

# O C A S I

Ontario Council of Agencies Serving Immigrants

Expert on Immigrant and Refugee Issues  
Advocate for the Immigrant - Serving Sector

## MISSION and PRINCIPLES

### **Mission**

The Mission of OCASI is to achieve equality, access and full participation for immigrants and refugees in every aspect of Canadian life.

### **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.

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## A MESSAGE FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

As we look back on the year that just passed, we cannot help but be inspired by our member agencies' determination to do whatever it takes to safeguard much-needed services for immigrants and refugees, in the face of overwhelming policy and funding challenges.

We struggled as a sector to deal with the impact of massive cuts to Ontario's share of national settlement and integration funding over the last two years and the impact of cuts to other funding envelopes and to public services at all levels of government. At the same time we have been witness to unprecedented sweeping policy and legislative changes to immigration and to our refugee protection system – changes that will impact the wellbeing of current and future newcomers to our province.

The changes call into question Canada's willingness to honour national and international human rights obligations. Family reunification is enshrined in law as a pillar of immigration, but in reality has been downgraded as a priority. Our increasing reliance on a vulnerable workforce of temporary migrant workers should raise ethical concerns for all Canadians.

Together with the broader community services sector, we worked hard to mitigate the impact of public service cuts on refugees and immigrants and other vulnerable residents – and we know that in some cases it was not enough. We know that the withdrawal of health services for refugees will have unforeseen negative consequences. We also know that there may be more cuts to come in the future, that could further jeopardize individual agencies and destabilize the sector as a whole.

Vulnerable residents, such as refugees and immigrants, are typically the first to feel the effects of service cuts. OCASI member agencies saw first-hand, the effects of successive austerity budgets on our communities. We find it alarming that refugees, immigrants and members of racialized communities are over-represented on the wrong side of the growing gap between the rich and everyone else.

In the midst of these gloomy realities, we were pleased to learn that settlement services are making a positive difference for service users – being one of the findings from our landmark survey of newcomers in Ontario. The study "Making Ontario Home" confirmed that public dollars are well-spent on settlement services.

Knowing that our services are valued by newcomers – our *raison d'être* - the reason for our existence – is the most important validation we could ever have. We celebrate that affirmation as we celebrate you.

In solidarity,

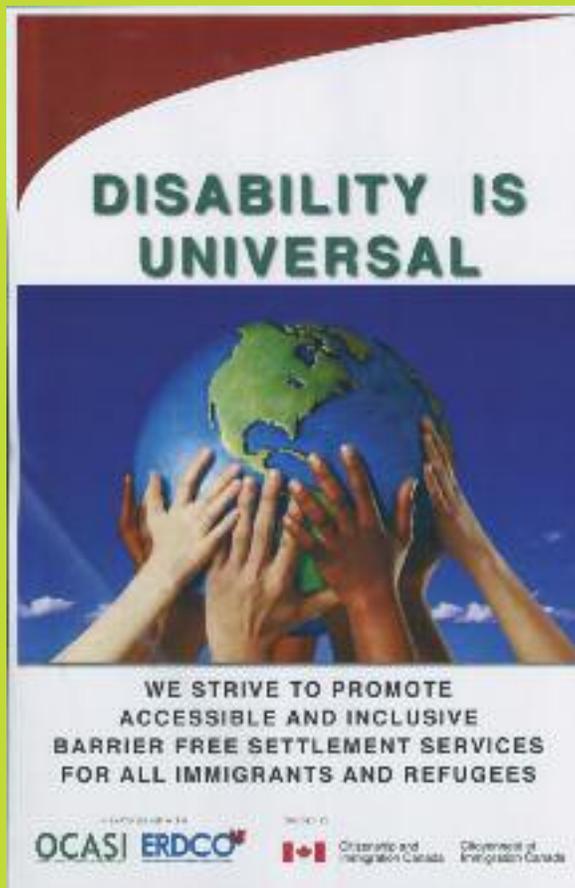


Josie Di Zio  
President



Debbie Douglas  
Executive Director





*"I have found all of the training is beneficial and helpful. As I walked in the room I didn't have much information but now I feel empowered and aware of disability issues."*

- Accessibility Training Program participant

*"Inclusion is very important to any kind of disability. I have learned how to include the disabled person amongst newcomers."*

- Accessibility Training Program participant

*"I loved the opportunity for dialogue. I especially think it's important to create a safe space to talk because people cannot lose their misconceptions unless they engage in conversations which help them to learn."*

- PSI workshop participant

*"Excellent workshop. Your insight and knowledge into services available, and how we can as organizations and individuals make positive changes and positive spaces, really helped. Thank you."*

- PSI workshop participant



## ADVANCING INCLUSION

Positive Spaces Initiative (PSI) and the Accessibility Training Program are good examples of our commitment to advancing inclusion. By building capacity, the projects support the sector to respond effectively to the settlement needs of specific newcomer equity-seeking groups. They both seek to build on existing knowledge and good practices in sector agencies.

Through PSI, OCASI shares with agencies the knowledge, resources and support to create a welcoming environment for lesbian, gay, bisexual, trans, queer and/or questioning (LGBTQ) newcomers. Positive Spaces are welcoming environments where LGBTQ newcomers are able to access culturally inclusive services with dignity and respect. It is where they and service providers can work free from discrimination based on sexual orientation, gender identity and gender expression.

More than 500 individuals have participated in PSI training workshops since the start of the initiative in 2008. In 2012 more workshops are being delivered in agencies and organizations across Ontario. We also launched the self-directed E-learning modules which make the workshop material available online, and we have a growing social media presence.

