<table>
<thead>
<tr>
<th>Visionaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bloor Information and Life Skills Centre</td>
</tr>
<tr>
<td>Centre for Spanish Speaking Peoples</td>
</tr>
<tr>
<td>Chinese Community Services</td>
</tr>
<tr>
<td>Cross Cultural Communication Centre</td>
</tr>
<tr>
<td>Eastview Community Centre</td>
</tr>
<tr>
<td>Jewish Immigrant Aid Services</td>
</tr>
<tr>
<td>Jewish Vocational Services</td>
</tr>
<tr>
<td>Kababayan Community Centre</td>
</tr>
<tr>
<td>Parkdale Intercultural Association</td>
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<tr>
<td>Polish Immigrant &amp; Community Services</td>
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<tr>
<td>St. Stephen’s Community House</td>
</tr>
<tr>
<td>Sudbury Multicultural Centre</td>
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<tr>
<td>University Settlement House</td>
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<tr>
<td>Vietnamese Association</td>
</tr>
<tr>
<td>WoodGreen Community Centre</td>
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<tr>
<td>Working Women Community Centre</td>
</tr>
<tr>
<td>YWCA of Metro Toronto</td>
</tr>
<tr>
<td>(Immigrant Women Services)</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

## 40 YEARS OF SPIRITED ACTION

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>OCASI FOUNDING MEMBERS PORTRAIT</td>
</tr>
<tr>
<td>4</td>
<td>ABOUT OCASI PRINCIPLES</td>
</tr>
<tr>
<td>5</td>
<td>A MESSAGE FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR 40 YEARS OF ADVOCACY FOR PROGRESSIVE CHANGE</td>
</tr>
<tr>
<td>6</td>
<td>BOARD OF DIRECTORS LEADERSHIP</td>
</tr>
<tr>
<td>8</td>
<td>40 YEARS OF ADVOCACY FOR CHANGE HIGHLIGHTS</td>
</tr>
<tr>
<td>10</td>
<td>POLICY AND RESEARCH A STRONG SECTOR VOICE</td>
</tr>
<tr>
<td>12</td>
<td>BUILDING CAPACITY TOWARDS A STRONG, PROFESSIONAL SECTOR</td>
</tr>
<tr>
<td>14</td>
<td>TECHNOLOGY AND NEW MEDIA DIGITAL EXCELLENCE</td>
</tr>
<tr>
<td>16</td>
<td>ACCESS AND EQUITY TOWARDS AN INCLUSIVE SECTOR</td>
</tr>
<tr>
<td>17</td>
<td>MEMBERSHIP OUR COLLECTIVE VOICE</td>
</tr>
<tr>
<td>19</td>
<td>MEMBER AGENCIES: A PORTRAIT BUILDING OUR BASE</td>
</tr>
<tr>
<td>20</td>
<td>MEMBERS OF OUR COMMUNITY TWO HUNDRED AND THIRTY SIX</td>
</tr>
<tr>
<td>24</td>
<td>VOLUNTEERS, STUDENTS, STAFF DEDICATION AND COMMITMENT</td>
</tr>
<tr>
<td>26</td>
<td>2018 FINANCIAL REPORT STABILITY AND SUSTAINABILITY</td>
</tr>
<tr>
<td>27</td>
<td>ACKNOWLEDGEMENTS THANK YOU FOR YOUR SUPPORT</td>
</tr>
</tbody>
</table>
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

40 YEARS OF ADVOCACY FOR PROGRESSIVE CHANGE

Forty years ago, it was a side gathering of the rebels in the crowd during the federal government’s first assembly on immigration and settlement services that gave birth to what became OCASI.

It was not certain if the government would continue the Immigrant Settlement Adaptation Program (ISAP) it had started on a pilot basis in 1974. This small group of rabble rousers, many working in the fields of community development and organizing, cross-cultural education and communication, women’s rights and the Canadian version of the civil rights movement found each other. They hatched the plan to form a coalition to lobby the government for a formal, sustainable and adequately resourced program for immigrants and refugees. The coalition was formalized, and the Council was named and registered in the fall of 1978. Membership dues were twenty-four dollars per agency. A few months later O.C.A.S.I. took its first collective action in a successful fax campaign that flooded the offices of federal MPs and called for the ISAP program to be maintained.

