35 YEARS
OCASI
ANNUAL REPORT 2013
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.
2012 - 2013 has been an important and exciting year for OCASI. Our member agencies as well as the Council faced and prevailed over the fiscal challenges that saw a considerable reduction in government funding. The Council has once again shown its resilience, moving forward with determination as we all seek alternate and innovative ways of sustaining our work with immigrants and refugees.

We have a renewed commitment to issues of inclusion, with a focus on a just immigration policy, equitable opportunity for citizenship and strong refugee protection. We continue the work to build a Canada that includes all families.

Our work as a Council and collaborative efforts with allies produced wins at the local level. We saw victory for inclusive civic participation through electoral reform that would extend the municipal franchise to permanent residents, and allowing access without fear to municipal services for residents with less than full immigration status.

The national sector with leadership from OCASI has taken the conversation about the sustainability and value-add of immigrant and refugee serving agencies to the next level. With wide-spread support from government, other non-governmental organizations (NGOs) and academic allies, a vision of the agency/sector of the future is being boldly articulated.

As we look ahead, we will continue to deepen the Ontario sector’s strong foundation through sustaining our strong collective voice, building capacity through organizational development and professional development, and using technology and new media with imagination to innovate for capacity, access and equity.

The year ahead promises fresh challenges and interesting opportunities. We look forward to walking our talk with you.

In solidarity

Carl Nicholson  Debbie Douglas
President   Executive Director
EXECUTIVE COMMITTEE

President
Carl Nicholson
Catholic Centre for Immigrants - Ottawa

Vice-President
Effat Ghassemi
Newcomer Centre of Peel

Vice-President
Sudip Minhas
Windsor Women Working With Immigrant Women

Corporate 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
Don Curry
North Bay and District Multicultural Centre

South
Stan Drobnich
Employment Help Centre

West
Sudip Minhas
Windsor Women Working With Immigrant Women

PROVINCIAL DIRECTORS

Toronto
Carolyn Davis
Canadian Centre for Immigrants of York Region

Francisco Rico-Martinez
FCI Refugee Centre

West
Axelle Janczur
Access Alliance Multicultural Health and Community Services

Lisa Kolody
Multicultural Council of Windsor and Essex

Léonie Tchatat
La Passerelle I.D.E.

Shelley Zuckerman
North York Community House

Josie Di Zio
Past President

BOARD STANDING COMMITTEES

EXECUTIVE

FINANCE

FRANCOPHONE

MEMBERSHIP SERVICES

POLICY AND RESEARCH

REGIONAL DIRECTORS

Toronto
Carolyn Davis
Canadian Centre for Immigrants of York Region

Francisco Rico-Martinez
FCI Refugee Centre

West
Axelle Janczur
Access Alliance Multicultural Health and Community Services

Lisa Kolody
Multicultural Council of Windsor and Essex

Léonie Tchatat
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Past President

BOARD STANDING COMMITTEES

EXECUTIVE

FINANCE

FRANCOPHONE

MEMBERSHIP SERVICES

POLICY AND RESEARCH
BOARD OF DIRECTORS:

Axelle Janczur

Francisco Rico-Martínez

Robert Hickey

Josie Di Zio

(L-R front) Jehad Aliweiwi, Leonie Tchatat, Carl Nicholson, Effat Ghassemi, Tracy Callaghan, Shelley Zuckerman.
HIGHLIGHTS OF 35 YEARS OF HISTORY

70's

1978

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

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

Every Child’s Right to OHIP Coalition
OCASI and allies get OHIP coverage for Canadian-born children of parents without full immigration status.

Immigration & Refugee Protection Act
OCASI and allies successfully advocate to include same-sex spousal sponsorship in this new immigration law.

Violence Against Women prevention
OCASI launches work on women’s justice issues.

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

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.

Making Ontario Home (MOH)
OCASI launches report from the largest study ever of immigrants and refugees use of settlement services and needs in Ontario.

Ontario Immigration Strategy

My Canada Includes All Families
OCASI and allies launch campaign to advocate for family reunification through immigration.

