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)
ABOUT OCASI

PRINCIPLES

OCASI asserts the right of all persons to participate fully and equitably in the social, cultural, political and economic life of Ontario.

OCASI affirms that immigrants and refugees to Canada should be guaranteed equitable access to all services and programs.

OCASI believes that Canada must be a land of refuge and opportunity, a country known for humanity and justice in its treatment of immigrants and refugees.

OCASI believes that in cooperation with other groups and communities which promote human rights and struggle against discrimination, OCASI will see these principles realized.

The Mission of OCASI is to achieve equality, access and full participation for immigrants and refugees in every aspect of Canadian life.
A MESSAGE FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

WALKING THE TALK

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

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

Recognizing the increasingly important roles that municipalities have to play in immigration, particularly in the settlement, integration, social, economic and political inclusion of new Canadians, we moved forward the discourse on extending the municipal franchise to non-citizens, particularly, permanent residents. While Toronto has adopted this principle and has asked the province to amend the Municipal Act to effect this change, other municipalities in Ontario and in various parts of the country are also putting this issue on their city council agendas, recognizing the vote as a possible strategy for attraction and retention of newcomers to their communities and recognizing that politically active residents make for healthy communities. The amplification of this discourse across the country is a policy win for us here in Ontario and for the Council which continues its commitment to support and promote the work of cityvote.

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

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

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

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

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

In Solidarity,

Carl Nicholson
President

Debbie Douglas
Executive Director
**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

**PROVINCIAL DIRECTORS**

Toronto
Manjeet Dhiman
Accessible Community Counselling & Employment Services

Nora Angeles
Barbra Schlifer Commemorative Clinic

West
Sudip Minhas
Windsor Women Working With Immigrant Women

Bonaventure Otshudi
Centre de Sante Communautaire Hamilton/Niagara

Bonnie Wong
Hong Fook Mental Health Association

Carolyn Davis
Catholic Crosscultural Services

Lekan Olawoye
For Youth Initiative

Mulugeta Abai
Canadian Centre for Victims of Torture

**BOARD STANDING COMMITTEES**

Executive

Finance

Francophone

Governance

Membership Services

Policy and Research
1978
OCASI founded
Immigrant serving agencies
form committee in ’77
to monitor Immigrant
Settlement Adaptation
Program (ISAP) &
incorporates as OCASI.

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.

1992
Multilingual Access to
Social Service Initiative
(MASSI)
MASSI is created by
Ontario; OCASI advocacy
results in inclusion of
cultural interpreter
training and services.

1995
Settlement renewal
OCASI leads Ontario
opposition to devolution
of federal government
responsibility for
immigrant settlement
and integration to the
provinces.

1998
Sector is computerized
OCASI advocacy results
in the computerization of
sector agencies funded
by CIC.
<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>Settlement.Org launched and becomes &quot;the&quot; source of information for newcomers.</td>
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<tr>
<td>2001</td>
<td>Every Child’s Right to OHIP Coalition</td>
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<td></td>
<td>OCASI and allies get OHIP coverage for Canadian-born children of parents without full immigration status.</td>
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<td>2002</td>
<td>Immigration &amp; Refugee Protection Act</td>
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<tr>
<td></td>
<td>OCASI and allies successfully advocate to include same-sex spousal sponsorship in this new immigration law.</td>
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<tr>
<td>2003</td>
<td>Violence Against Women prevention</td>
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<tr>
<td></td>
<td>OCASI launches work on women’s justice issues.</td>
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<tr>
<td>2005</td>
<td>Canada-Ontario Immigration Agreement</td>
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<tr>
<td></td>
<td>Canada and Ontario sign immigration agreement; settlement funding for Canada increases; OCASI advocacy results in significant share for Ontario.</td>
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<tr>
<td>2009</td>
<td>Positive Spaces Initiative (PSI); Accessibility project</td>
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<tr>
<td></td>
<td>OCASI launches PSI and Accessibility projects to build sector capacity to meet needs of LGBTQ newcomer, and immigrants and refugees with disabilities.</td>
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<tr>
<td>2010</td>
<td>CIC Funding cuts</td>
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<tr>
<td></td>
<td>Major cuts to federal settlement funding has deep impact on many small and ethno-specific agencies in Ontario, despite OCASI advocacy.</td>
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<tr>
<td>2011</td>
<td>Making Ontario Home (MOH)</td>
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<td></td>
<td>OCASI launches report from the largest study ever of immigrants and refugees use of settlement services and needs in Ontario.</td>
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<tr>
<td>2012</td>
<td>Ontario Immigration Strategy</td>
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<tr>
<td>2013</td>
<td>My Canada Includes All Families</td>
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<tr>
<td></td>
<td>OCASI and allies launch campaign to advocate for family reunification through immigration.</td>
</tr>
<tr>
<td>2014</td>
<td>OCASI launches OCMS</td>
</tr>
<tr>
<td></td>
<td>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.</td>
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POLICY, RESEARCH AND ADVOCACY
INCLUSION AND SOLIDARITY

Immigration, Refugees and Citizenship

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

Sector Policy Capacity

We supported member agencies to prepare for a robust engagement in policy dialogue at the National Settlement Conference organized by Citizenship and Immigration Canada through pre-event briefings and caucus opportunities. With leadership from our Board of Directors we had a strong presence at the Conference and engaged with peers and stakeholders from across the country, to advance equity and inclusion in the national settlement program.