Eventually growing to eight committed staff, an active Board and a membership approaching almost 100 agencies, OCASI soon became known as a feisty organization punching above its weight in the national immigrant, refugee and migrant-serving space. The foundation we laid in those early years situated us well to weather political storms, and come they did. From the defunding of OCASI on our 25th anniversary by the provincial government, to sector-wide federal funding cuts and a national advocacy chill a few years ago under the previous government. We continued to authentically represent member agency concerns, speaking truth to power. We were precocious in anticipating the need for ongoing skills training, establishing professional service standards, computerizing the sector and building sector technology capacity – and effective in advocating for the resources to do all this.

Our sector in Ontario is stronger than ever - 236 Member Agencies strong. We are ready to calmly respond when the need arises – from the resettlement of Indo-Chinese refugees in the 1980’s, to the recent resettlement of over forty thousand Syrian refugees; and lately the increased arrival of refugee claimants from the United States. From supporting refugees and immigrants to find jobs that match their skills, to advocating for international credentials recognition, to providing appropriate mental health services, to VAW prevention and much more.

We have made many strides as a sector over the last four decades but we have much more to accomplish. We continue to call on the federal government to create pathways for immigration status regularization for those with precarious status in Canada, and open up service eligibility for refugee claimants and all migrants that need them. We believe all Ontario municipalities should introduce an access without fear policy, and that provincial services should be available to all Ontario residents. We support a robust francophone immigration program for Ontario, with matching services and support for diaspora francophone community organizations.

And we will celebrate - forty years of resilience and growth; forty years of victories, losses and lessons learned; forty years of advocacy for progressive change.

In Solidarity...

Manjeet Dhiman
President

Debbie Douglas
Executive Director
# BOARD OF DIRECTORS

## LEADERSHIP

### Executive Committee

**PRESIDENT**  
Manjeet Dhiman  
ACCES Employment

**VICE-PRESIDENT**  
Leslie Emory  
Ottawa Community Immigrant Services Organization

**VICE-PRESIDENT**  
Nella Iasci  
Job Skills

**CORPORATE SECRETARY**  
Jeff Burch*  
Niagara Folk Arts Multicultural Centre

**TREASURER**  
Kim Jenkinson  
HMC Connections

**PAST PRESIDENT**  
Ibrahim Absiye  
CultureLink

### Regional Directors

**CENTRAL EAST**  
Nella Iasci  
Job Skills

**CENTRAL WEST**  
Kim Jenkinson  
HMC Connections

**EAST**  
Leslie Emory  
Ottawa Community Immigrant Services Organization

**NORTH**  
Karol Rains  
Sault Community Career Centre

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

**WEST**  
Valerian Marochko  
London Cross Cultural Learner Centre

### Provincial Directors

**TORONTO**  
Manjeet Dhiman  
ACCES Employment

**Ahmed Hussein**  
TNO – The Neighbourhood Organization

**Valerian Marochko**  
London Cross Cultural Learner Centre

**Colin Grimmond**  
Multicultural Council of Windsor & Essex County

**Debbie Hill-Corrigan**  
Sojourn House

**Janet Madume**  
Welland Heritage Council & Multicultural Centre / Employment Solutions

**Deepa Mattoo**  
Barbra Schlifer Commemorative Clinic

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

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

**Bonnie Wong**  
Hong Fook Mental Health Association

**Moy Wong-Tam**  
Centre for Immigrant and Community Services

**Paulina Wyzrykowski**  
St. Stephen’s Community House

### Francophone Director

**Saint-Phard Désir**  
Conseil Économique et Social d’Ottawa- Carleton

### Board Standing Committees

**Executive**  
Finance  
Governance  
Membership Services  
Policy and Research

* Left during the year
1977
Visionaries
17 agencies form a steering committee to monitor the Immigrant Settlement Adaptation Program (ISAP) at the first ISAP conference.

1978
OCASI founded
The steering committee incorporates as O.C.A.S.I. Annual membership fee is $24.

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

1982
OCASI Conference
OCASI gets program funding, hires 1.5 staff and holds the first conference.

1988
Immigration Numbers
OCASI and allies advocate to set yearly immigration at 1% of the population, government agrees.

1992
Multilingual Access to Social Services Initiative
MASSI is created by Ontario. OCASI advocacy results in the 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 Citizenship and Immigration Canada.
## 00's

### 2000
- **Settlement.Org**
  - Settlement.Org is launched and becomes the trusted source of information for newcomers.

### 2001
- **Every Child’s Right to OHIP Coalition**
  - OCASI and allies get OHIP coverage for Canadian-born children of parents without full immigration status.

