tshiswaka*
Alexander Vadala**
Marcos Vilela

Students

Hamdi Moalim*
Ashley Walcott*

* Left during the year

** Joined after March 31, 2015

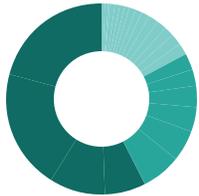


Staff represented: Debbie Douglas, Julia Mais, Jasmine Chua, Dave Montague, Eta Woldeab, Martha Orellana, Chavon Niles, Peggy Ho, Elena Trapeznikova, Paul Newby, Ila Sethi, Paulina Bermeo, Marcos Vilela, Beverly Lawrence-Dennis, Krittika Ghosh, Erin Ewing, Jai Sahak, and Anna Finch.

2015

FINANCIAL REPORT

STRENGTH AND ACCOUNTABILITY

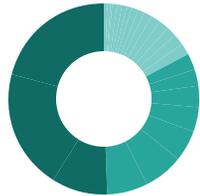


REVENUES

57% Federal

24% Provincial

19% Other



EXPENDITURES

51% Personnel

30% Program

19% Administrative

REVENUES (\$)

	2015	2014
Citizenship and Immigration Canada	1,941,192	2,175,448
Employment and Social Development Canada	36,976	58,827
Ministry of Citizenship, Immigration and International Trade	725,163	277,651
Ontario Women's Directorate	115,516	63,910
United Way of Greater Toronto	175,577	180,577
Ontario Trillium Foundation	-	142,789
Other Foundations	120,085	86,228
Membership fees	156,438	150,906
Productive enterprises - OCMS	93,418	-
Productive enterprises - general	16,928	11,811
Donations and fundraising	11,396	14,287
Workshop registrations	-	12,702
City of Toronto	73,862	54,191
TOTAL	3,466,551	3,229,327

EXPENDITURES (\$)

2015 2014

	2015	2014
PERSONNEL		
Salaries	1,709,205	1,646,622
Honoraria and contract fees	398,001	419,954
Benefits	296,159	303,005
Staff training	2,975	4,803
Sub total	2,406,340	2,374,384
PROGRAM		
Travel, accommodation and conference	270,015	65,922
Professional education and training courses	98,853	89,983
Other	80,458	126,439
Supplies	66,496	64,667
Sector IT infrastructure	57,171	57,385
Meeting expenses	30,044	3,266
Marketing and promotion	15,173	28,729
Fundraising	47	-
Payments to partners	-	1,900
Professional fees	-	37,968
Sub total	618,257	476,259
ADMINISTRATIVE		
Rent, taxes and utilities (net)	216,385	191,642
Professional fees	71,575	66,707
Telephone	11,387	14,253
Insurance	8,346	8,311
Other	12,154	7,743
Bank charges	3,602	4,314
Postage and couriers	2,800	3,399
Sub total	326,249	296,369
TOTAL	3,350,846	3,147,012

ACKNOWLEDGEMENTS

WE THANK OUR FUNDERS FOR THEIR GENEROUS SUPPORT.

Citizenship and Immigration Canada
Employment and Social Development Canada
Ministry of Citizenship and Immigration
Ontario Women's Directorate
Ontario Trillium Foundation
United Way of Greater Toronto
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 valued member agencies who contribute in so many ways to support our role as their collective voice.

OCASI

Ontario Council of Agencies Serving Immigrants