CIC Funding cuts
Major cuts to federal settlement funding has deep impact on many small and ethno-specific agencies in Ontario, despite OCASI advocacy.
Through OCASI’s capacity building efforts, Ontario’s immigrant and refugee-serving sector has become stronger in taking up issues of justice for women.

**Highlights**

Thirty sector workers were trained on Understanding and Responding to Women Abuse, through a self-directed online course. Training was focused on violence against immigrant and refugee women.

Creative use of technology and new media allowed us to bring resources such as fact sheets, resource guides, training manuals and referral information through Settlement.Org, Settlementatwork.Org, and Etablissement.Org.

We supported sector workers to build capacity in recognizing and responding effectively to woman abuse, through our annual Professional Development Conference, and the self-directed Professional Education and Training (PET) initiative.

We undertook public education and advocacy to call for the elimination of the newly-introduced conditional permanent residency for sponsored spouses, since it would make immigrant women more vulnerable to abuse and put them at risk.

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**EVERY SIX DAYS**
a woman in Canada is killed by her intimate partner, and every day more than 3000 women are living in emergency shelter to escape domestic violence.
WEB TRAFFIC

+2 Million
visits to Settlement.Org
+17%
increase from last year

TWITTER STATS

+1,000
@Ocasi_policy
Twitter followers

@Settlement_Org
Twitter account facts:

+ 60 new followers a month

+ 70 tweets each month

+ 36 retweets each month

+ 25 mentions each month

+ 67 list appearances
  (increase of 20 over the year)

+ 4 Live tweet sessions
  conducted in partnership
  with Poss.ca (Findhelp) and
  Skills For Change

NEWCOMERS SURVEY RESPONDENTS

<< It is a reliable source of
information based on actual
individuals [sic] experiences.
Gives proper directions to official
source of information. >>

96% respondents from a survey of 300 newcomers and settlement workers said they would recommend Settlement.Org to family and friends. The survey found a 95% satisfaction rate with the website.

@mrd235: “Great supports for new to Cda families @Settlement_Org: First Days section...”

@Mich_Gonsalves: “Great resource. #cdnimm RT @Settlement_Org Check out our multilingual sister site: InMyLanguage.org”

@itsEYC: “A very big thank you to @Settlement_Org who provided us with some great resources and pamphlets for our Summit!”
OCASI WORKS FOR
ACCESS AND EQUITY
INCLUSION AND SOLIDARITY

OCASI’s Mission, to achieve equality, access and full participation for immigrants and refugees in every aspect of life is expressed through our many initiatives for access and equity.

**Highlights**

Over 400 sector workers were trained through the Accessibility project to better understand and respond to the needs of immigrants and refugees with disabilities.

We supported 20 enthusiastic sector workers to strengthen advocacy capacity through the OCASI School for Social Justice (SSJ).

The online Community of Practice for Positive Spaces Initiative went live this year, and we increased awareness on the settlement and integration needs of LGBTQ immigrants and refugees by training more than 600 sector workers, management, board members, volunteers and other stakeholders from over 80 organizations across Ontario.

The Organizational Standards Initiative (OSI) continues to strengthen standards and capacity for sector agencies through highly popular webinars, peer learning groups, and mentoring.

The online community at the OCASI website NewYouth.ca connected newcomer and new Canadian youth with important settlement and integration resources and information.

Our policy webinars gave sector workers critically-needed information on the many immigration and refugee changes, and the best ways to support clients.

We invested in training to build internal anti-racism and anti-oppression capacity.
It’s a way of getting new skills and improve services to immigrant communities. 

I’d like to say thank you for your financial assistance, without this program I would not be able to fund my courses. It’s a great opportunity for self-development, especially for those who cannot afford to take development courses.
THE SURVEY RESULTS OF MAKING ONTARIO HOME

More than 83% of the respondents had used one or more settlement support services, in addition:

- 55% of respondents used language training programs and services.
- 50% reported using employment and skills training programs and services.
- 38% used general settlement and integration services.

No knowledge of settlement and integration services was a main reason for non-use of services:

- 17% who had never used settlement and integration services.
- 30% had not used services because they were unaware of their existence.

Counseling and advice was the most highly used general settlement service:

- 61% of those who used general settlement and integration services did so to access counseling and advice.