### 2002
- **Immigration & Refugee Protection Act**
  - OCASI and allies successfully advocate to include same-sex spousal sponsorship in this new immigration law.

### 2003
- **Violence Against Women prevention**
  - OCASI launches work on women’s justice issues.

### 2007
- **Francophone agencies**
  - OCASI creates the Francophone Consultative Committee to better support agencies serving francophone refugees and immigrants.

### 2009
- **Positive Spaces Initiative, Accessibility project**
  - OCASI launches PSI and Accessibility projects to build sector capacity to meet needs of LGBTQ newcomers and immigrants and refugees with disabilities.

## 10's

### 2012
- **Making Ontario Home**
  - OCASI launches report from the largest study of immigrant and refugee use of settlement services and their needs in Ontario.

### 2013
- **Ontario Immigration Strategy**

### 2014
- **OCASI Client Management System**
  - OCMS is launched across Canada. It is a powerful online client data system.

### 2015
- **Refugee Resettlement**
  - OCASI supports sector agencies in resettling refugees arriving from overseas.

### 2016
- **Anti-Islamophobia Anti-Racism Campaign**
  - OCASI partners with allies and launches a public education campaign on Islamophobia, racism, and anti-Black racism.

### 2017
- **Telling Our Stories**
  - OCASI launched a graphic novel written by immigrant and refugee women as a violence against women prevention tool.

### Mental Health
- OCASI develops a mental health promotion guide as a resource for sector agencies.
POLICY AND RESEARCH
A STRONG SECTOR VOICE

Government relations

For forty years OCASI has engaged with government to influence positive change for the sector, and for immigrants and refugees. We are often called upon to provide sector input on matters of settlement and integration, and to connect the OCASI network directly with government. The Council is a strong presence in consultative spaces such as the National Settlement Council and Toronto newcomer leadership table, and has served on the Ontario Income Security Reform Working Group and provincial Roundtable on Violence Against Women.

Sector relations

We continue build strong collaborations and strengthen relationships with multiple other sectors to advance access and equity for refugees and immigrants. Our networks include institutions, organizations and groups in social services, health and mental health, community legal clinics, labour, education and more.

Our collaborations produce joint advocacy, research partnerships and more.

Research

Salary survey
OCASI periodically conducts a salary survey of member agencies. We compile the results for use by members as a strategic planning tool and a resource to develop funding applications. We will be collaborating with sector umbrella organizations across Canada to conduct the first-ever national survey.

Bill 148
We surveyed member agencies to better understand the financial and Human Resource impact on sector agencies of the Ontario minimum wage increase to $15, and changes to the Employment Standards Act. We used the results to engage with sector funders to ensure that member agencies get the support they need to fully meet their obligations as employers.
### Policy and Advocacy

OCASI member agencies guide and influence the Council’s policy development and advocacy. Informed by their experience and expertise, we called for services for refugee claimants, the inclusion of people with precarious immigration status in the national housing strategy and poverty reduction strategy, reduction in citizenship fees, and family reunification for all residents including migrant workers. OCASI policy positions are presented in our media releases, position papers, submissions to government and standing committees, shadow reports to various UN human rights committees and more.

**Access as Justice Project**

We partnered with Chinese and Southeast Asian Legal Clinic, Rexdale Community Legal Clinic and South Asian Legal Clinic of Ontario on a Colour of Poverty-Colour of Change (COP-COC) project to increase access to Administrative Tribunals for Indigenous peoples and people of colour. We engaged with Tribunals to promote building capacity and implement race-based data collection within their system to improve access to justice.

### Media Relations

OCASI is top of mind for media organizations on themes concerning refugees, immigrants and people of colour. We continue to build our media network with journalists and producers across Ontario, also nationally and internationally, and connect them with member agencies. There is increased awareness of OCASI among media organizations and more coverage of our priorities.

@OCASI_Policy

- **Followers**: +5,600
- **Tweets**: +7,100
- **Likes**: +5,300
## Executive Directors Forum

We organize the Forum every two years as a policy and program dialogue space for sector leaders. It is an opportunity to dialogue with peers and other stakeholders on sector priorities, share knowledge and expertise and strengthen networks, and connect with funders and government leaders.

## Professional Development Conference

With the theme of "Building Inclusive Community in Challenging Times", this popular sector conference for frontline workers and managers was attended by 213 sector practitioners. The event featured 23 workshops, a sector roundtable, plenaries and keynote speakers, and gave participants an opportunity to acquire new knowledge as well as network with peers and stakeholders.

