

“Impact”

Annual Report 2019



Portrait

OCASI Founding Members

Visionaries

Bloor Information and
Life Skills Centre

Polish Immigrant &
Community Services

Centre for Spanish Speaking Peoples

St. Stephen's Community House

Chinese Community Services

Sudbury Multicultural Centre

Cross Cultural
Communication Centre

University Settlement House

Vietnamese Association

Eastview Community Centre

WoodGreen Community Centre

Jewish Immigrant Aid Services

Working Women Community Centre

Jewish Vocational Services

YWCA of Metro Toronto

Kababayan Community Centre

(Immigrant Women Services)

Parkdale Intercultural Association

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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.



*(L-R) Executive Director Debbie Douglas
and President Manjeet Dhiman*



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...

A handwritten signature in black ink, appearing to read 'Manjeet Dhiman'.

Manjeet Dhiman
President

A handwritten signature in black ink, appearing to read 'Debbie Douglas'.

Debbie Douglas
Executive Director

Board of Directors

Executive committee

PRESIDENT

Manjeet Dhiman
ACCES Employment

VICE-PRESIDENT

Leslie Emory
*Ottawa Community Immigrant
Services Organization*

VICE-PRESIDENT

Nella Iasci
Job Skills

CORPORATE SECRETARY

Tracy Callaghan
Adult Language and Learning

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

Inés Rios
*Immigrants
Working Centre*

TORONTO

Manjeet Dhiman
ACCES Employment

Ahmed Hussein

*TNO - The
Neighbourhood
Organization*

WEST

Valerian Marochko
*London Cross Cultural
Learner Centre*

Provincial Directors

Debbie Hill-Corrigan*
Sojourn House

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

Deepa Mattoo
*Barbra Schlifer
Commemorative Clinic*

Bonaventure Otshudi
*Centre de santé
communautaire
Hamilton/Niagara*

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

Paulina Wyrzykowski
*St. Stephen's
Community House*

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

Sudip Minhas*
*Windsor Women
Working With
Immigrant Women*

Francophone Director

Saint-Phard Désir
*Conseil Economique et
Social d'Ottawa- Carleton*

Board Standing Committees

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

** Left during the year*



*(L-R BACK) Valerian Marochko, Moy Wong-Tam, Janet Madume, Karol Rains, Tracy Callaghan
(L-R FRONT) Eta Woldeab, Inés Rios, Deepa Mattoo, Paulina Wyrzykowski, Manjeet Dhiman, Debbie Douglas*

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.

OCASI School for Social Justice (SSJ)

OCASI launches the SSJ, an initiative to strengthen the advocacy capacity of member agencies.

2014

OCASI Client Management System

OCMS is launched across Canada. It is a powerful online client data system.

CRRF Award

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

2015

Refugee Resettlement

OCASI supports sector agencies in resettling refugees arriving from overseas.

OCASI Francophone Director

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

2016

Anti-Islamophobia Anti-Racism Campaign

OCASI partners with allies and launches a public education campaign on Islamophobia, racism, and anti-Black racism.

Anti-Racism Directorate

The Ontario government establishes an Anti-Racism Directorate, thanks to efforts of advocates such as OCASI.

2017

Telling Our Stories

OCASI launched a graphic novel written by immigrant and refugee women as a violence against women prevention tool.

Anti-Racism Act

Ontario passes the Anti-Racism Act, first of its kind in Canada, thanks to advocacy by COP-COC and others.

2018

Women's Caucus

Women's organizations among OCASI member agencies establish a Women's Caucus.

Community of Practice

OCASI creates a national online community of practice in collaboration with sector umbrella organizations across Canada.

Policy and Research

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.

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

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.

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

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.

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.

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.

@OCASI_Policy

+6,400 FOLLOWERS

+8,800 TWEETS



Enhancing Impact

Building Capacity

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 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.

+690 PRACTITIONERS
FROM **+20** ORGANIZATIONS

+270 E-LEARNERS
ENGLISH + FRENCH

+70 INDIVIDUAL LEARNERS

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.

+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.

“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.”