Period of arrival correlated with significant differences in use of and satisfaction with services:

- Compared to those arriving between 2000 and 2005, respondents arriving in the period 2006 to 2010 were more likely to have used services, more likely to have accessed them within their first year, and were significantly more satisfied specifically with LINC and bridge training programs for regulated professions or trades.

Those with higher levels of education were just as likely to use settlement and integration services:

- There were no significant differences in the likelihood to use employment, language or general settlement and integration services based on educational levels.

However, those with higher levels of education were more likely to access employment and skills training programs and services in their first year of arrival.

There was a high degree of satisfaction with service delivery for all three program and service areas:

- 78% of respondents rated very highly for having a welcoming environment.
- 68% rated quite highly on staff understanding of their needs and quality of information.

Making Ontario Home is a landmark Ontario-wide study of the use of settlement and integration services by immigrants, refugees, claimants, migrant workers and those without legal immigration status.
CUMULATIVE NUMBER OF AGENCIES PER YEAR
We grew from seventeen to two hundred and thirty four member agencies in 35 years.

TYPE OF AGENCIES
Our member agencies represent a diversity of expertise.

MEMBER AGENCIES’ BUDGET
Reported by 200 member agencies

- $ 960,541,817 Total Budget
- Less than $ 1 Million 83 Agencies
- $ 1-5 Million 43 agencies
- More than $ 5 Million 71 agencies

MEMBER AGENCIES: A PORTRAIT

COLLECTIVE STRENGTH

These are approximate categories.
# Members of Our Community

## 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
- YMCA of Burlington/Brantford, Immigrant & Newcomer Services
- YMCA of Kitchener-Waterloo Cross-Cultural & Immigrant Services

## 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
- The Career Foundation
- Women’s Multicultural Resource and Counselling Centre of Durham
- Women’s Support Network of York Region
- YMCA of Simcoe/Muskoka, Newcomer Services Department

## West Region
- ACFO de London-Sarnia, Centre de Ressources Communautaires
- Across Languages Translation and Interpretation
- Adult Language and Learning
- London Cross Cultural Learner Centre
- London Inter Community Health Centre
- LUSO Community Services Multicultural Council of Windsor and Essex County
- New Canadians’ Centre of Excellence Inc.
- South Asian Centre of Windsor
- South Essex Community Council
- South London Neighbourhood Resource Centre
- WIL Employment Connections
- Windsor Women Working With Immigrant Women
- Women’s Enterprise Skills Training of Windsor Inc.
- YMCA of Windsor and Essex County
- YMCAAs across Southwestern Ontario

## South Region
- Canadian Mental Health Association, Brant County
- Brampton Multicultural Community Centre
- Centre d’Etablissement des Nouveaux Immigrants de Peel
- Centre for Education and Training
- Chinese Association of Mississauga
- Dixie Blox Neighbourhood Centre
- Hamilton Centre for Civic Inclusion
- Hamilton Urban Core Community Health Centre
- Immigrant Culture and Art Association
- Immigrant Services Guelph-Wellingtong
- Kitchener-Waterloo Multicultural Centre
- Niagara Folk Arts
- Multicultural Centre
- Reception House - Waterloo Region
- St. Joseph Immigrant Women’s Centre
- Welland Heritage Council and Multicultural Centre
- YMCA of Hamilton/Burlington/Brantford, Immigrant & Newcomer Services
- YMCA of Kitchener-Waterloo Cross-Cultural & Immigrant Services

## Central West Region
- African Community Services of Peel
- Brampton Multicultural Community Centre
- Centre d’Etablissement des Nouveaux Immigrants de Peel
- Centre for Education and Training
- Chinese Association of Mississauga
- Dixie Blox Neighbourhood Centre
- Halton Multicultural Council
- India Rainbow Community Services of Peel
- Interim Place
- Labour Community Services of Peel Inc.
- Malton Neighbourhood Services
- MIAJ 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