## Online Training

**LearnAtWork.Ca**

This online training initiative provides facilitated and self-directed courses for sector workers to build capacity in working with refugees and immigrants. Now in its tenth year, the site offers more courses in more topics and has grown in popularity. Most users are from OCASI member agencies. Others include workers from other sectors from across Ontario and the rest of Canada, private sponsors and international stakeholders.

**Foundations of Settlement**

We launched a new and comprehensive online resource, "Foundations of Settlement Work in Ontario" inspired by the earlier OCASI Immigrant Settlement Counselling Guide. The new resource is available as online training on LearnAtWork.CA in facilitated and self-directed modules in English and French. Content includes immigration laws and policies, immigrant and refugee serving sector introduction, and how to support newcomers in settlement and integration.

### LearnAtWork.Ca

- **Learners**: +11,200
- **Courses**: +150
- **Modules**: +8,500
- **Certificates Issued**: +6,800
- **Modules Completed**: +77,000
<table>
<thead>
<tr>
<th>Professional Education and Training</th>
<th>Settlement At Work/Secteur Établissement</th>
<th>Allies in Refugee Integration</th>
<th>National Settlement Sector Community of Practice (CoP)</th>
<th>Social Enterprise</th>
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| This popular initiative, now in its 17th year, supports the professional development of frontline workers as well as managers and executive directors by providing financial support for training. Agencies can apply for financial support for in-house group training that best meets the professional development needs of their staff increase skills, knowledge, and service capacity. | The knowledge hub for the immigrant and refugee-serving sector in Ontario, this website provides resources in English and French to help sector workers better serve their clients and organizations to better support their staff. Resources include research reports, manuals, good practice guides and online training. The site features news items, professional development events, job postings and requests for proposals of interest to the sector. Sector organizations can share their own events and job postings. | This initiative will increase and strengthen collaboration between sector workers and refugee sponsorship groups in Ontario to support the resettlement of sponsored refugees. It continues the work we began last year to support frontline settlement workers in their work with resettled refugees. We provided online training resources and other capacity building opportunities. | The CoP is an exciting new national initiative supported by all immigrant and refugee serving sector umbrella organizations in Canada as well as some of the largest sector service organizations. With a March 2019 start, it is an online hub to connect settlement practitioners, leaders and professionals in related sectors in a virtual collaborative space. Users can share idea, resources and opportunities, build knowledge and capacity to provide better services and access relevant government resources. The CoP will support sectoral and regional groups to meet virtually to share experiences and collaborate on common themes. | **OCASI Client Management System**
This OCASI social enterprise is entering its fifth year online. OCMS is a vital online tool for sector agencies to record and retrieve client information and generate reports. This year we moved from live to recorded webinars, allowing users to access training and support on demand. We continue to make OCMS stronger while developing new features to better support sector needs. **Service Information System**
OCASI and LogicalOutcomes partnered to develop this low-cost high-quality evaluation platform to help organizations strengthen capacity and improve client services. Member agencies provided detailed input to develop the indicators, making them relevant and authentic. The platform includes a community data portal, indicator registry, data collection tools and evaluation resources. SIS is well-received by member agencies, and their feedback supports our ongoing advocacy to funders for better indicators. **Benefits Screening Tool**
In partnership with Prosper Canada we developed an online tool that allows health practitioners to screen patients for eligibility for government benefits. The tool helps to boost income for patients, and is of particular benefit for low-income individuals. There is growing interest in the project we will continue to work with Prosper Canada to expand the tool for broader screening. |

### SettlementAtWork Website Page views
+550,000

### OCMS Clients
+230,000

### OCMS Service Forms
+1,000,000

"Helpdesk) Replies are prompt, precise and very much appreciated." [OCMS]"
### TECHNOLOGY AND NEW MEDIA