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

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

+190 COURSES

Technology and New Media

Settlement.Org

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.

+7,200 TWITTER FOLLOWERS

+10,200 TWEETS

+2,000 FACEBOOK FOLLOWERS

Settlement.Org Discussion Forum

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.

+6,100 MEMBERS

+3,400 TOPICS

+9,400 POSTS

Etablissement.Org

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.

We added over 20 new articles and updated more than 100. Our social media presence remains strong with 487 twitter followers. Acting user engagement increased, reaching 109% over target. We saw a 39% increase in users.

+704,400 USERS

+39% USER TRAFFIC INCREASE

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.

+2,700 TWITTER FOLLOWERS

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.

Access and Equity

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.

+35

TRAINING SESSIONS

+600

SERVICE PROVIDERS TRAINED

+7,000

ONLINE USERS

+1,000

TWITTER FOLLOWERS

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.

+100

IN-PERSON TRAINING

Mental Health Promotion

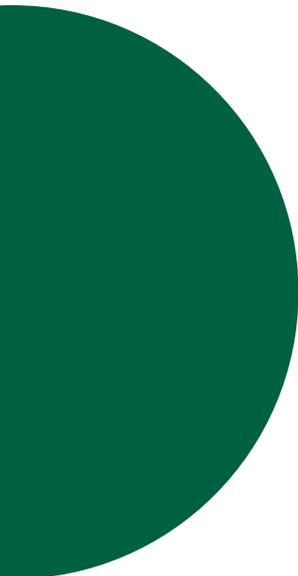
This initiative promotes mental health and wellbeing among refugees and immigrants through training for service providers. It aims to develop a service model to strengthen collaboration between sector organizations and primary health and mental health sectors. This year we conducted a needs assessment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

+380

PRACTITIONERS TRAINED



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

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

Policy and Research

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

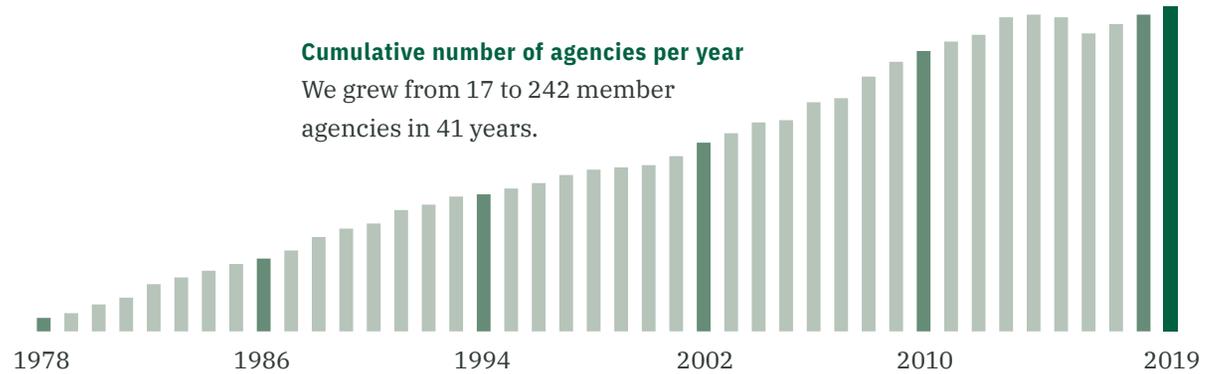
Membership

- 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



78%
Charitable organizations



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



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%



Staff
+14,500 workers
+48,700 volunteers



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

*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
Essex-Kent
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
Community Alliance for Support and Empowerment
Dixie Bloor Neighbourhood Centre
HMC Connections
Interim Place
Labour Community Services of Peel Inc.
Lady Ballers Camp
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 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
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

