## Visionaries

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

About OCASI

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

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.
Collective Impact

A Message from the President and the Executive Director

Canada recruits immigrants to maintain population numbers, grow the economy, and sustain social programs. The people at the heart of this plan – immigrants themselves – must frequently identify and overcome myriad barriers along the way to building a new life. OCASI member agencies are dedicated to supporting immigrants, refugees and migrants on that journey. As the Council for the largest immigrant and refugee serving network in the country, we have a unique vantage point. Our member agencies trust us to amplify their concerns about structure and process concerns on programming and funder relations, and to support them in tackling the broader challenges of systemic barriers for the communities they serve, and to build welcoming communities. The OCASI membership has grown from the 17 founding agencies in 1978 to more than 230 by 2018. We take that as recognition that we have represented Ontario’s immigrant and refugee-serving sector well over that period. We took time last year to remember and celebrate our many collective achievements over the last 40 years. We thank our member agencies for their trust, and their active ongoing engagement with their Council. We began the new fiscal year with anticipation for tangible change in some of our major priority areas – from efforts to address systemic disadvantage racialized immigrant and refugee women face in the labour market; long-needed changes to immigration and migrant worker programs; a commitment from the provincial government to strengthen provincial employment laws and raise the minimum wage; commitments from federal and provincial governments to address racialization of poverty; commitment for a national housing strategy; and commitments from both levels of government to tackle racial discrimination – in Ontario through legislation and the work of the newly-created Anti-Racism Directorate – in Canada through a new federal anti-racism strategy. Some of these were implemented, but others were not. The anticipated move to a $15 minimum wage by January 2019 was cancelled by a new government in Ontario. It was a significant setback for the lowest-income workers in Ontario – including immigrant and refugee workers who are over-represented in that population. The new government also walked back its commitments to refugee claimants – another deeply troubling shift. We lost the dedicated immigration ministry in the Ontario government, as well as the dedicated ministry for women. Ontario needs immigration to maintain a strong economy – especially in small communities that have jobs but no workers. We also need to maintain the commitment to addressing gender-based violence as well as ensuring equitable opportunities for women. We need clear and visible leadership from our governments on these files. OCASI is committed to engaging with the provincial government as a strong collective voice for our sector on these and the other priorities for our sector. Women’s organizations in the OCASI membership created the first ever Women’s Caucus. Member agencies voted at the AGM to create a Women’s Director seat on the Board. We are energized and inspired by the engagement and leadership from member agencies on this and many other priorities for the sector. Our collective is strong.

In Solidarity…

Manjeet Dhiman       Debbie Douglas
President                      Executive Director

Collective Impact
## OCASI Leaders

### Board of Directors

#### Executive committee

<table>
<thead>
<tr>
<th>PRESIDENT</th>
<th>Manjeet Dhiman</th>
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<tr>
<td>ACCES Employment</td>
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<tr>
<th>VICE-PRESIDENT</th>
<th>Leslie Emory</th>
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<tr>
<td>Ottawa Community Immigrant Services Organization</td>
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<tr>
<th>VICE-PRESIDENT</th>
<th>Nella Iasci</th>
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<tr>
<td>Job Skills</td>
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<tr>
<th>CORPORATE SECRETARY</th>
<th>Tracy Callaghan</th>
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<td>Adult Language and Learning</td>
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<tr>
<th>TREASURER</th>
<th>Kim Jenkinson</th>
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<tr>
<td>HMC Connections</td>
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<tr>
<th>PAST PRESIDENT</th>
<th>Ibrahim Absiye</th>
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<tr>
<td>CultureLink</td>
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#### 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**
  - Inés Rios
  - Immigrants
  - Working Centre

- **TORONTO**
  - Manjeet Dhiman
  - ACCES Employment

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

#### Provincial Directors

- **Debbie Hill-Corrigan**
  - Sojourn House
  - St. Stephen's Community House

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

- **Deepa Mattoo**
  - Barbra Schlifer Commemorative Clinic

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

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

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<tr>
<th>Francophone Director</th>
<th>Saint-Phard Désir</th>
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<tr>
<td></td>
<td>Conseil Économique et Social d'Ottawa-Carleton</td>
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#### Board Standing Committees

- Executive
- Finance
- Francophone
- Governance
- Membership Services
- Policy and Research
- Women's Caucus

* Left during the year
Timeline

OCASI – 41 Years

70’s

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.