**DIGITAL EXCELLENCE**

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<td><strong>This award-winning website is a trusted online resource since 2000. It continues to be the chosen portal for topical information for newcomers and immigrant and refugee-serving agencies in Ontario. The site provides hundreds of comprehensive articles and trustworthy information in a format that is easy to read and understand. This year we increased the amount of time readers spend on our articles by 20% and increased our social media presence. We get dozens of content partnership requests every month from across the country, as our articles rank high on online search requests and are easily found.</strong></td>
<td><strong>This peer-driven discussion area features newcomers sharing their own experiences in immigration and settlement, and drives content for Settlement.org.</strong></td>
<td><strong>Etablissement.Org is a trusted French language information and referral source for French-speaking newcomers.</strong></td>
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<td><strong>The Canadian Citizenship process and acceptable language proof were popular topics this year, as well as sponsorship and loss of permanent residence. Housing and tenant rights were the main settlement topics. This year the forum grew to more than 35,500 members and more than 71,000 posts.</strong></td>
<td></td>
<td><strong>We added new and updated content on topics such as immigration, employment, healthcare, and housing, and posted updates on changes to federal and provincial policies and programs. Over 30 new articles were added and over 60 were updated. Our social media presence remains strong with 467 twitter followers.</strong></td>
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<tr>
<th>Unique Visitors</th>
<th>+8,000,000</th>
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<tr>
<td>Mobile Traffic</td>
<td>57%</td>
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<tr>
<td>Twitter Followers</td>
<td>+6,800</td>
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<tr>
<td>Members</td>
<td>+35,500</td>
</tr>
<tr>
<td>Posts</td>
<td>+71,000</td>
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New content this year included articles on youth mental and sexual health, which opened up conversation on difficult subjects like suicide and consent. A frequent question on the Discussion Forum was about moving out while still a minor, which prompted a number of articles on housing in Ontario.

We engaged with users on social media to assess the need for site redesign and reorganization. We successfully promoted the website to settlement agencies and community centres across the Greater Toronto Area.

WelcomeOntario.ca

We provided trustworthy information and resources in English and French for privately sponsored refugees in Ontario, private sponsors and settlement workers.

Our new centralized, multilingual information hub, “Working with Refugees” helps settlement workers to easily access relevant resources in general health, financial assistance and more, to help privately sponsored refugees.

Job Readiness Tool

This new online resource helps newcomers find employment. Newcomers can answer a series of quizzes on their job search and receive feedback and referrals tailored to their unique responses.

The resource was developed with input from frontline workers and partner organizations. The tool is currently under development and will soon be ready for launch.

New Users

+180,000

Page Views

+285,000

"Thank you, an example of how OCASI gives great value to members!"

"Your webinars are always excellent. Thank you for the information to support our work."
## ACCESS AND EQUITY

### TOWARDS AN INCLUSIVE SECTOR

<table>
<thead>
<tr>
<th>Positive Spaces Initiative</th>
<th>Accessibility Initiative</th>
<th>Mental Health Project</th>
<th>Immigrant Refugee Communities, Neighbours, Families and Friends Campaign</th>
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<tr>
<td>This initiative supports the immigrant and refugee sector to better serve LGBTQIA+ (lesbian, gay, bisexual, trans, two-spirit, queer, questioning, asexual, intersex, pansexual, etc.) newcomers in Ontario.</td>
<td>We support sector workers to build their capacity to serve refugees and immigrants with disabilities. We supported 8 ‘Allies in Accessibility’ across Ontario and saw a resulting increase in regional network activity, requests for training, and resource sharing. Our ‘Accessibility Champion’ in Durham started the Durham Region Accessibility Awareness Working Group to bring service providers from different sectors together to address accessibility barriers in the region, including for newcomers.</td>
<td>Through this initiative we build sector capacity to promote mental health and wellbeing. We launched the Mental Health Promotion Guide - a practical tool agencies can use to develop policies and strategies for client mental health promotion. This year we will develop an innovative service model to improve client services, and will work to strengthen relationships with health and mental health sectors.</td>
<td>This Ontario campaign raises awareness about woman abuse and promotes bystander intervention in immigrant and refugee communities. Our busy year included: training 12 Peer Champions from across Ontario who then held events in their own communities; co-hosted #UsToo Roundtable in partnership with the Barbra Schlifer Clinic, on grassroots work and policy change on ending VAW against immigrant and refugee women; developed a public service announcement aired on OMNI TV on engaging with men on VAW prevention; and presented our work to UN Special Rapporteur on VAW.</td>
</tr>
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| Service Providers Trained | 360 |
| Training Sessions | 24 |
| Unique Online Learners | 300 |
| Practitioners Trained | 278 |
| Online Training Learners | 100 |

“The training ... helps to put into perspective the importance of being mentally well in the workplace and not forgetting about one’s well being above all.”

