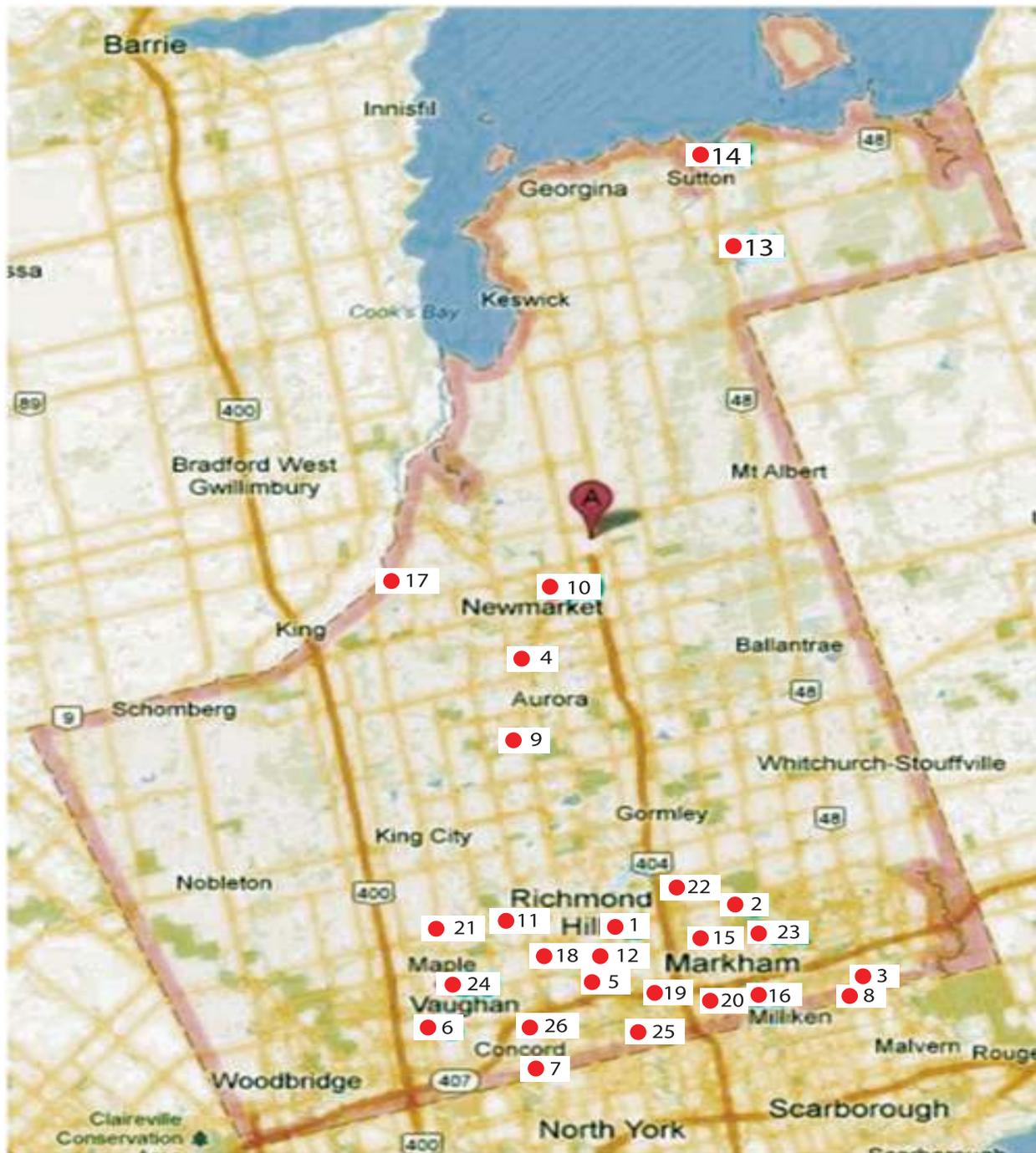


CCSYR ANNUAL REPORT 2015-2016



Catholic Community Services of York Region
Serving people from diverse cultures

Our Locations



A. Regional Municipality of York

- | | |
|--|---|
| 1. Richmond Hill - Main Office | 14. Georgina Medical Centre, Sutton |
| 2. Markham North Welcome Centre | 15. Markham Christian Church |
| 3. Markham South Welcome Centre | 16. Community Connects, Markham |
| 4. Newmarket Welcome Centre | 17. Ontario Early Years Centre, Newmarket |
| 5. Richmond Hill Welcome Centre | 18. Ontario Early Years Centre, Richmond Hill |
| 6. Vaughan Welcome Centre | 19. Ontario Early Years Centre, Thornhill |
| 7. SEPYR - St. Joseph The Worker Catholic School | 20. St. Luke Learning Centre, Thornhill |
| 8. Reception Centre - Markham - YRDSB | 21. Maple Library, Vaughan |
| 9. Catholic Education Centre, Aurora - YCDSB | 22. Richmond Hill Central Library |
| 10. St. John Chryostom Parish, Newmarket | 23. Angus Glen Library, Markham |
| 11. Family Services Richmond Hill Office | 24. Maple Outreach Office, Vaughan |
| 12. Richmond Hill Community Church | 25. Thornhill Community Centre Library |
| 13. Family Hearth Centre of Pefferlaw | 26. Upper Room Community Church, Vaughan |



Serving people from diverse cultures

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Catholic Community Services of York Region ("CCSYR")

was incorporated in 1980 to address the social needs of the rapidly expanding communities of York Region. Its commitment to offer quality services consonant with Catholic social justice principles to all peoples in York Region is reflected in its Vision, Mission Statement and Values.

Mission Statement

The mission of Catholic Community Services of York Region is to serve, within the Catholic social justice tradition, the diverse needs of individuals, families and communities by providing a broad array of programs and services to help them reach their potential.

Vision Statement

We envision that Catholic Community Services of York Region will be recognized as the leading community-based agency in York Region.

Values Statement

Respect: We acknowledge and accept the inherent dignity and rights of every individual.

Compassion: We believe in serving all people from diverse communities with sensitivity and caring.

Accountability: We accept responsibility to provide service excellence and to act with integrity, in every encounter with our colleagues, clients, funders and other stakeholders.

Collaboration: We believe in a spirit of collaboration and cooperation within our agency and with other organizations to meet the needs of the communities we serve.

MESSAGE TO THE COMMUNITY

(from the Board President and the Executive Director)

During the past 36 years of service to the residents of York Region it has been our pleasure to serve and add value to the community. Catholic Community Services of York Region (CCSYR) is known for our diverse, caring, resilient, staff. Our dedicated professional staff have continued to make positive client outcomes our cornerstone of service delivery. How have we changed individuals lives for the better is our focus and how can we continuously change in order to improve our client outcomes.