Creating and sustaining Positive Spaces is an ongoing process. Next year, we will continue to engage with our member agencies, LGBTQ serving organizations and community members to build and strengthen regional networks as a source of support and resources for newcomers as well as sector workers.

We are proud to report that PSI was selected as a 'best practice in settlement services' by Citizenship and Immigration Canada.

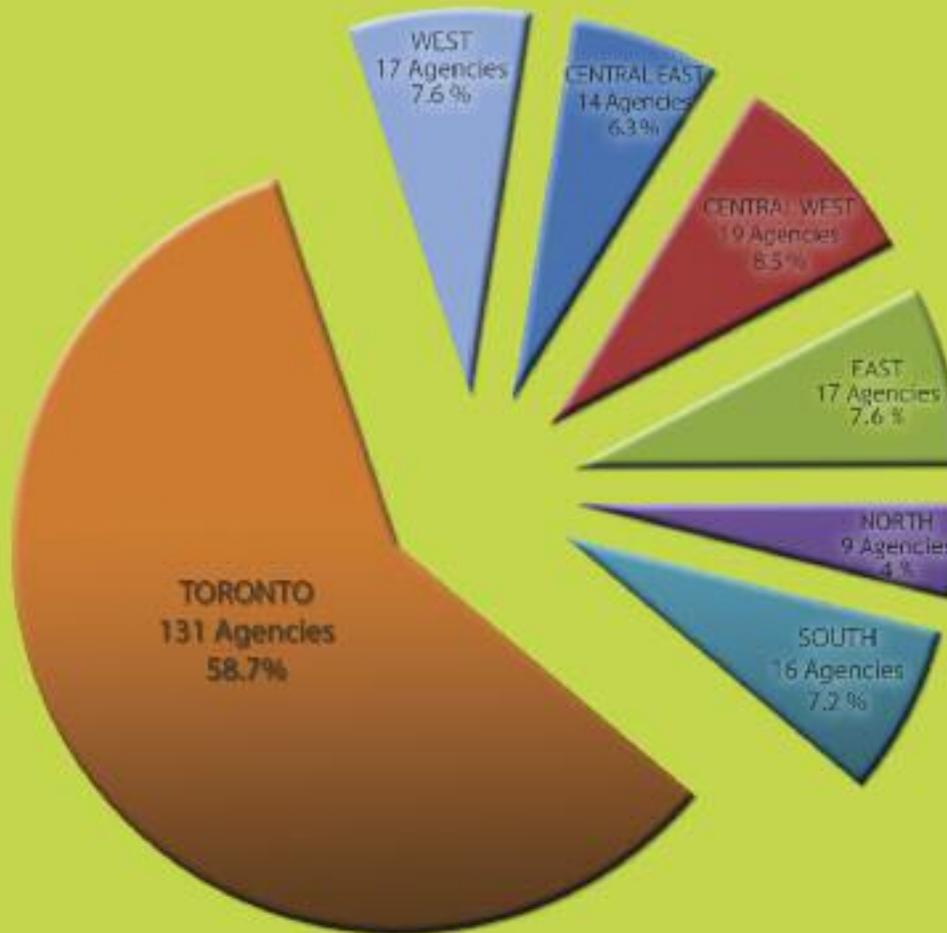
OCASI and Ethno-Racial Peoples with Disabilities Coalition of Ontario (ERDCO) are working in partnership to build capacity in the immigrant and refugee-serving and disability sectors to serve newcomers with disabilities more effectively. The Accessibility Training Program for the sector is a much-needed initiative.

Together we developed a curriculum for one-day training to help improve awareness and understanding about newcomers with disabilities. The training is intended to support sector workers to improve their skills and resourcefulness in their work.

Curriculum content was based on a consultation held with newcomers with disabilities and with workers and stakeholders from both sectors, to identify the barriers to settlement service access for newcomers with disabilities. The consultation confirmed the need for more training for sector workers on appropriate interaction with newcomers with disabilities, need for inclusive spaces and need for appropriate services. It also generated practical recommendations for OCASI and ERDCO.

Almost 300 frontline workers and managers have already received the training. A key finding indicates that participants are more knowledgeable about the needs of newcomers with disabilities, and feel more comfortable providing support.

## Member Agency Regions



OCASI member agencies are located in communities across Ontario:

Central East – Peterborough, and Durham, York and Simcoe Regions including Barrie, Bradford

Central West - Peel Region, including Brampton, Mississauga, Halton, Malton, Oakville

East - Belleville, Kingston, Ottawa

North - Kenora, North Bay, Sault Ste. Marie, Sudbury and Thunder Bay

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

Toronto – Toronto

West – Chatham, Leamington, London, Sarnia, Windsor

## ADVANCING CAPACITY

We supported member agencies to explore alternatives to maintain their services in the face of federal funding cuts for immigrant settlement services. Training on financial and risk management, good governance and partnership development were made available. Opportunities for discussions on social enterprise, social financing and other funding diversification models were also provided.

As the cuts took effect, agencies had to deal with layoffs, closure of programs and sites, and low staff morale. We connected agencies with resources to deal with HR issues as well as financial and legal challenges, and engaged with other funders to seek their support for the transition, and to maintain sector credibility.

Our survey of member agencies to learn about the impact of funding cuts not surprisingly had a high response rate. It gave OCASI the needed evidence to advocate to funders on behalf of affected agencies.