80’s

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.

90’s

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.

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

**2008**
- **Colour of Poverty – Colour of Change**
  - COP-COC founded in 2007 by OCASI and allies, holds first provincial forum.

**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.

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

**2015**
- **RCRF Award**
  - OCASI receives the Canadian Race Relations Foundation (CRRF) Award of Excellence for the Accessibility Program.

**2016**
- **OCASI Francophone Director**
  - OCASI francophone member agencies elect the first Francophone Director to the Board.

**2017**
- **Anti-Islamophobia Anti-Racism Campaign**
  - OCASI partners with allies and launches a public education campaign on Islamophobia, racism, and anti-Black racism.

**2018**
- **Women’s Caucus**
  - Women’s organizations among OCASI member agencies establish a Women’s Caucus.

**2018**
- **Community of Practice**
  - OCASI creates a national online community of practice in collaboration with sector umbrella organizations across Canada.
Policy and Advocacy

We produced non-partisan questions for candidates in the Ontario elections on priorities for refugees, immigrants and people of colour. To address the hardening of attitudes across Canada, we worked with partners and allies to develop messages to counter negative attitudes towards immigrants and correct misinformation about refugees and refugee claimants. We also worked in coalition to call for housing, healthcare, legal support and other services for refugee claimants.

Federal consultations on immigration levels plan, anti-racism, housing, poverty reduction, migrant worker programs, and the federal budget gave us opportunity to advocate on our priorities. Among key changes was the open work permit for migrant workers, but much more needs to be done.

We spoke out on the impact of provincial government changes on refugees and immigrants such as cancellation of the minimum wage increase, reversal of some protections for workers, loss of legal aid for refugee claimants, changes to social assistance benefits and more. We will continue our work on these priorities.

Government relations

This year saw an increase in negative sentiments and hardening of attitudes towards immigrant and refugees. We worked with federal government stakeholders and policy makers at the City of Toronto to develop communication and public education strategies to influence positive attitudes.

OCASI is represented at the National Settlement Council, Toronto Newcomer Leadership Table, and before its cancellation – on the anti-Black racism sub-committee of the Ontario Anti-Racism Directorate (ARD). We are engaged on various other government advisories and committees. OCASI was NGO representative on Canada’s engagement on the Global Compact on Migration.

Sector relations

OCASI routinely collaborates with immigrant and refugee-serving sector Councils and organizations across the country. That has let us develop initiatives such as the OCASI Client Management System (OCMS), the National Community of Practice and more.

We continue to be active in the Canadian Council for Refugees on working groups and committees. This year we collaborated with sector organizations across the province on the non-partisan Ontario for All campaign to build a fair, equitable and inclusive Ontario. Other collaborations include OHIP For All, Decent Work campaign, and Migrant Rights Network.
Colour of Poverty – Colour of Change

OCASI is a founding steering committee member of COP-COC. This year we released the updated fact sheets on growing racial disparities. We held a community consultation on a new anti-racism action plan for Canada. It produced a framework and recommendations to the federal government.

Access as Justice Project

Through this partnership project we engaged with Ontario Administrative Tribunals to promote capacity building to improve access to justice for Indigenous peoples and people of colour.

Building Leadership Capacity – GBV

This new national campaign aims to build leadership capacity for non-status refugee and immigrant women to address gender-based violence. It aims to develop an evidence-based blueprint of the existing peer champion models that can be implemented in communities across Canada.

Research

National Sector Salary Survey
OCASI collaborated with sister umbrella organizations across Canada to conduct the first-ever national salary survey of member agencies, as well as a demographic survey. We have periodically conducted the survey in Ontario, and share results with member agencies for use in strategic planning and funding proposals.

Addressing Employee Turnover
OCASI member agencies are concerned about high rates of employee turnover. We partnered with a student team from University of Toronto to identify factors and propose solutions. The resulting report provides recommendations to improve employee recruitment and retention.