We invite you to read through this annual report highlighting client testimonials from the past fiscal year. Our Family counseling team has served 983 persons providing 2,688 sessions while Family Life Education served 835 group participants through 75 programs. We encourage you to read the testimonials filed throughout this report.

The Richmond Hill Welcome Centre continues to be a major hive of community activity and learning. In the past year the Welcome Centre opened its doors to 26,109 people resulting in 11,865 new and returning clients.

Our Library Settlement partnership (LSP) covering all nine library boards across York Region available to 30 branches had another very active year serving a total of 1,872 individuals and providing 99 group sessions.

Our settlement workers in the schools known as Settlement and Education Partnership in York Region (SEPYR) working within both the Catholic and Public school boards in the elementary and secondary school panels served 8,904 Immigration, Refugees and Citizenship Canada (IRCC) eligible clients and 3,483 IRCC ineligible clients including visa students, refugee claimants, and citizens, and delivered 379 group sessions and events for 14,377 attendees.

CCSYR's federally and provincially funded settlement services working out of the five Welcome Centres served a combined total of 9,203 clients which includes new, previous and returning clients and newcomers received information and orientation through 190 workshops, group sessions with 2,568 clients attending.

Our Integration Network (IN) Program served 3,881 newcomers through support of our volunteers who provided a total of 52,965 volunteer hours.

The continued financial support from Catholic Charities of the Archdiocese of Toronto, through the ShareLife campaign, allowed CCSYR and three other service providers, namely Rose of Sharon, Blue Hills Child and Family Centre, and Addiction Services for York Region, to serve the residents of Vaughn in our storefront location in Maple. Another collaborative funded by the Catholic Charities ShareLife campaign is the *El Sembrador*, an outreach program with the Parish Social Ministries of St. Elizabeth Seton, St. John Chrysostom, and Holy Martyrs of Japan. It was run by social ministry volunteers and organized a series of activities for 700 migrant seasonal workers from Mexico & the Caribbean working in the Bradford, Holland Marsh, and Keswick areas.

We wish to acknowledge our professional and dedicated board of directors who consistently demonstrate their understanding of the need to address the requirements of changing times and priorities as well as our professional staff for their resilience and agility to accept the challenges and changes resulting in a positive future for CCSYR. This combined team resulted in a modest \$14,300 surplus for the year ending March 31, 2016. Those attributes coupled with our mission, vision and values statements continue to keep us on the path to building community.