The 2011 OCASI Executive Directors Forum held in Toronto brought together 257 participants from 153 agencies. The event featured plenary presentations and seminars that addressed current sector capacity issues including funding, social innovation, social enterprise and risk assessment.

The Forum was rated very highly among participants, who indicated that they appreciated the chance to hold stimulating discussions with their peers on policy and sector trends.

We continue to build sector capacity through OrgWise - Organizational Standards. In addition to the self-assessment, we now provide agencies with a number of capacity building tools, resources and supports, including webinars and facilitated online discussions. We continued to deliver training sessions on topics arising from priorities identified by agencies in the OrgWise assessment.

We supported peer learning through an organized mentorship initiative to connect those seeking advice and guidance with experienced executive directors and senior managers.

Sector capacity is enhanced through the Online Tracking and Information System (OTIS). The OTIS 2.0 centralized web-based system allows settlement workers located in schools, libraries and LINC classes to enter client and group activity information in a secure environment. The database is well liked and is used by over 500 settlement workers from 35 agencies who access data and generate reports whenever the need arises.

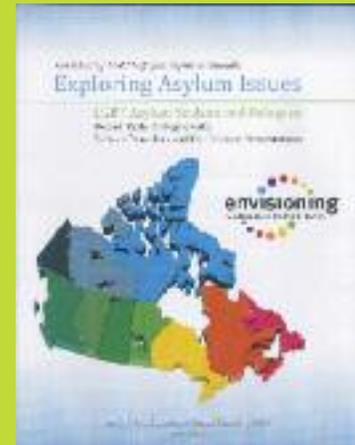
As such, we are planning for OTIS 3.0. The intent is to expand the user base. The new version will offer case management functionality. This means agencies will have unrestricted access to their client data, statistics and reports. It will build capacity for agencies that don't have their own data system.

# OCASI

Ontario Council of Agencies  
Serving Immigrants

# MAKING ONTARIO HOME 2012

A study of settlement and integration  
services for immigrants and refugees



## ADVANCING RESEARCH

Investment in settlement and integration services makes a real difference in the lives of immigrants, according to “Making Ontario Home”. It is the first Ontario-wide study of the use of settlement and integration services by immigrants, refugees, claimants, migrant workers and those without legal immigration status. It is one of the largest surveys of its kind.

We began this research project in 2009 to get a better understanding of how services meet the settlement and integration needs of immigrants and refugees. It addressed our strategic priority to become more evidence-based.

OCASI member agencies were involved through representation on the project Steering Committee, participation in focus group meetings, as key informants and by connecting clients to the survey. The research was conducted by a consortium comprised of academic and community researchers. The abundance of information generated by the survey is a major resource for our sector as well as other stakeholders. We will continue to do further analysis and make the information available to member agencies.

OCASI is a community partner in Envisioning Global LGBT Human Rights, an international research project on the impact of criminalizing sexual orientation and gender identity. The project has received a five-year \$1 million Community-University Research Alliance (CURA) award from the Social Sciences and Humanities Research Council of Canada (SSHRC). Envisioning is a collaborative effort comprised of a 22-member research team and 32 community and organizational partners from Canada, India, Kenya, Uganda, Botswana, South Africa, Jamaica, Belize, Saint Lucia and Guyana. The project is based at York University Centre for Feminist Research.

The project will explore how LGBT and human rights groups resist the criminalization of sexual orientation and gender identity, and will focus on decriminalization, resistance and asylum. It is expected to produce a number of films and videos as well as research reports and policy recommendations. The first of these is the report “Envisioning LGBT Refugee Rights in Canada: Exploring Asylum Issues” co-authored by OCASI.

OCASI and Ethno-Racial People with Disabilities Coalition of Ontario (ERDCO) held community consultations across Ontario with organizations in the immigrant and refugee serving and disability sectors, to identify the barriers experienced by newcomers with disabilities accessing settlement services. Newcomers with disabilities, settlement workers and managers and stakeholders in both sectors participated in consultations. The consultation report “Welcome and Inclusive Communities: Accessibility Project” co-authored by OCASI and ERDCO provided the foundation to develop a training curriculum for frontline workers.

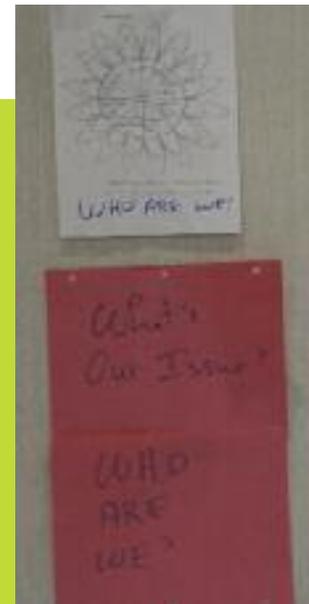
OCASI has been a partner in the Toronto Immigrant Employment Data Initiative (TIEDI) since 2008. The project provides community organizations with free access to statistical data and analysis on various aspects of immigrant labour market integration, to help them to address labour market needs of the communities they serve. OCASI has been involved in TIEDI public education activities.



"Thank you for doing this – my family came here as refugees" - Toronto pedestrian



OCASI SCHOOL FOR SOCIAL JUSTICE (SSJ)



## ADVANCING POLICY ADVOCACY

The many and rapid changes to the immigration and refugee system, particularly the introduction of Bills C-4 (human smuggling) and C-11 (refugee reform), later followed by Bill C-31 (refugee reform) dominated our policy priorities. We made witness appearances before Parliamentary and Senate Standing Committees to express concern about the excessively harsh measures in the Bills, and to make recommendations for their withdrawal.