School of Social Justice Review
We began a review of the OCASI School for Social Justice. The SSJ launched in 2007 as an initiative to empower member agencies to become more effective advocates for social change. A student team from York University began working on the first part of the review. The results will help inform future decisions about the SSJ.

“I hope we continue to support each other in having the conversations and challenging the challenged.”

@OCASI_Policy

+FOLLOWERS
+TWEETS
OCASI Conferences

Executive Directors Forum
The 2018 Forum coincided with OCASI’s 40th anniversary celebrations and was held in Toronto. Titled “40 Years of OCASI: Advocacy for Change”, the event drew almost 200 participants. OCASI organizes the forum every two years as a policy and program dialogue space for sector leaders.

Professional Development Conference
Targeted to frontline workers and managers and held every two years, this event draws more than 200 sector practitioners from across Ontario. The conference is an opportunity for participants to build knowledge, strengthen skills and network with peers.

Professional Education and Training
OCASI enables sector workers and organizations to pursue professional development by providing financial support for individual and group training, and providing free e-learning courses. Sector workers can build knowledge and skills to better meet client needs and agencies can build organizational capacity. This popular initiative is now in its 18th year.

Settlement At Work/ Secteur Etablissement
These English and French language sites are a portal to resources, funding, training and hiring opportunities for immigrant and refugee service sector practitioners in Ontario. The sites support member agency and other organizations capacity to provide quality services to newcomers. They are also a forum for practitioners to share knowledge, good practices, innovations, events and more. The two sites were the foundation for the National Community of Practice.

+690 practitioners
from +20 organizations

+270 e-learners
English + French

+70 individual learners

+57,300 unique visitors
(settlementatwork.org)

+11,000 page views
(secteuretablissement.org)
**SettleNet.org/Reseau-etab.org**

The National Settlement Sector Community of Practice (CoP) is supported by immigrant and refugee serving sector umbrella organizations across Canada as well as other related sector organizations. This digital platform supports self-defined sector and regional groups to collaborate and communicate in an accessible virtual space. The platform supports individuals and groups to access and contribute to a growing library of resources and learning area.

### OrgWise

Begun in 2007, the Organizational Standards Project produced a set of voluntary standards developed by and for the immigrant and refugee-serving sector. Orgwise.Ca provides a self-assessment tool to assess organizational health and identify areas for growth and then links the agency to valuable resources. This year OCASI reviewed the standards and updated indicators with guidance from member agencies.

| +3,400 | SITE VISITORS |
| +40 | NEW RESOURCES ADDED |

### Allies in Refugee Integration

ARI increases and strengthens collaboration between settlement workers and private sponsors in Ontario to better support refugee resettlement. We consulted with more than 350 participants to produce the report 'Promoting Settlement Sponsor Collaboration'. Research findings show that improved collaboration is essential. It will inform future pilot projects to test identified best practices.

### Online Training

“*I think this intro course is valuable to front line settlement workers AND other staff as well.*”

**Foundations of Settlement Work**

We launched a new two-part online course in English and French that covers immigration history, laws and policy, the basics of settlement work, and common barriers and challenges for newcomers to Canada. The content was also produced in book form.

| +200 | TRAINED |
| +190 | COURSES |

### LearnAtWork.Ca

Now in its 11th year, this online platform provides a variety of self-directed and facilitated online courses for immigrant and refugee service workers on employment, addressing gender-based violence, serving newcomer youth, accessibility and more. We upgraded the site with redesigned courts and bilingual capability.

| +8,200 | CERTIFICATES ISSUED |
| +2,500 | USERS |

“A great way for service providers to connect, to exchange stories. Will be great to see everything centralized. This is what we’ve been looking for a while.”