As a board governance organization we would like to THANK our board members: Lori Tarantini, Maureen Meehan, Paul Matthews, Lucy Bacchet, Victor Loayza, Frank Montemarano and new board members Les Miller and Palma Di Sciullo for their continuous dedication and support of our programs.

Please join us in recognizing three members who have left our Board of Directors after generously completing their six years of service with our agency. A very warm THANK YOU to Jeremy Hill, Maureen Meehan and Lori Tarantini.

We would like to recognize our funders as community investors: Immigration, Refugees and Citizenship Canada, Ontario Ministry of Citizenship, Immigration and International Trade, Catholic Charities, York Region's Community Development Investment Fund, The United Way of York Region, Town of Richmond Hill (BINGO) and our private donors/investors in humanity.

Robert J. Hickey
Executive Director

Paulo DaSilva
Board President

HUMAN RESOURCES COMMITTEE REPORT

The Human Resource Committee meets on a regular basis to evaluate and deal with issues relating to employment practices and to ensure the agency's ability to maintain the caliber of employees needed to effectively manage and conduct the agency's affairs.

CCSYR (Catholic Community Services of York Region) participates in a Human Resources Management shared services project with St. Elizabeth Shared Services of Greater Toronto. This includes assistance with individual organizational HR matters such as compliance with laws and regulations that impact HR practices as well as developing policies and procedures to attain the best HR services.

The HR Committee will continue to monitor policies and procedures to ensure the agency keeps pace with any new legislation and our funders' requirements.

Maureen Meehan
HRC Chair

Jeremy Hill
Past Board President

Robert Hickey
Executive Director

TREASURER'S REPORT

This past fiscal year April 1, 2015 to March 31, 2016 was another positive financial year for Catholic Community Services of York Region ("CCSYR") resulting in a modest \$14,300 surplus.

LKD Accounting CPA have audited our financial statements and report that the financial statements present fairly, in all material respects, the financial position of CCSYR as at March 31, 2016, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations. Our auditor's report and in common with many charitable organizations has highlighted CCSYR derives revenue from fundraising, including BINGO and the verification of these revenues is not susceptible of satisfactory audit verification. Accordingly, the auditors' verification of these revenues was limited to the amounts recorded in the records of CCSYR.

Our revenue year over year has remained constant at just over six million dollars which allows us to continue to provide services for newcomer settlement, counselling, and family life education. Our BINGO revenue has levelled to \$36,149 with 32 sessions however moving forward to our new fiscal year our sessions have dropped to 40 since there are new charities being added to the hall. This BINGO hall has been revitalized with new electronic games which should result in attracting additional players. Looking to next year there are going to be challenges sustaining our services and programs.

As Treasurer, working with the Board of Directors of CCSYR overseeing and monitoring the financial affairs of the agency by reviewing and analyzing the monthly Financial Reports was a sincere pleasure. In the current economy, we can be very pleased with our position, and I would like to thank our Finance staff, Santok Visavadia who manages and oversees the agency's finances, and Deysi Marte the agency's Accounting Assistant. CCSYR not only met our obligations on time, but were also able to generate a surplus. Thanks to everyone involved.

Paul Matthews
Treasurer, Board of Directors

INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of Catholic Community Services of York Region

Report on the Financial Statements

We have audited the accompanying financial statements of Catholic Community Services of York Region, which comprise the statement of financial position as at March 31, 2016, and the statements of operations, changes in net assets and cash flows for the year then ended and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for Qualified Opinion

In common with many charitable organizations, the organization derives revenue from fundraising, the completeness of which is not susceptible of satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to fundraising revenues, excess of revenue over expenses and unrestricted net assets.

Qualified Opinion

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion paragraph, these financial statements present fairly, in all material respects, the financial position of Catholic Community Services of York Region as at March 31, 2016, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.



Chartered Professional Accountant, Licensed Public Accountant



Lkd
Accounting CPA

STATEMENT OF FINANCIAL POSITION

	<u>2016</u>	<u>2015</u>
ASSETS		
CURRENT		
Cash	\$ 164,165	\$ 183,721
Investments	15,479	15,277
Grants and other receivables	273,353	165,573
Prepaid expenses	97,073	123,006
	<u>550,070</u>	<u>487,577</u>
INTERNALLY RESTRICTED FUNDS	286,237	282,807
CAPITAL ASSETS	<u>1,038,921</u>	<u>1,332,469</u>
	<u>\$1,875,228</u>	<u>\$2,102,853</u>
LIABILITIES		
CURRENT		
Operating loan	\$ -	\$ -
Accounts payable and accrued liabilities	71,680	37,136
Deferred contributions	183,647	167,396
	<u>255,327</u>	<u>204,532</u>
DEFERRED CAPITAL CONTRIBUTIONS	<u>1,038,921</u>	<u>1,331,716</u>
	<u>1,294,248</u>	<u>1,536,248</u>
NET ASSETS		
Invested in capital assets	-	753
Internally restricted	286,237	282,807
Unrestricted	294,743	283,045
	<u>580,980</u>	<u>566,605</u>
	<u>\$1,875,228</u>	<u>\$2,102,853</u>

See accompanying notes to financial statements.