Activities to mark the annual April 4 - Refugee Rights Day commemoration highlighted the potential harmful impact of C-31. It was the focus of public education workshops, and our first ever 'flashmob' and 'smartmob' in Toronto.

We used every opportunity to engage with decision-makers to air concerns about other immigration policy changes - such as the freeze on sponsorship of parents and grandparents, introduction of conditional permanent residence for sponsored spouses, withdrawal of healthcare for refugees, and changes to the citizenship language test that make it more difficult to qualify. We collaborated with allies in other sectors to highlight concerns about the drastic shift in immigration policy away from family reunification and permanent migration to increasing temporary labour, as well as the vulnerability of migrant workers.

We raised strong concerns around the impact of funding cuts on services as well as sector stability.

Executive Director Debbie Douglas, and Provincial Director Léonie Tchatat were appointed to the Ontario Expert Roundtable on Immigration. It was an opportunity to have the OCASI voice included in developing Ontario's first-ever immigration strategy.

Our ongoing efforts through the Colour of Poverty Campaign to address the growing racialization of poverty were focused on advocating for employment equity as one of several practical mechanisms that government should adopt. We took the opportunity to share these concerns in a collaborative NGO report to the United Nations committee tasked with addressing racial discrimination. We were actively involved in providing input to Ontario's review of social assistance. We worked in broad coalitions to advocate against cuts to public and human services, the outcome of austerity measures at three levels of government.

We worked to strengthen advocacy capacity in the sector through the launch of OCASI's School for Social Justice. We held a successful interactive first session with executive directors and managers. We look forward to the next session to be held with frontline workers from their organizations. OCASI's communication presence was strengthened with the redesign of the Council's website, and the launch of the OCASI "In the Field" newsletter.



@newcomeryouth  
338 Tweets  
171 Following  
624 Followers



Settlement.Org YouTube Channel  
155 subscribers  
152,862 video views



April 1st, 2011 to March 31, 2012  
Best Year Ever for Settlement.Org  
Visits: 1,773,004  
Unique Visits: 1,396,412  
Page Views: 4,764,764

## ADVANCING NEW MEDIA

It has been one of the best years ever for OCASI's web-based resources for newcomers and those who work with them.

After many months of hard work we proudly announced the Access to Professions and Trades Guide Redesign! OCASI prepared the guide in partnership with Findhelp Information Services.

Developed for use by internationally educated professionals and tradespersons, the Guide contains information about international qualifications, how to contact licensing or regulatory bodies and available education and training options. It includes information about the labour market and workplace culture in Canada as well as resources and tips on preparing a résumé and cover letter, professional networking and much more.

The Settlement.Org Discussion Forum was featured on a panel presentation at the 2012 Metropolis conference at the "Immigrant Integration in a Digital World: The Opportunities and Challenges of Social Media" workshop.

Through sharing our experience with Settlement.Org we confirmed that the forum is an opportunity for users to connect and provide 'real life' information about what they have done. We noted that it can provide a safe and supportive community for users, it is a place to share experiences, and responses are trustworthy because they are vetted by OCASI moderators who are certified Information and Referral Specialists.

Sector workers and newcomers continue to access and utilize our websites and other online resources. The website Settlement.Org, Etablissement.Org, SettlementAtWork.Org, Wiki.SettlementAtWork.Org, InMyLanguage.org, NewYouth.ca, ESL Corner.Settlement.Org, and so on, have all experienced an increase in visitor traffic.

Combined, these resources have received nearly 2.1 million visits and more than 5.5 million page views over the past year.

In addition, we are seeing a growing interest in language specific information. For instance, the most accessed languages on the InMyLanguage.org site, excluding English are Spanish, French, Arabic, Chinese, and Russian. This growth is an indication that service providers and newcomers are finding useful, relevant, and up-to-date information they want in OCASI's web resources.

OCASI's online resource for newcomer youth, too has been growing in popularity. Young newcomers can find reliable information and a guide to appropriate services at NewYouth.ca. They can read articles or watch informative videos on newcomer youth-related issues, find services and programs near where they live, and find newcomer youth-related events to attend.

We are gathering video narratives from youth and frontline youth workers about their experiences and challenges to be hosted on the site. The videos are a great way for other newcomer youth to hear about the issues that matter to them, and a great avenue to share their experiences as well as best practices with the sector.

*"Lots of inspiration, tools and I've met some people with whom I will stay in touch and maybe work together in the future."*

- Executive Directors Forum participant

*"A time to reflect with my colleagues. A space to start conversations and potential collaboration."*

- Executive Directors Forum participant

*"Witnessed the dynamism of the sector; felt the strong commitment of the NGO reps to the improvement of immigrant outcomes."*

- Executive Directors Forum participant

*"I am just starting my 2nd year as Director, so I have learned so much, have been inspired and my hope renewed."*

- Executive Directors Forum participant



OCASI Executive Directors Forum  
OCASI Professional Development  
Conference



## ADVANCING PROFESSIONAL DEVELOPMENT

The annual OCASI Professional Development Conference for sector practitioners remains the most popular professional development initiative in the sector. More than 300 participants, including 37 from francophone agencies, attended the 2011 conference. Participants were enthusiastic about the opportunity to receive updates on sector policy and service trends, as well as improve their skills.