“An excellent resource for anyone working with newcomer youth.”
## Digital Impact

### Technology and New Media

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<thead>
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<tr>
<td>This award-winning website is a trusted online resource for newcomers and immigrant and refugee-serving agencies in Ontario since 2000. It is the chosen portal for topical information. The site features hundreds of comprehensive articles in a format that is easy to read and understand. Our articles rank high on online search requests and are easily found. We work in partnership with many different organizations and institutions from across Canada to develop and deliver reliable content.</td>
<td>The discussion area is a moderated virtual space for users to ask questions and share experiences about their immigration journey in Ontario, and helps to drive content for Settlement.Org. OCASI moderators are online to provide information and referral when necessary. Popular topics this year included sponsoring family members, study permit and work permit applications, loss of permanent resident status, and many more immigration and citizenship related topics. The main settlement topics included finding a job, credentials recognition and housing.</td>
<td>Etablissement.Org is a trusted information and referral website for francophone newcomers. The website covers topics ranging from immigration and employment to education and daily life. Our articles cater to our audience by covering questions and themes that French speakers may encounter as newcomers in Ontario.</td>
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<table>
<thead>
<tr>
<th>+7,200 TWITTER FOLLOWERS</th>
<th>+6,100 MEMBERS</th>
<th>+704,400 USERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>+10,200 TWEETS</td>
<td></td>
<td>+39% USER TRAFFIC INCREASE</td>
</tr>
<tr>
<td>+2,000 FACEBOOK FOLLOWERS</td>
<td>+3,400 TOPICS</td>
<td>+39% USER TRAFFIC INCREASE</td>
</tr>
<tr>
<td></td>
<td>+9,400 POSTS</td>
<td>+39% USER TRAFFIC INCREASE</td>
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NewYouth.ca / NouveauxJeunes.ca

NewYouth.ca and NouveauxJeunes.ca underwent a much needed redesign and content review. We engaged directly with newcomer youth and asked them to test prototypes for functionality and accessibility. They told us the design was “straightforward” and that navigating the site was “really easy and anybody can find resources.”

We created new content on tenancy, discrimination at school and work, access to services like Ontario Works and the food bank, and more and. We promoted jobs and events on the website and social media. Moving forward we will prioritize user engagement online and offline.

WelcomeOntario.ca

OCASI built the website WelcomeOntario/AccueilOntario in 2015 to support Syrian refugee resettlement initiatives. This year we are working on a redesign to expand the range of information and resources on the site to make it relevant to all refugees and those who are engaged in supporting their resettlement. Our objective is to bridge the communications gap between private sponsors and settlement workers and empower sponsored refugees by giving them reliable information.

OCASI Client Management System

“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... Workers can then see everything that has been done for the client. Furthermore, action plans and follow-ups can be done more easily...”

OCMS is an OCASI social enterprise developed for the sector and by the sector. It is a vital online tool for sector agencies to record and retrieve client information and generate reports that are tailored for different audiences. OCMS has grown steadily over its six years in operation, and is better than ever with a move to a new online platform on Microsoft Azure™ in December 2018. We continue to make OCMS stronger while developing new features to better support sector needs. Currently there are more than 50 agencies in our OCMS family.
## Positive Spaces Initiative

Formed in collaboration with LGBTQIA+ newcomers and the immigrant and refugee serving sector PSI is unique in its approach and one of the longest-running in Canada. We continued to provide training to sector agencies to build capacity, and support them to become designated positive spaces. Thanks to our regional champions, we saw increased activity in our regional networks, with over 9 events hosted across Ontario.

<table>
<thead>
<tr>
<th>Training Sessions</th>
<th>Service Providers Trained</th>
<th>Online Users</th>
<th>Twitter Followers</th>
</tr>
</thead>
<tbody>
<tr>
<td>+35</td>
<td>+600</td>
<td>+7,000</td>
<td>+1,000</td>
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## Accessibility Initiative

We support sector workers and managers to build their capacity in serving immigrants and refugees with disabilities. 26 Access and Equity Champions across Ontario created networking opportunities, leading to an increase in requests for training and resources. The champions organized local community-based events that promoted the creation of safer spaces and meeting the accessibility needs of all participants.

<table>
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<tr>
<th>In-Person Training</th>
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<td>+100</td>
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## Mental Health Promotion

This initiative promotes mental health and wellbeing among refugees and immigrants through training for service providers. It aims to develop a service model to strengthen collaboration between sector organizations and primary health and mental health sectors. This year we conducted a needs assessment and environmental scan to better understand service user, and provider needs and experiences.