Toronto

Abrigo Centre	Black Coalition for AIDS Prevention	Community Action Resource Centre	Ethiopian Association in the Greater Toronto Area and Surrounding Regions	and Family Centre	pour Femmes Francophones
Access Alliance	CAFCAN Social Services	Community Legal Education Ontario	Family Inter-Generation Link	Japanese Social Services, Toronto	Margaret's Housing and Community Support Services Inc.
Multicultural Health and Community Services	Canadian Arab Federation	COSTI Immigrant Services	FCJ Refugee Centre	Jewish Immigrant Aid Services, Toronto	Menonite New Life Centre of Toronto
Accessible Community Counselling and Employment Services	Canadian Centre for Language & Cultural Studies Inc.	Council of Agencies Serving South Asians	Findhelp Information Services	JobStart	Multilingual Community Interpreter Services, Ontario
Afghan Association of Ontario	Canadian Centre for Victims of Torture	CUIAS Immigrant Services (Canadian Society)	For You Telecare Family Service	JVS Toronto	Neighbourhood Link Support Services
Afghan Women's Organization	Canadian Tibetan Association of Ontario	Ukrainian Immigrant Aid Society)	For Youth Initiative in Toronto	Kababayan Community Service Centre	Nellie's
Agincourt Community Services Association	CARE Centre for Internationally Educated Nurses	CultureLink	FrancoQueer	KCWA Family and Social Services	New Canadian Community Centre
Alliance for South Asian AIDS Prevention	Catholic Cross-Cultural Services	Davenport-Perth Neighbourhood and Community Health Centre	Griffin Centre	Korean Senior Citizens Society of Toronto	New Circles Community Services
Anglican United Refugee Alliance	CATIE - Canadian AIDS Treatment Information Exchange	Delta Family Resource Centre	Harriet Tubman Community Organization	L'Institut de leadership des femmes de l'Ontario	Newcomer Women's Services Toronto
Arab Community Centre of Toronto	Centre for Immigrant and Community Services	Dixon Hall	Heritage Skills Development Centre	La Passerelle-Intégration et Développement	North York Community House
Asian Community AIDS Services	Centre for Spanish Speaking Peoples	East Metro Youth Services	Hong Fook Mental Health Association	Lakeshore Area Multi Services Project	North York Women's Centre
Auberge Francophone	Centre Francophone de Toronto	Eastview Neighbourhood Community Centre	Immigrant Women's Health Centre	Lao Association of Ontario	North York Women's Shelter
AWIC Community and Social Services	Chinese Family Services of Ontario	Elspeith Heyworth Centre for Women	Irish Canadian Immigration Centre	Le Centre ontarien de prévention des agressions	Northwood
Bangladeshi-Canadian Community Services	Collège Boréal	EnVision Education Foundation	Jane Alliance	Learning Disabilities Association of Toronto District	Neighbourhood Services
Barbra Schlifer Commemorative Clinic		Eritrean Canadian Community Centre of Toronto	Neighbourhood Services	Madison Community Services	Oasis Centre des Femmes
			Jane/Finch Community	Maison d'Hébergement	

Parkdale Community Information Centre	Skills for Change	The Teresa Group	Association of Toronto
Parkdale Intercultural Association	Social Planning Toronto	Times Change Women's Employment Service	West Neighbourhood House
Parkdale Queen West Community Health Centre	Sojourn House	TNO - The Neighbourhood Organization	Windmill Microlending
Planned Parenthood Toronto	Somali Immigrant Aid Organization	Toronto Centre for Community Learning & Development	Women's Health in Women's Hands
Polycultural Immigrant Community Services	South Asian Women's Centre	Toronto Community & Culture Centre	Community Health Centre
Progress Career Planning Institute	South Asian Women's Rights Organization	Toronto Community Employment Services	WoodGreen Community Services
Rexdale Women's Centre	South Etobicoke Community Legal Services	Toronto Community Employment Services	WoodGreen Red Door Family Shelter
Roma Community Centre	St. Stephen's Community House	Toronto Region Immigrant Employment Council	Workers' Action Centre
S.E.A.S. (Support, Enhance, Access, Service) Centre	Tesoc Multicultural Settlement Services	Toronto Ward Museum	Working Skills Centre
Salvadoran Canadian Association of Toronto	The 519	Toronto Workforce Innovation Group	Working Women Community Centre
Scadding Court Community Centre	The Career Foundation	Tropicana Community Services	World Education Services
Scarborough Women's Centre	The Cross-Cultural Community Services Association	Turtle House Art/Play Centre	YMCA of Greater Toronto, Newcomer Settlement Programs
Settlement Assistance and Family Support Services	The Learning Enrichment Foundation	Unison Health and Community Services	YWCA Canada
Silent Voice Canada	The Redwood Shelter	University Settlement	YWCA Toronto
Sistering - A Woman's Place	The Salvation Army, Toronto Harbour Light	Vietnamese Association, Toronto	
	Ministries Immigrant and Refugee Services	Vietnamese Women's	