The next conference will for the first time be targeted to the professional development needs of sector managers, coordinators and supervisors. The conference program is to be developed to address the specific needs of those in a middle management or supervisory role.

OCASI strengthened organizational capacity and enhanced the skills of individual workers through Professional Education and Training (PET) Program. This year, 774 settlement workers took advantage of the opportunity for individual or group training. A total of 22 in-house group trainings were delivered, representing almost twice the number that was delivered last year. PET is another popular initiative that allows individual or a group of sector workers to tailor professional development to their personal needs.

OCASI continues to build its reputation as the sector's foremost leader on e-learning. We use technology to optimize access to our professional and organizational development programs, offering webinars and self-directed e-learning sessions covering a myriad of topics from addressing violence against immigrant and refugee women, to creating safe spaces for LGBTQ, to financial management. Participants include practitioners and program managers from OCASI member agencies, other community organizations in Ontario, and from the immigrant and refugee-serving sector across the country. Post-secondary education institutions have requested access to our online curricula for use by their students and those requests are growing in number.

OCASI supported settlement workers to build capacity in dealing with issues of violence against women through Neighbours, Friends and Families (NFF), a government of Ontario public education campaign on violence prevention. The NFF Immigrant and Refugee Communities Project is a culturally and linguistically sensitive training program that provides settlement workers at participating organizations the resources to extend the public education campaign into immigrant, culturally-diverse or faith-based communities.

OCASI developed the NFF Community of Practice website as a resource for sector practitioners as well as members of the public. The site provides e-learning through online courses, an online resource centre with relevant materials, and a Community of Practice Forum to connect practitioners in a supportive online network.



(L-R back) Sudip Minhas, Josie Di Zio, Shelley Zuckerman, Debbie Douglas, Carolyn Davis, Joanne Maltby Perrone, Tracy Callaghan, Lisa Kolody, Mulugeta Abai. (Seated) Cathy Woodbeck, Effat Ghassemi, Ibrahim Absiye,



Robert Hickey



Orlando Ferro



Tracey  
Vaughan-Barrett



Carl Nicholson



Léonie Tchatat



Francisco  
Rico-Martinez

We thank departing Board Members for their dedication and service to the organization.

**Josie Di Zio** of COSTI Immigrant Services served as Treasurer, Vice President and President, and brought steady and thoughtful leadership to these different roles. She has led OCASI expertly in dealing with challenges such as funding cuts, immigration policy changes and the trend towards withdrawal of public services while ensuring the Council remains a credible leader in the national settlement dialogue.

**Tracey Vaughan-Barrett** of Community Development Council Durham brought her commitment to social justice and equity to her years of service as Regional Director and Vice President. Her expertise in creating and promoting strategic partnerships between government, community and other stakeholders served to strengthen capacity building initiatives and advance OCASI's vision for a strong sector.

**Cathy Woodbeck** of Thunder Bay Multicultural Association concludes her many years on the Board as Regional Director and Vice President, roles in which she championed the issues of Northern and rural communities. She has served OCASI admirably as a skillful and astute representative in the national discussions on immigration and settlement policy.

## BOARD OF DIRECTORS

President	Josie Di Zio, COSTI Immigrant Services
Vice-President	Tracey Vaughan-Barrett, Community Development Council Durham
Vice-President	Cathy Woodbeck, Thunder Bay Multicultural Association
Secretary	Jehad Aliweiwi, Thorncliffe Neighbourhood Office
Treasurer	Ibrahim Absiye, CultureLink
Regional Directors	
Central East	Robert Hickey, Catholic Community Services of York Region
Central West	Effat Ghassemi, Newcomer Centre of Peel
East	Orlando Ferro, Quinte United Immigrant Services
North	Cathy Woodbeck, Thunder Bay Multicultural Association
South	Joanne Maltby Perrone, Welland Heritage Council and Multicultural Centre
Toronto	Carolyn Davis, Catholic Crosscultural Services Francisco Rico-Martinez, FCJ Refugee Centre
West	Sudip Minhas, Windsor Women Working With Immigrant Women
Provincial Directors	
	Mulugeta Abai, Canadian Centre for Victims of Torture
	Tracy Callaghan, Adult Language and Learning Chatham-Kent
	Lisa Kolody, Multicultural Council of Windsor and Essex
	Carl Nicholson, Catholic Centre for Immigrants – Ottawa
	Léonie Tchatat, La Passerelle I.D.E.
	Shelley Zuckerman, North York Community House
Board Standing Committees	
	Executive
	Finance
	Francophone Consultative
	Membership Services
	Policy and Research



## STAFF, STUDENTS and VOLUNTEERS

OCASI values the dedication of our staff, students and volunteers. Their untiring efforts, knowledge and commitment to our Mission and Principles make the Council strong and effective.