## Immigrant Refugee Communities - Neighbours, Friends and Families Campaign

This initiative builds community capacity for bystander intervention in situations of domestic violence in immigrant and refugee communities. This year we provided online training for service providers on supporting LGBTQIA+, Black and migrant worker survivors, developed new resources, held a roundtable on engaging men on violence prevention, trained and mentored 21 Peer Champions, developed a public service announcement for television, and presented policy recommendations to the UN Special Rapporteur on violence against women. We began work on a collaborative national campaign on violence prevention against refugee and (im)migrant women.

<table>
<thead>
<tr>
<th>Practitioners Trained</th>
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<tr>
<td>+380</td>
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Collective Impact

Membership

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

Women’s Caucus
Formed this year, the Caucus informs our policy and program advocacy on priorities for OCASI women’s organizations. OCASI member agencies voted to create a Women’s Director seat, which will be elected at the 2019 Annual General Meeting.

Francophone Committee
A Standing Committee of the Board for several years, the committee informs OCASI’s work on priorities for francophone agencies and francophone refugee and immigrant services. The Francophone Director seat on the Board is elected by Francophone member agencies.

Continental African Project
We facilitated consultations with leaders from continental African communities in Toronto to support coordination and leadership development, and to envision a community council model. Participants were interested in establishing a collective voice for the communities, and working with all levels of government.

Community Organization Incubator
We continued to support capacity building for refugee and immigrant-focused ethno-specific organizations in Toronto. Support included strengthening internal structures, community accountability, and relations with stakeholders and funders.

Maximizing Governance in For Public Benefit Organizations
OCASI worked in partnership to provide governance training for board members and senior leaders of community-based non-profit agencies funded by the City of Toronto. Training focused on the role of Board members and their fiduciary duty. Participating organizations received training, resources and individual coaching.
Access and Equity

- Positive Spaces Initiative
- Accessibility Initiative
- Mental Health Promotion
- Immigrant Refugee Communities, Neighbours, Families and Friends Campaign
- Building Leadership Capacity - GBV

IT and New Media

- Settlement.Org
  Settlement.Org Discussion Forum
- Etablissement.Org
- NewYouth.ca
- WelcomeOntario.ca
- OCASI Client Management System

Policy and Research

- Government relations
- Sector relations
- Research
- Policy and Advocacy
- Media Relations

Building Sector Capacity

- Executive Directors Forum
- Professional Development Conference
- Professional Education and Training
- Online Training
  LearnAtWork.CA
  Foundations of Settlement
- SettlementAtWork.Org
- Allies in Refugee Integration
- SettleNet.Org
- Orgwise

Membership

- Regional Meetings
- Membership communications
- Membership support
  Women's Caucus
  Francophone Committee
  Continental African Project
  Community organization incubator
  Governance and training
  Maximizing Governance
A Portrait

Member Agencies

- 40 Women’s organizations
- 19 Francophone Agencies
- 9 New member agencies

Cumulative number of agencies per year
We grew from 17 to 242 member agencies in 41 years.

78% Charitable organizations

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

Staff
+14,500 workers
+48,700 volunteers

Agencies generating revenue
- > $5MM: 61 agencies
- $1–5MM: 92 agencies
- < $1MM: 86 agencies

Member agencies divided by region

- North: 11 (4%)
- West: 19 (8%)
- Central West: 20 (8%)
- East: 20 (8%)
- Central East: 13 (5%)
- South: 16 (7%)
- Toronto: 143 (60%)

Source: OCASI Membership Database 2018 (reported by 239 member agencies)
## Members of our Community

### North
- 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
- Yes Employment Services Inc. (Nipissing)
- YMCA of Northeastern Ontario, Sudbury

### West
- Across Languages Translation and Interpretation
- Adult Language and Learning
- Centre communautaire francophone Windsor
- Centre communautaire régional de London
- Centre for Education and Training
- Centre for Education and Training
- Chinese Association of Mississauga
- Community Alliance for Support and Empowerment
- Dixie Bloor Neighbourhood Centre
- Interim Place
- Labour Community Services of Peel Inc.
- Lady Ballers Camp
- Multicultural Association of Kenora and District
- Multicultural Association of North Western Ontario
- North Bay & District Multicultural Centre
- North London Neighbourhood Resource Centre
- Unemployed Help Centre of Windsor
- Unemployment Help Centre of Windsor
- 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
- Community Alliance for Support and Empowerment
- Dixie Bloor Neighbourhood Centre
- HMC Connections
- Interim Place
- Labour Community Services of Peel Inc.
- Lady Ballers Camp
- Multicultural Association of North Western Ontario
- North Bay & District Multicultural Centre
- North London Neighbourhood Resource Centre
- Unemployed Help Centre of Windsor
- Unemployment Help Centre of Windsor
- Women’s Enterprise Skills Training of Windsor Inc.
- YMCA of Western Ontario
- YMCAs across Southwestern Ontario
- United Achievers’ Community Services
**East**