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

Building on the success of the first OCASI School for Social Justice (SSJ), we began the next school this year with a new group of 23 enthusiastic and energetic sector practitioners from across Ontario.

Racialization of Poverty

Structural inequalities in the labour market prevent racialized peoples and members of other equity-seeking groups from achieving economic stability and security. Racialized women are especially disadvantaged. We engaged in provincial government consultations for Ontario’s second Poverty Reduction Strategy, calling for mandatory Employment Equity as a key measure to reduce inequality, and collection of data disaggregated by ethno-racial background, gender and more to identify inequities and systemic disparities affecting disadvantaged communities. Through our efforts the Toronto Board of Health approved a disaggregated data collection policy.

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

Municipalities

Municipal governments can do much to advance equity and justice for immigrants and refugees. In a major win this year Toronto City Council voted to give Toronto permanent residents the right to vote in municipal and local school board elections, resulting from public education and advocacy by OCASI and allies. We supported member agencies and colleagues in Peel, Durham and North Bay to have local governments adopt the same position.
although with less success. We will continue public education to build support, and advocate to the Ontario government to allow municipal franchise for permanent residents. We saw the City of Toronto, and later the City of Hamilton adopt Access without Fear policy to provide service access without fear of reprisals, to residents without immigration status. We supported efforts that led to the launch of the City of Toronto Newcomer Strategy, for improved access and equity for immigrants and refugees.

**Housing Research**

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

**Research Highlights**

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

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

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

**ACCESS AND EQUITY**

**Positive Spaces Initiative (PSI)**

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

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

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

**OrgWise**

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

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

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

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**The PSI has a strong web and social media presence:**

- **+76%** Website usage increase
- **+540** Twitter followers
- **+215** Facebook likes

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**Self-Assessment Tool**

Registered users:

- **130** OCASI member agencies are primary account holders
- **19** new agencies completed self-assessment this year
- **394** individual users, including:
  - **260** from OCASI member agencies
  - **130** non-members, funders, consultants

**Webinars:**

- **20** webinars delivered to 305 participants from 120 agencies

**Community Forum:**

- **+100** participants
- **+490** posts
Professional Education and Training (PET) Program

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

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

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

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

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

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

Accessibility Initiative

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

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

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

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

THE WAY FORWARD

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

This has been a year of content expansion with the development of ten new articles on topics ranging from how to come to Canada as a skilled trades worker to immunizations for children. We developed six new articles in partnership with 211 FindHelp on labour market information in GTA regions, Hamilton, Kenora and Ottawa. Exploring new and effective ways to deliver content, we created our first infographic on the different school systems in Ontario. Search Engine Optimization (SEO) was improved through content redistribution. The ESL Corner was expanded to include a Financial Literacy Tool.

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

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

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

Etablissement.Org content development is user-driven. We conducted two focus groups with francophone newcomers and better informed our content development. Content is developed and hosted in partnership with reputable organizations including OASIS Centre des Femmes, Centre Francophone de Toronto and Canora to outreach to newcomers and deliver information about the website.

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

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

InMyLanguage.org is a popular and often-used resource for newcomers and sector practitioners. This year we received 90 user communications, including questions and content feedback, and the website was promoted to newcomers at ten different information sessions across the GTA.
CitizenshipCounts.ca and DeviensCitoyen.ca are OCASI’s national websites and Android/iPhone apps that help young newcomers learn about Canadian citizenship and study for the citizenship test. As users study for the test, they accumulate badges and have their progress tracked on their user profiles. The study toolkit includes an online quiz with 200+ province-specific questions, 500+ flashcards, and a clear-language Discover Canada guide. The websites also dispel myths about Canadian citizenship, feature infographics, and host over 20 videos of fun Canadian trivia and young immigrants’ personal stories of getting Canadian citizenship.

Since launching last October, the websites and apps have been very popular with people studying for the citizenship test and frontline workers helping their clients study across the country. We work in collaboration with reputable organizations across the country such as the Richmond Library in BC and Manitoba ALT to provide content. This project is funded by Citizenship and Immigration Canada.

Usage of the website and Android/iPhone apps continued to grow this year. The site had 1.5 million pageviews with the Online Quiz, Discover Canada guide and Flashcards being the most popular. Visitors were from across Canada including Toronto, Calgary, Montreal, Vancouver & Winnipeg. There were 12,000+ Android downloads and 9,000+ - iPhone downloads. Our videos on Youtube had 166,500+ views and our audio version of the Discover Canada guide on SoundCloud has been listened to 126,000+ times.