### Staff

Executive Director	Debbie Douglas	
Associate Executive Director	Eta Woldeab	
Manager, IT and New Media	Dave Montague	
Manager, Sector Capacity Development	Jolanta Nozka	
Manager, Finance and Administration	Roger Ramkissoon	
	Fanieal Abraha	Ann-Marie McGregor
	Douglas Bastien	Hurly Meraveles
	Paulina Bermeo	Paul Newby
	Amy Casipullai	Sincere Ng*
	Maria-Lucia Castillo	Chavon Niles
	Greg Elward**	Martha Orellana
	Tamaisha Eytle	Lovesun Parent*
	Zeina Farah	Leslie Ramsay-Taylor*
	Anna Finch	Petra Roberts
	Erika Gates-Gasse	Jai Sahak
	Ian Gibney	Juanita Smith
	Sarah Hamdi*	Athena Tam
	Gulshan Helali*	Tala Tokhi
	Peggy Ho	Elena Trapeznikova
	Aimee Holmes*	Lumembo Tshiswaka
	Lorraine Hudson	Martha Viveros*
	Karen Ko*	Theresa White
	Beverly Lawrence-Dennis	Yanique Williams*
	Paulina Maciulis	Alexandra Yeboah*
	Afua Marcus*	Annie Zhang
	Leona McColeman	

### Students

Esther Battista\*  
Haweiya Egeh\*  
Roopali Katyal\*  
Julia Mais  
Katherine Peterson\*  
Tenneshia Smith\*

### Volunteer

Jocelyn Kane

\* Left during the year

\*\* Joined after March 31, 2012

## FOUNDING MEMBERS

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

## OCASI MEMBER AGENCIES

Abrigo Centre  
Access Alliance Multicultural Health and Community Services  
Accessible Community Counselling and Employment Services  
ACFO de London-Sarnia, Centre de Ressources  
Communautaires  
Across Boundaries: An Ethnoracial Mental Health Centre  
Across Languages Translation and Interpretation  
Adult Language and Learning  
Afghan Association of Ontario  
Afghan Women's Organization  
African Community Services of Peel  
African Training and Employment Centre  
Agincourt Community Services Association  
Albion Neighbourhood Services  
Alliance for South Asian AIDS Prevention  
Anglican United Refugee Alliance  
Arab Community Centre of Toronto  
Armenian Community Centre - Armenian Relief Society, Social Services  
Asian Community AIDS Services  
Association Canadienne-Francaise de L'Ontario Conseil Regional Des Milles-Illes  
AWIC Community and Social Services  
Bangladeshi-Canadian Community Services  
Barbra Schlifer Commemorative Clinic  
Black Coalition for AIDS Prevention  
Bloor Information and Life Skills Centre  
Bradford Immigrant and Community Services  
Brampton Multicultural Community Centre  
Canadian Arab Federation  
Canadian Cambodian Association of Ontario  
Canadian Centre for Language & Cultural Studies Inc.  
Canadian Centre for Victims of Torture  
Canadian Mental Health Association, Brant County Branch, Brantford  
Canadian Tibetan Association of Ontario  
CARE Centre for Internationally Educated Nurses  
CAST-UTECH Alumni Association - Ontario Chapter  
Catholic Centre for Immigrants - Ottawa  
Catholic Community Services of York Region  
Catholic Cross-Cultural Services  
CCA - Canadian Live-In Caregivers Association  
Centre d'Établissement des Nouveaux Immigrants de Peel  
Centre de Santé Communautaire Hamilton/Niagara  
Centre for Education and Training  
Centre for Information & Community Services of Ontario  
Centre for International Migration and Settlement Studies  
Centre for Spanish Speaking Peoples  
Centre for Support & Social Integration Brazil-Canada  
Centre Francophone de Toronto  
Chinese Family Services of Ontario  
Collège Boréal  
Community Action Resource Centre  
Community Development Council Durham  
Community Legal Education Ontario  
Community MicroSkills Development Centre  
Conseil des Organismes Francophones de la Region Durham  
Conseil Economique et Social d'Ottawa-Carleton  
COSTI Immigrant Services  
Council of Agencies Serving South Asians  
CUIAS Immigrant Services  
Cultural Coalition of Chatham-Kent  
CultureLink  
D.O.O.R.S. to New Life Refugee Centre Inc  
Davenport-Perth Neighbourhood Centre  
Dejinta Beesha  
Dixie Bloor Neighbourhood Centre  
Dixon Hall  
Durham Region Unemployed Help Centre  
Eastview Neighbourhood Community Centre  
Elspeth Heyworth Centre for Women  
Employment Help Centre  
Enlace Community Link Inc.  
Eritrean Canadian Community Centre of Toronto  
Ethiopian Association in the Greater Toronto Area and Surrounding Regions  
Family Service Toronto  
FCJ Refugee Centre  
Flemingdon Neighbourhood Services  
Focus For Ethnic Women  
For Youth Initiative in Toronto  
Fort Erie Multicultural Centre  
FutureWatch Environment and Development Education Partners  
Griffin Centre  
Halton Multicultural Council  
Hamilton Urban Core Community Health Centre  
Heritage Skills Development Centre  
Hispanic Development Council  
Hong Fook Mental Health Association  
Immigrant Culture and Art Association

Immigrant Services Guelph-Wellington  
 Immigrant Women Services Ottawa  
 Immigrant Women's Health Centre  
 India Rainbow Community Services of Peel  
 Interim Place  
 Islamic Social Services and Resources Association  
 Jamaican Canadian Association  
 Jane/Finch Community and Family Centre  
 Japanese Social Services, Toronto  
 Jewish Family Services of Ottawa-Carleton  
 Jewish Immigrant Aid Services Toronto  
 Job Skills  
 JobStart  
 JVS Toronto  
 Kababayan Community Service Centre  
 KCWA Family and Social Services  
 KEYS Community Employment Centres  
 Kingston Community Health Centres  
 Kitchener-Waterloo Multicultural Centre  
 L'Institut de leadership des femmes de l'Ontario  
 La Passerelle-Intégration et Développement  
 Labour Community Services of Peel Inc.  
 Lakeshore Area Multi Services Project  
 Lao Association of Ontario  
 LASI World Skills  
 Le Regroupement des Femmes Immigrantes Francophones  
 Learning Disabilities Association of Toronto District  
 Learning Enrichment Foundation  
 Lebanese and Arab Social Services Agency of Ottawa-Carleton  
 London Cross Cultural Learner Centre  
 London InterCommunity Health Centre  
 LUSO Community Services  
 Maison d'Hébergement pour Femmes Francophones  
 Malton Neighbourhood Services  
 Margaret's Housing and Community Support Services Inc.  
 Mennonite New Life Centre of Toronto  
 MIAG Centre for Diverse Women & Families  
 Midaynta Community Services  
 Multicultural Association of Kenora and District  
 Multicultural Association of North Western Ontario  
 Multicultural Council of Windsor and Essex County  
 Multicultural Services Network of Niagara Falls  
 Multilingual Community Interpreter Services, Ontario  
 National Capital Region YMCA-YWCA - Newcomer Information  
 Centre  
 Neighbourhood Link Support Services