Regions

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

People who Impact

Volunteers, Students, Staff

Executive Director	Associate Executive Director	Senior Manager, Finance and Administration	Senior Manager, IT and New Media	Senior Manager, Sector Capacity Development
Debbie Douglas	Eta Woldeab	Marya Shabbir* Nektarios Kikonyogo**	Karen Scott*	Sajedeh Zahraei

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 Elward
Anna Finch
Miyuki Fukuma**
Carmen Galvan**
Peggy Ho
Sana Imran*
Sizwe Inkingi
Nadia Junaid*
Farheen Khan**
Yara Kodersshah*
Beverly Lawrence

Jalana Lewis*
Julia Mais*
Chenthoori Malankov
Ali Mathis*
Leona McColeman
Emily Mooney
Witta Nicoyishakiye**
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

Yan Chen*
Savishna Pillai*
Ryan Tram*

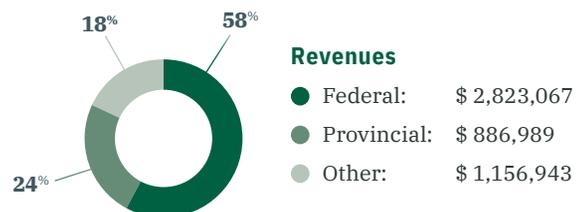
* Left during the year
** Joined during the year



OCASI Staff

Performance and Value

2019 Financial Report



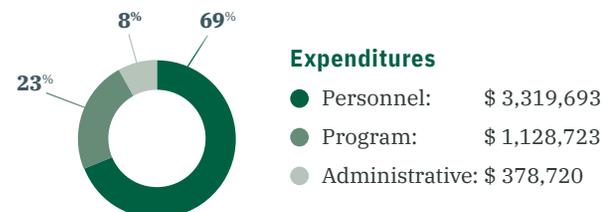
Revenues (\$)

2019 2018

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

TOTAL

4,866,999 4,699,480



Expenditures (\$)

2019 2018

PERSONNEL

Salaries	2,205,461	2,001,866
Honoraria & contract fees	686,818	706,400
Benefits	405,463	357,118
Staff training	21,952	15,540
Sub total	3,319,693	3,080,925

PROGRAM

Outreach & promotion	69,982	329,187
Travel, accommodation and conference	258,307	263,124
Meeting expenses	92,620	117,325
Sector IT Infrastructure	175,871	85,233
Payment to Partners	260,666	311,560
Professional education & training courses	78,177	75,673
Supplies & subscriptions	147,520	81,639
Communications	14,557	13,940
Publicity and other	31,023	29,098
Sub total	1,128,723	1,306,779

ADMINISTRATIVE

Rent, taxes & utilities (net)	201,350	199,613
Professional fees	76,426	72,379
Supplies & subscriptions	67,526	29,925
Communications	15,559	50,397
Insurance	13,242	19,542
Bank charges	4,617	4,427
Sub total	378,720	376,283

TOTAL

4,866,999 4,763,987

Acknowledgements

City of Toronto	A special thank you to our funders, partners and collaborators. Your support makes us strong.
Immigration, Refugees and Citizenship Canada	
Employment and Social Development Canada	A special thank you to OCASI Member Agencies. Without you there would be no Council.
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	A special thank you to the Peer Champions for Immigrant and Refugee Communities - Neighbours, Friends and Families Campaign for your courage and initiative.
Atkinson Foundation	
Community One Foundation	
The Law Foundation of Ontario	

OCASI

Ontario Council of Agencies Serving Immigrants

www.ocasi.org