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

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

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

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

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

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

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

OCMS Features:

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

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

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

OCMS BY THE NUMBERS

24
Agencies are online

Nearly 1000 active users
These are approximate categories.

**Agencies by region:**
- North: 13
- East: 17
- Central East: 13
- Toronto: 141
- Central West: 21
- South: 16
- West: 18

**MEMBER AGENCIES: A PORTRAIT**

**BUILDING OUR BASE**

**Charitable organizations:**
(% out of 236 agencies)
- Charities: 75%

**Staff number:**
- +15,200 workers
- +48,300 volunteers

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

**Source:** OCASI Member Agencies Survey 2014
MEMBERS OF OUR COMMUNITY
TWO HUNDRED AND THIRTY SIX

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
Unemployed Help Centre
New Canadians Centre Peterborough
Northern Lights Canada
Social Enterprise for Canada
Social Services Network
Women's Multicultural Resource and Counselling Centre of Durham
Women's Support Network of York Region
YMCA of Simcoe/Muskoka, Newcomer Services Department

South Region
Canadian Mental Health Association, Brant County Branch, Brantford
Centre de Santé Communautaire Hamilton/Niagara
Employment Help Centre
Fort Erie Multicultural Centre
Hamilton Centre for Civic Inclusion
Hamilton Urban Core Community Health Centre
Immigrant Culture and Art Association
Immigrant Services Guelph-Wellington
Kitchener-Waterloo Multicultural Centre
Niagara Folk Arts
Multicultural Centre Reception House - Waterloo Region
St. Joseph Immigrant Women's Centre
Welland Heritage Council and Multicultural Centre
YMCA of Hamilton/Burlington/Brantford, Immigrant & Newcomer Services
YMCA of Kitchener-Waterloo Cross-Cultural & Immigrant Services

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

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

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 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 Bloo 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
THANK YOU

EXECUTIVE DIRECTOR
Debbie Douglas

ASSOCIATE EXECUTIVE DIRECTOR
Eta Woldeab

MANAGER, IT AND NEW MEDIA
Dave Montague

MANAGER, SECTOR CAPACITY DEVELOPMENT
Jolanta Nozka

MANAGER, FINANCE AND ADMINISTRATION
Roger Ramkissoon*
Paul Carson**

STAFF
Fanieal Abraha
Selina Basudde**
Paulina Bermeo
Oleksandra Budna**
Amy Casipullai
Maria Lucia Castillo*
Jasmine Chua
Greg Elward
Erin Ewing
Tamaisha Eytle
Zeina Farah
Anna Finch
Erika Gates-Gasse
Krittika Ghosh
Sarah Hamdi
Peggy Ho
Lorraine Hudson
Beverly Lawrence-Dennis
Paulina Maculis*
Julia Mais
Leona McCoeman*
Ann-Marie McGregor*
Wariri Muhungi**
Paul Newby
Chavon Niles
Martha Orellana
Theresa Polyakov
Anita Rawana**
Peggy Ho

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

* Left during the year
** Joined after March 31, 2014

VOLUNTEERS, STUDENTS, STAFF
DEDICATION AND COMMITMENT

We thank Marcos Vilela for the design and layout of the 2014 OCASI Annual Report.
2014
FINANCIAL REPORT
STRENGTH AND ACCOUNTABILITY

REVENUES
- Federal: 67%
- Provincial: 10%
- Other: 23%

EXPENDITURES
- Personnel: 53%
- Program: 28%
- Administrative: 19%

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

TOTAL 3,229,327 3,747,400

EXPENDITURES ($) 2014 2013
PERSONNEL
Salaries 1,646,622 1,850,346
Contract fees & honoraria 419,954 363,262
Benefits 303,005 319,105
Staff Training 4,803 2,032
Sub total 2,374,384 2,534,735

PROGRAM
Travel, accommodation and conference 65,922 365,563
Profession education & training courses 89,983 90,006
Payments to Partners 1,900 87,994
Sector IT Infrastructure 57,385 80,238
Meeting expenses 3,266 64,971
Professional fees 37,968 61,606
Supplies 64,667 44,141
Other (Telephone, Refugee Rights Day, Staff Recruitment) 126,439 35,376
Marketing & promotion 28,729 16,010
Fundraising 0 510
Sub total 476,259 846,415

ADMINISTRATIVE
Rent, taxes & utilities (net) 191,417 199,417
Professional fees 66,707 53,381
Telephone 14,253 16,264
Other (Photocopy Rental) 7,743 15,246
Insurance 8,311 8,366
Postage & Couriers 3,399 4,974
Bank Charges 4,314 4,107
Sub total 296,144 301,755

TOTAL 3,146,787 3,682,915

A copy of the audited statement is available from OCASI.
ACKNOWLEDGEMENTS
WE THANK OUR FUNDERS FOR THEIR GENEROUS SUPPORT

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

including on our various advisory committees, that
gave generously of their time and expertise to help
make this year a success.

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

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