Nellie's  
 New Canadians Centre Peterborough  
 New Canadians' Centre of Excellence Inc.  
 New Circles Community Services  
 Newcomer Centre of Peel  
 Newcomer Women's Services Toronto  
 Niagara Folk Arts Multicultural Centre  
 North Bay & District Multicultural Centre  
 North York Community House  
 Northern Lights Canada  
 Northwood Neighbourhood Services  
 Oasis Centre des Femmes  
 Ontario Inter-Cultural Community Services  
 Oromo Canadian Community Association of GTA  
 Ottawa Chinese Community Service Centre  
 Ottawa Community Immigrant Services Organization  
 Parkdale Community Information Centre  
 Parkdale Community Legal Services  
 Parkdale Intercultural Association  
 Peel Career Assessment Services Inc.  
 Peel Multicultural Council  
 Planned Parenthood Toronto  
 Polycultural Immigrant Community Services  
 Professions North / Nord  
 Progress Career Planning Institute  
 Quinte United Immigrant Services  
 Reception House - Waterloo Region  
 Rexdale Women's Centre  
 Roma Community Centre  
 S.E.A.S. (Support, Enhance, Access, Service) Centre  
 Sault Community Information & Career Centre Inc.  
 Scadding Court Community Centre  
 Settlement Assistance and Family Support Services  
 Sexual Assault and Violence Intervention Services of Halton  
 Silent Voice Canada  
 Sistering - A Woman's Place  
 Skills for Change  
 Social Enterprise for Canada  
 Social Planning Toronto  
 Social Services Network  
 Sojourn House  
 Somali Centre for Family Services  
 Somali Immigrant Aid Organization  
 South Asian Centre of Windsor  
 South Asian Women's Centre  
 South Essex Community Council

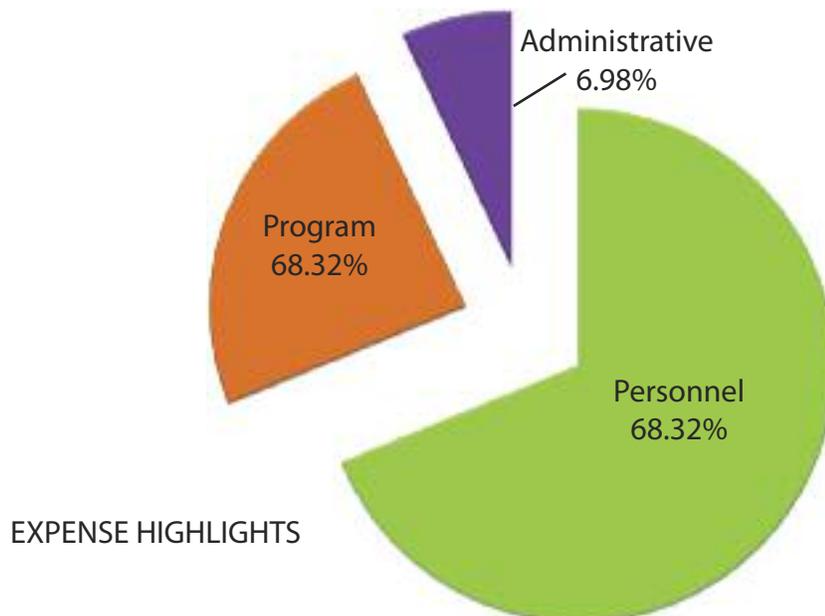
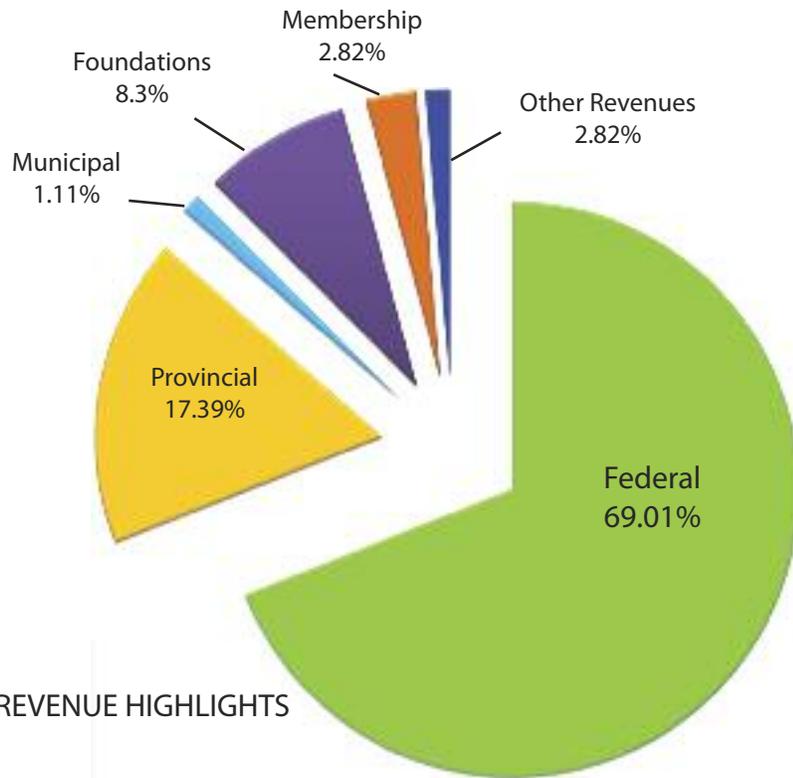
South Etobicoke Community Legal Services  
South London Neighbourhood Resource Centre  
Spectra Community Support Services  
St. Christopher House  
St. Joseph Immigrant Women's Centre  
St. Stephen's Community House  
Sudbury Multicultural Folk Arts Association  
TESOC Multicultural Settlement Services  
The Career Foundation  
The Cross-Cultural Community Services Association  
The Salvation Army, Toronto Harbour Light Ministries Immigrant  
and Refugee Services  
The Redwood Shelter  
Thornccliffe Neighbourhood Office  
Thunder Bay Multicultural Association  
Times Change Women's Employment Service  
Toronto Community & Culture Centre  
Toronto Community Employment Services  
Toronto Workers' Health and Safety Legal Clinic  
Tropicana Community Services  
Unison Health and Community Services  
United Achievers' Community Services  
University Settlement  
Vietnamese Association, Toronto  
Vietnamese Women's Association of Toronto