Approved By the Board:

Paul Matthews

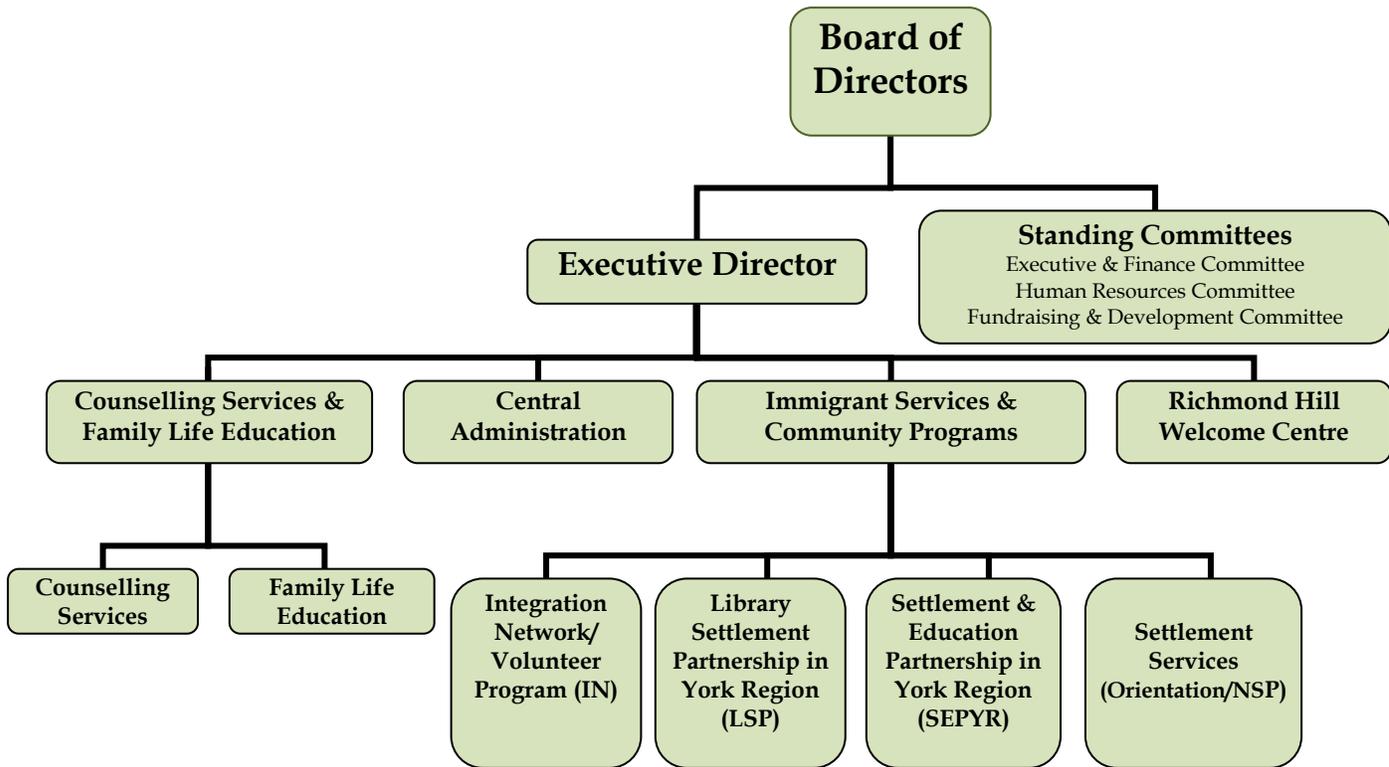
Paul Matthews, Treasurer



STATEMENT OF OPERATIONS

	2016		2015	
	General	Reserve Fund	Total	Total
REVENUE				
Immigration, Refugees and Citizenship Canada	\$4,389,022	\$ -	\$4,389,022	\$4,737,894
Catholic Charities	417,450	-	417,450	422,451
Amortization of deferred capital contributions	292,795	-	292,795	357,459
Ministry of Citizenship and Immigration (NSP)	178,400	-	178,400	178,400
The Regional Municipality of York	140,505	-	140,505	127,505
United Way of York Region	104,450	-	104,450	104,450
Other agencies	90,025	-	90,025	52,374
Counselling	50,305	-	50,305	55,719
Fundraising	43,949	-	43,949	39,681
Other	31,620	3,430	35,050	37,759
Programs	14,752	-	14,752	15,056
	5,753,273	3,430	5,756,703	6,128,748
EXPENSES				
Salaries and wages	3,277,515	-	3,277,515	3,384,584
Building occupancy	1,092,778	-	1,092,778	1,178,217
Employees' benefits	575,494	-	575,494	594,649
Amortization of capital assets	293,548	-	293,548	358,409
Office	125,199	-	125,199	131,302
Office equipment	106,753	-	106,753	107,349
Contract services	68,929	-	68,929	58,762
Community programs	67,228	-	67,228	106,266
HST/GST expense	56,307	-	56,307	56,871
Printing and publications	26,965	-	26,965	27,292
Transportation	26,798	-	26,798	28,270
Professional fees	15,000	-	15,000	15,300
Training and education	7,181	-	7,181	8,093
Fundraising	2,633	-	2,633	9,557
	5,742,328	-	5,742,328	6,064,921
EXCESS OF REVENUE OVER EXPENSES	\$ 10,945	\$ 3,430	\$ 14,375	\$ 63,827

ORGANIZATION CHART



Total Full-time Employees:	61	FTE	61
Total Part-time Employees:	20	FTE	10.2
Counselling Services Intern:	1	FTE	0.4
Total Personnel	82	FTE	71.6

Our Board of Directors



Left to right: Frank Montemarano, Palma DiSciullo, Bob Hickey (*Executive Director*), Lucy Bacchet, Paulo DaSilva, Lori Tarantini, Vangie Mendoza (*Sr. Executive Assistant*), Maureen Meehan, Jeremy Hill.

Inset photos: Paul Matthews, Victor Loayza.

Our Senior Management Team



Left to right: Stephen Lam, Deanne Kukulewich, Jamal Gharavi, Janet Kim, Bob Hickey, Guanxin Hua, Doug Loweth, Sogand Tadayon, Vangie Mendoza, Agnes Manasan, Santok Visavadia, Ann Labombard.

Not in photo: Eileen Wan, Kam Leung, Silvana Zivkovic.

SERVICE REPORTS

Counselling Services and Family Life Education