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The training ... helps to put into perspective the importance of being mentally well in the workplace and not forgetting about one’s well being above all.”

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The training ... helps to put into perspective the importance of being mentally well in the workplace and not forgetting about one’s well being above all.”

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The training ... helps to put into perspective the importance of being mentally well in the workplace and not forgetting about one’s well being above all.”
MEMBERSHIP
OUR COLLECTIVE VOICE

Regional Meetings

Held every year in each of our seven Ontario regions, the meetings give member agencies a space to discuss shared concerns and bring priorities to the attention of the OCASI Board. They provide an opportunity to strengthen the OCASI network and ensure the Council remains authentic and relevant to member agencies.

Membership Communications

We provide regular email updates to member agencies on government response to OCASI concerns, program and policy changes that affect the sector, policy priorities, funding opportunities, sector capacity building and training, and much more. More than 400 member agency representatives are signed up on the listserv.

Membership support

Francophone Committee
A Standing Committee of the Board, this committee guides our efforts to expand and strengthen engagement with Francophone agencies and support their work with refugees and immigrants. The Committee has its roots in the Francophone Consultative Group formed in 2007 with Francophone member agencies. It has since become an important element of OCASI by helping to inform policy positions as well as support engagement with Francophone institutions and organizations.

Community Organization Incubator
OCASI has frequently supported grassroots groups and emerging community-based organizations to establish themselves, including by supporting their incorporation, building internal structures, strengthening community accountability, trusteeing funding, and building relations with peers, funders and stakeholders. In the past decade we have worked with the Ward Museum, Turtle House Art Play Centre and FrancoQueer.

Governance and Training
We support small, new and emerging organizations to build their organizational capacity as a way of strengthening and expanding the immigrant and refugee serving sector. Through our Governance and Strategic Leadership Training initiative we currently work with the City of Toronto to support 12 city-identified organizations to strengthen board governance.

School for Social Justice
This is a participatory initiative to strengthen member agency capacity in analysis, community organizing and action on social, political and economic justice. This year 18 sector practitioners from member agencies across Ontario participated in the training.
Policy and Research
- Government relations
- Sector relations
- Research
- Policy and Advocacy
- Media Relations

Access and Equity
- Positive Spaces Initiative
- Accessibility Initiative
- Mental Health Project
- Immigrant Refugee Communities, Neighbours, Families and Friends Campaign

IT and New Media
- Settlement.Org
- Settlement.Org Discussion Forum
- Etablissement.Org
- NewYouth.ca
- WelcomeOntario.ca / AccueilOntario.ca
- Job Readiness Tool

MEMBERSHIP
- Regional Meetings
- Membership communications
- Membership support
  - Francophone Committee
  - Community organization incubator
  - Governance and training
  - School for Social Justice

Building Sector Capacity
- Executive Directors Forum
- Professional Development Conference
- Professional Education and Training
- Online Training
  - LearnAtWork.CA
  - Foundations of Settlement
  - Online Courses
- SettlementAtWork.Org
- Allies in Refugee Integration
- National Settlement Sector Community of Practice (CoP)

Social Enterprise
- OCASI Client Management System
- Service Information System
- Prosper Canada - Benefits Screening Tool
MEMBER AGENCIES: A PORTRAIT
BUILDING OUR BASE

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

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

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

Agencies generating revenue:
- > $5MM: 51
- $1-5MM: 81
- <$1MM: 83

Agencies by region:
- North: 10 4%
- East: 19 8%
- Central East: 13 5%
- Toronto: 142 60%
- Central West: 18 8%
- South: 16 7%
- West: 18 8%

Cumulative number of agencies per year

We grew from 17 to 236 member agencies in 40 years.

Source: OCASI Membership Database 2015
### North

- Contact Intercultural francophone de Sudbury
- D.O.O.R.S. to New Life Refugee Centre Inc.
- 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 of Northeastern Ontario, Sudbury

### West

- Across Languages Translation and Interpretation Adult Language and Learning
- Centre communautaire régional de London
- London Cross Cultural Learner Centre
- London Employment Help Centre
- LUSO Community Services
- Multicultural Council of Windsor and Essex County
- New Canadians’ Centre of Excellence Inc.
- Nigerian-Canadians for Cultural, Educational, and Economic Progress
- Ready-Set-Go Birth to Six Parental Support Group of Windsor
- South Essex Community Council
- South London Neighbourhood Resource Centre
- Unemployed Help Centre of Windsor
- WIL Employment Connections
- Windsor Women Working With Immigrant Women
- Women’s Enterprise Skills Training of Windsor Inc.
- YMCA of Western Ontario
- YMCAs across Southwestern Ontario