## East Region
- Association Canadienne-Francaise de L’Ontario
- Conseil Regional Des Milles-iles
- Catholic Centre for Immigrants - Ottawa
- Centre for International Migration and Settlement Studies
- Conseil Economique et Social d’Ottawa-Carleton
- Immigrant Women Services Ottawa
- Jewish Family Services of Ottawa-Carleton
- KEYS Job Centre
- Kingston Community Health Centres
- LASI World Skills
- Lebanese and Arab Social Services Agency of Ottawa-Carleton
- National Capital Region
- YMCA-YWCA - Newcomer Information Centre
- Ottawa Chinese Community Service Centre
- Ottawa Community Immigrant Services Organization
- Quinte United Immigrant Services
- Réseau de développement économique et d’employabilité de l’Ontario, RDÉE Ontario
- Somal Centre for Family Services
- Vitesse Re-Skilling Canada Inc.
THANK YOU

IN APPRECIATION OF
VOLUNTEERS, STUDENTS, STAFF
DEDICATION AND COMMITMENT

Executive Director
Debbie Douglas

Associate Executive Director
Eta Woldeab

Manager, IT and New Media
Dave Montague

Manager, Sector Capacity Development
Jolanta Nozka

Manager, Finance and Administration
Roger Ramkissoon

Staff
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Maria-Lucia Castillo
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Erin Ewing**
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Ann-Marie McGregor
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Martha Orellana
Theresa Polyakov
Petra Roberts
Jai Sahak
Juanita Smith
Athena Tam
Tala Tokhi
Elena Trapeznikova
Lumembo Tshiswaka
Marcos Vilela
Annie Zhang

Students
Lydia L. Cordie Gracia
Belinda Ha
Jocelyn Kane
Nishan Mudalige
Siobhan Stewart

* Left during the year
** Joined after March 31, 2013

We thank Marcos Vilela for the design and layout of the 2013 OCASI Annual Report.
2013
FINANCIAL REPORT

REVENUES

73% Federal
19% Provincial
8% Other

EXPENDITURES

69% Personnel
23% Program
8% Administrative

REVENUES ($) 2013 2012
Citizenship and Immigration 2,731,186 3,005,384
Canada (CIC) 250,307 621,224
Ministry of Citizenship 63,780 136,137
Ontario Women’s Directorate 4,000 -
Legislative Assembly 205,310 178,495
Ontario Trillium Foundation 183,077 175,834
United Way of Greater Toronto 100,385 -
Other Foundations 139,700 122,930
Membership fees 137,900 -
Workshop registrations 23,590 46,060
Donations and fundraising 8,282 8,957
Productive enterprises 5,300 4,339
City of Toronto 32,483 48,500
TOTAL 3,747,40 4,355,183

EXPENDITURES ($) 2013 2012
PERSONNEL Salaries 1,850,346 1,835,277
Contract fees & honoraria 363,262 746,204
Benefits 319,105 341,098
Staff Training 2,032 4,496
Sub total 2,534,735 2,927,075
PROGRAM Travel, accommodation and conference 365,563 417,329
Profession education & training courses 90,006 135,780
Payments to Partners 87,994 115,102
Meeting fees 80,238 10,299
Sector IT Infrastructure 64,971 103,065
Professional fees 61,606 67,524
Supplies 44,141 55,735
Other (Telephone, Refugee Rights Day, Staff Recruitment) 35,376 18,738
Marketing & promotion 16,010 106,419
Fundraising 510 255
Sub total 846,415 1,030,246
ADMINISTRATIVE Rent, taxes & utilities (net) 199,417 186,845
Professional fees 53,381 60,278
Telephone 16,264 15,667
Other (Photocopy Rental) 15,246 16,625
Insurance 8,366 8,430
Postage & Couriers 4,974 3,836
Bank Charges 4,107 4,514
Sub total 301,755 296,195
TOTAL 3,682,915 4,253,516

A copy of the audited statement is available from OCASI.
OUR

FUNDERS

OCASI ACKNOWLEDGES OUR FUNDERS WITH GRATITUDE

Thank you!

Citizenship and Immigration Canada
Ministry of Citizenship and Immigration
Ontario Women’s Directorate
Legislative Assembly
Ontario Trillium Foundation
United Way of Greater Toronto
736 Outreach Corporation
COSTI Immigrant Services
City of Toronto
Toronto Community Foundation