Association canadienne-française de l'Ontario,
Conseil régional des Mille-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
Iraqi Outreach Center
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
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
SOFIFRAN (Solidarité des femmes et familles immigrantes francophones du Niagara)
Welland Heritage Council and Multicultural Centre
YMCA of Hamilton/Burlington/Brantford, Immigrant & Newcomer Services
North
Kenora, North Bay, Sault Ste. Marie, Sudbury, Thunder Bay

West
Chatham, Leamington, London, Sarnia, Windsor-Essex

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

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

Regions
# People who Impact

## Volunteers, Students, Staff

<table>
<thead>
<tr>
<th>Executive Director</th>
<th>Associate Executive Director</th>
<th>Senior Manager, Finance and Administration</th>
<th>Senior Manager, IT and New Media</th>
<th>Senior Manager, Sector Capacity Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debbie Douglas</td>
<td>Eta Woldeab</td>
<td>Marya Shabbir*</td>
<td>Karen Scott*</td>
<td>Sajdeh Zahraei</td>
</tr>
</tbody>
</table>

## Staff

- Sidrah Ahmad
- Habbiba Ahmed**
- Sihem Ait
- Hammouda**
- Sahar Ashraf
- Michelle Ball**
- Soheil Baouji
- Selina Basudde
- Paulina Bermeo
- Stefany Brown**
- Amy Casipullai
- Siham Chakrouni*
- Felicia Christmas*
- Jasmine Chua*
- Joselynn Crosby**
- Manolli Ekra
- Nira Elgueta**
- Gregory Edward
- Anna Finch
- Miyuki Fukuma**
- Carmen Galvan**
- Peggy Ho
- Sana Imran*
- Sizwe Inkingi
- Nadia Junaid*
- Farheen Khan**
- Yara Kodershah*
- Beverly Lawrence
- Jalana Lewis*
- Julia Mais*
- Chenthoori Malankov
- Ali Mathis*
- Leona McCoelman
- Emily Mooney
- Witta N coyishakiye**
- Chavon Niles
- Martha Orellana
- Laura Osorio*
- Deborah Perne**
- Taemika Pickering*
- Margarita Pintin-Perez**
- Eric Pires*
- Theresa Polyakov
- Jaitra Sathyandran*
- Ila Sethi
- Sara Shahsiah*
- Brian Sharpe**
- Laura Tachini
- Shulan Tien*
- Elena Trapeznikova
- Marcos Vilela