### Central West

- African Community Services of Peel
- Al-Qazzaz Foundation for Education & Development
- Brampton Multicultural Community Centre
- Centre for Education and Training
- Chinese Association of Mississauga
- Dixie Bloor Neighbourhood Centre
- HMC Connections
- Interim Place
- Labour Community Services of Peel Inc.
- Malton Neighbourhood Services
- Muslim Community Services
- Newcomer Centre of Peel
- Peel Career Assessment Services Inc.
- Peel Multicultural Council
- Punjabi Community Health Services
- Sexual Assault and Violence Intervention Services of Halton
- The Women’s Centre of Halton
- United Achievers’ Community Services
### East

- Association Canadienne-Française de L’Ontario Conseil Regional Des Milles-Îles
- Catholic Centre for Immigrants - Ottawa
- Centre des services communautaires Vanier
- Conseil Economique et Social d’Ottawa-Carleton
- English Language Training for the Ottawa Community
- Immigrant Women Services Ottawa
- Jewish Family Services of Ottawa-Carleton
- KEYS Job Centre
- Kingston Community Health Centres
- La Société Économique de l’Ontario
- Lebanese and Arab Social Services Agency of Ottawa-Carleton
- National Capital Region YMCA-YWCA - Newcomer Information Centre
- Ottawa Chinese Community Service Centre
- Ottawa Community Immigrant Services Organization
- Ottawa Community Loan Fund
- Quinte United Immigrant Services
- Somali Centre for Family Services
- Vitesse Re-Skilling Canada Inc.
- World Skills Employment Centre