Vitesse Re-Skilling Canada Inc.  
Welland Heritage Council and Multicultural Centre  
WIL Employment Connections  
Windsor Women Working With Immigrant Women  
Women's Enterprise Skills Training of Windsor Inc.  
Women's Health in Women's Hands Community Health Centre  
Women's Multicultural Resource and Counselling Centre of  
Durham  
Women's Support Network of York Region  
WoodGreen Community Services  
Workers' Action Centre  
Working Skills Centre  
Working Women Community Centre  
YMCA - Korean Community Services  
YMCA of Hamilton/Burlington/Brantford, Immigrant & Newcomer  
Services  
YMCA of Kitchener-Waterloo Cross-Cultural & Immigrant  
Services  
YMCA of Sarnia-Lambton  
YMCA of Simcoe/Muskoka, Newcomer Services Department  
YMCA of Windsor and Essex County  
YMCA Sudbury  
YMCA of Greater Toronto, Newcomer Settlement Programs  
Youth Assisting Youth  
YWCA Toronto

OCASI acknowledges financial support for our work from funders and OCASI member agencies. Thank you!

#### Our Funders

Citizenship and Immigration Canada  
Ontario Ministry of Citizenship and Immigration  
Ontario Women's Directorate  
United Way of Greater Toronto  
The Ontario Trillium Foundation  
Atkinson Foundation  
City of Toronto



## FINANCIAL STATEMENT

<b>Revenues</b>		<b>2012</b>	<b>2011</b>
Citizenship and Immigration Canada (CIC)		\$3,005,384	\$4,282,836
Ministry of Citizenship		621,224	686,425
Ontario Women's Directorate		136,137	4,162
Ontario Trillium Foundation		178,495	56,706
United Way of Greater Toronto		175,834	172,134
Other Foundations		7,323	8,035
Workshop registrations		46,060	96,622
Membership fees		122,930	78,090
Donations and fundraising		8,957	9,272
Productive enterprises		4,339	4,350
City of Toronto		48,500	25,500
<b>Total</b>		<b>\$4,355,183</b>	<b>\$5,424,132</b>
<b>Expenditures</b>			
Personnel			
	Salaries	\$1,835,277	\$1,741,092
	Contract fees & honoraria	746,204	1,181,574
	Benefits	341,098	316,224
	Staff Training	4,496	13,400
	<b>Subtotal</b>	<b>2,927,075</b>	<b>3,252,290</b>
Program			
	Travel, accommodation and conference	417,329	669,727
	Profession education & training courses	135,780	126,553
	Payments to Partners	115,102	102,000
	Marketing & promotion	106,419	197,393
	Meeting expenses	103,065	93,600
	Professional fees	67,524	75,750
	Supplies	55,735	126,600
	Other (Telephone, Refugee Rights Day, Staff recruitment)	18,738	7,844
	Sector IT Infrastructure	10,299	101,871
	Fundraising	255	868
	Kiosks		194,700
	<b>Subtotal</b>	<b>1,030,246</b>	<b>1,696,906</b>
Administrative			
	Rent, taxes & utilities (net)	186,845	173,241
	Professional fees	60,278	48,712
	Other (Photocopy rental)	16,625	15,829
	Telephone	15,667	12,845
	Insurance	8,430	8,038
	Bank Charges	4,514	3,256
	Postage & couriers	3,836	5,413
	<b>Subtotal</b>	<b>296,195</b>	<b>267,334</b>
<b>Total</b>		<b>\$4,253,516</b>	<b>\$5,216,530</b>

*A copy of the audited statement is available from OCASI*

**OCASI**  
Ontario Council of Agencies Serving Immigrants

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