## Students

- Yan Chen*
- Savishna Pillai*
- Ryan Tram*
## 2019 Financial Report

### Revenues ($)

<table>
<thead>
<tr>
<th>Revenues</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immigration, Refugees and Citizenship Canada</td>
<td>2,780,417</td>
<td>1,958,193</td>
</tr>
<tr>
<td>Employment and Social Development Canada</td>
<td>9,461</td>
<td>9,572</td>
</tr>
<tr>
<td>Canadian Heritage</td>
<td>5,000</td>
<td>-</td>
</tr>
<tr>
<td>Women and Gender Equality</td>
<td>28,189</td>
<td>-</td>
</tr>
<tr>
<td>Ministry of Citizenship and Immigration</td>
<td>778,263</td>
<td>1,473,777</td>
</tr>
<tr>
<td>Ministry of the Status of Women</td>
<td>108,726</td>
<td>127,826</td>
</tr>
<tr>
<td>United Way Greater Toronto</td>
<td>233,211</td>
<td>270,577</td>
</tr>
<tr>
<td>The Canadian Red Cross Society</td>
<td>9,154</td>
<td>11,301</td>
</tr>
<tr>
<td>Atkinson Foundation</td>
<td>67,110</td>
<td>25,890</td>
</tr>
<tr>
<td>Toronto Foundation</td>
<td>-</td>
<td>60,000</td>
</tr>
<tr>
<td>Community One Foundation</td>
<td>4,500</td>
<td>7,500</td>
</tr>
<tr>
<td>The Law Foundation of Ontario</td>
<td>27,428</td>
<td>72,440</td>
</tr>
<tr>
<td>Other Foundations</td>
<td>27,982</td>
<td>17,934</td>
</tr>
<tr>
<td>Membership fees</td>
<td>168,531</td>
<td>168,775</td>
</tr>
<tr>
<td>Productive Enterprises - OCMS</td>
<td>388,367</td>
<td>281,075</td>
</tr>
<tr>
<td>Productive Enterprises - General</td>
<td>23,314</td>
<td>99,804</td>
</tr>
<tr>
<td>Interest</td>
<td>29,306</td>
<td>15,805</td>
</tr>
<tr>
<td>Donations and Fundraising</td>
<td>19,907</td>
<td>1,072</td>
</tr>
<tr>
<td>Workshop Registrations</td>
<td>58,861</td>
<td>38,265</td>
</tr>
<tr>
<td>City of Toronto</td>
<td>99,272</td>
<td>59,674</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>4,866,999</strong></td>
<td><strong>4,699,480</strong></td>
</tr>
</tbody>
</table>

### Expenditures ($)

<table>
<thead>
<tr>
<th>Expenditures</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$3,319,693</td>
<td>$3,080,925</td>
</tr>
<tr>
<td>Program</td>
<td>$1,128,723</td>
<td>$1,306,779</td>
</tr>
<tr>
<td>Administrative</td>
<td>$378,720</td>
<td>$376,283</td>
</tr>
</tbody>
</table>

### Personnel

- **Salaries**: 2,205,461 (2019) vs. 2,001,866 (2018)
- **Staff training**: 21,952 (2019) vs. 15,540 (2018)

**Sub total Personnel**: $3,319,693 (2019) vs. $3,080,925 (2018)

### Program

- **Meeting expenses**: 92,620 (2019) vs. 117,325 (2018)
- **Payment to Partners**: 175,871 (2019) vs. 85,233 (2018)
- **Professional education & training courses**: 147,520 (2019) vs. 81,639 (2018)
- **Supplies & subscriptions**: 14,559 (2019) vs. 50,397 (2018)
- **Communications**: 12,242 (2019) vs. 19,542 (2018)
- **Bank charges**: 4,617 (2019) vs. 4,427 (2018)

**Sub total Program**: $1,128,723 (2019) vs. $1,306,779 (2018)

### Administrative

- **Professional fees**: 76,426 (2019) vs. 72,379 (2018)
- **Supplies & subscriptions**: 67,526 (2019) vs. 29,925 (2018)
- **Communications**: 15,559 (2019) vs. 50,397 (2018)
- **Bank charges**: 4,617 (2019) vs. 4,427 (2018)

**Sub total Administrative**: $378,720 (2019) vs. $376,283 (2018)

**TOTAL Expenditures**: $4,866,999 (2019) vs. $4,763,987 (2018)
City of Toronto  A special thank you to our funders, partners and collaborators. Your support makes us strong.

Immigration, Refugees and Citizenship Canada  A special thank you to OCASI Member Agencies. Without you there would be no Council.

Employment and Social Development Canada

Canadian Heritage

Women and Gender Equality  A special thank you to the many volunteers for their generous contribution of time and expertise.

Ministry of Citizenship and Immigration

Ministry of the Status of Women  A special thank you to Access and Equity Regional Champions. We are in awe of your spirit and dedication.

United Way Greater Toronto

The Canadian Red Cross Society

Atkinson Foundation  A special thank you to the Peer Champions for Immigrant and Refugee Communities

Community One Foundation - Neighbours, Friends and Families Campaign for your courage and initiative.

The Law Foundation of Ontario

Impact - Support

Acknowledgements
OCASI
Ontario Council of Agencies Serving Immigrants

www.ocasi.org