### Central East

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

### South

- Centre de Santé Communautaire Hamilton/Niagara Employment Help Centre
- Focus For Ethnic Women
- Fort Erie Multicultural Centre
- Hamilton Centre for Civic Inclusion
- Hamilton Urban Core Community Health Centre
- Immigrant Culture and Art Association
- Immigrant Services Guelph-Wellington
- Immigrants Working Centre
- Kitchener-Waterloo Multicultural Centre
- Kitchener-Waterloo YMCA Immigrant Services
- Niagara Folk Arts Multicultural Centre
- Reception House - Waterloo Region
- SOFIFRAN (Solidarité des femmes et familles immigrantes francophones du Niagara)
- Welland Heritage Council and Multicultural Centre
- YMCA of Hamilton/Burlington/Brantford, Immigrant & Newcomer Services
Abrigo Centre  
Access Alliance Multicultural Health and Community Services  
Accessible Community Counselling and Employment Services  
Afghan Association of Ontario  
Afghan Women’s Organization  
Agincourt Community Services Association  
Alliance for South Asian AIDS Prevention  
Anglican United Refugee Alliance  
Arab Community Centre of Toronto  
Asian Community AIDS Services  
Auberge Francophone  
AWIC Community and Social Services  
Bangladeshi-Canadian Community Services  
Barbra Schilfer Commemorative Clinic  
Black Coalition for AIDS Prevention  
CAFCAN Social Services  
Canadian Arab Federation  
Canadian Centre for Language & Cultural Studies Inc.  
Canadian Centre for Victims of Torture  
Canadian Tibetan Association of Ontario  
CARE Centre for Internationally Educated Nurses  
Catholic Cross-Cultural Services  
CATIE - Canadian AIDS Treatment Information Exchange  
Centre for Immigrant and Community Services  
Centre for Spanish Speaking Peoples  
Centre Francophone de Toronto  
Chinese Family Services of Ontario  
Collège Boréal  
Community Action Resource Centre  
Community Legal Education Ontario  
COSTI Immigrant Services  
Council of Agencies Serving South Asians  
CUIAS Immigrant Services (Canadian Ukrainian Immigrant Aid Society)  
CultureLink  
Davenport-Perth Neighbourhood and Community Health Centre  
Delta Family Resource Centre  
Dixon Hall  
East Metro Youth Services  
Eastview Neighbourhood Community Centre  
Elsbeth Heyworth Centre for Women  
En’Vision Education Foundation  
Eritrean Canadian Community Centre of Toronto  
Ethiopian Association in the Greater Toronto Area and Surrounding Regions  
Family Inter-Generation Link  
Family Service Toronto  
FCJ Refugee Centre  
Findhelp Information Services  
For You Telecare Family Service  
For Youth Initiative in Toronto  
FrancoQueer  
Griffin Centre  
Harriet Tubman Community Organization  
Heritage Skills Development Centre  
Hong Fook Mental Health Association  
Immigrant Access Fund Canada  
Immigrant Women’s Health Centre  
Irish Canadian Immigration Centre  
Jane Alliance Neighbourhood Services  
Jane/Finch Community and Family Centre  
Japanese Social Services, Toronto  
Jewish Immigrant Aid Services, Toronto  
JobStart  
JVS Toronto  
Kababayen Community Service Centre  
KCWA Family and Social Services  
Korean Senior Citizens Society of Toronto  
L’Institut de leadership des femmes de l’Ontario  
La Passerelle-Intégration et Développement  
Lakeshore Area Multi Services Project  
Lao Association of Ontario  
Le Centre ontarien de prévention des agressions  
Learning Disabilities Association of Toronto District  
Madison Community Services  
Maison d’Hébergement pour Femmes Francophones  
Margaret’s Housing and Community Support Services Inc.  
Mennonite New Life Centre of Toronto  
Multilingual Community Interpreter Services, Ontario  
Neighbourhood Link Support Services  
Nellie’s  
New Canadian Community Centre  
New Circles Community Services  
Newcomer Women’s Services Toronto  
North York Community House  
North York Women’s Centre  
North York Women’s Shelter  
Northwood Neighbourhood Services  
Oasis Centre des Femmes  
Parkdale Community Information Centre  
Parkdale Intercultural Association  
Planned Parenthood Toronto  
Polycultural Immigrant Community Services  
Progress Career Planning Institute  
Rexdale Women’s Centre  
Roma Community Centre  
S.E.A.S. (Support, Enhance, Access, Service) Centre  
Salvadoran Canadian Association of Toronto  
Scadding Court Community Centre  
Scarborough Women’s Centre  
Settlement Assistance and Family Support Services  
Silent Voice Canada  
Sistering - A Woman’s Place  
Skills for Change  
Social Planning Toronto  
Sojourn House  
Somali Immigrant Aid Organization  
South Asian Women’s Centre  
South Asian Women’s Rights Organization
South Etobicoke Community Legal Services
St. Stephen’s Community House
Tesor Multicultural Settlement Services
The 519
The Career Foundation
The Cross-Cultural Community Services Association
The Learning Enrichment Foundation
The Redwood Shelter
The Salvation Army, Toronto Harbour Light Ministries
Immigrant and Refugee Services
The Teresa Group
Times Change Women’s Employment Service
TNO - The Neighbourhood Organization
Toronto Centre for Community Learning & Development
Toronto Community & Culture Centre
Toronto Community Employment Services
Toronto Region Immigrant Employment Council
Toronto Ward Museum
Toronto Workforce Innovation Group
Tropicana Community Services
Turtle House Art/Play Centre
Unison Health and Community Services
University Settlement
Vietnamese Association, Toronto
Vietnamese Women’s Association of Toronto
West Neighbourhood House
Women’s Health in Women’s Hands Community Health Centre
WoodGreen Community Services
WoodGreen Red Door Family Shelter
Workers’ Action Centre
Working Skills Centre
Working Women Community Centre
World Education Services
YMCA of Greater Toronto, Newcomer Settlement Programs
YWCA Canada
YWCA Toronto

OCASI regions list

North
Kenora
North Bay
Sault Ste. Marie
Sudbury
Thunder Bay

East
Belleville
Kingston
Ottawa

Central East
Barrie
Bradford
Durham Region
(Ajax, Oshawa, Pickering, Whitby)
Peterborough
York Region
(Aurora, Markham, Newmarket, Richmond Hill, Vaughan)

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

Toronto
City of Toronto
VOLUNTEERS, STUDENTS, STAFF
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Associate Executive Director
Eta Woldeab

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Shiraz Merchant*
Marya Shabbir**

Senior Manager, IT and New Media
Arthur Doucet*
Karen Scott**

Senior Manager, Sector Capacity Development
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* Left during the year
** Joined during the year
*** On long-term leave
A copy of the audited statement is available from OCASI.
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The Canadian Red Cross Society
Atkinson Foundation
Toronto Community Foundation
Community One Foundation
The Law Foundation of Ontario

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Advocacy for change
Plaidoyer pour le changement
1978 ~ 2018
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