Three projects stand out in reviewing this past year. Our first accreditation with the Canadian Centre for Accreditation (CCA) is winding down, and we have adapted many of our processes, from client forms to employee records to health and safety practices. In January we resumed our Walk-In Counselling Clinic, at the 21 Dunlop site, with a two year grant from Catholic Charities. This aligns with our efforts, supported by the Regional Municipality of York, to provide timely, focused, single session supports for clients with urgent needs. Finally, we have taken over the administration of our Bingo fundraising which had been managed very capably for some years by our colleagues in Integration Network.

Thank you to all of our Group Facilitators and Speakers, to Anita Todd who assists us every Monday evening, and our new volunteer colleagues in our Bingo fundraising.

Service Data

Counselling - by persons	2015-2016	2014-2015
Counselling-Individual concerns	364	322
Couple concerns	239	239
Family and Child concerns	380	487
Total	983	1048

Group Program Participants	2015-2016	2014-2015
Parents' Programs	363	264
Peer Support Programs	188	169
Financial Literacy Programs	198	285
Total	749	718

Doug Loweth

Director, Counselling Services and Family Life Education

What our clients say?

"I am extremely grateful for the counselling I have received. I had the opportunity to work on my issues. I am now more positive and have so much hope. Thank you. "

"I have learned to understand my son better."

"I have been able to start reorganizing myself when I'm overthinking things, learned how to stop those thoughts that bother me"

"I believe things are going in the right direction, beginning to have hope for the future"

"The counsellor has made things about my past and my choices clearer to me. We are working on changing thought patterns and habits. As hard as this has been, I am grateful for the help that my counsellor has provided."

"Within this [Financial Literacy] program I learned a lot including budgeting, limiting my debt which was very important to me"

"I am happy because of this group of women, a place that I can see other women with similar situation"

Counselling and Family Life Education Team



Left to right: Hadi Bahiraei, Jamal Gharavi, Doug Loweth, Pauline Sanders, Nousheh Hodgson, Andrea Frith, Fabiola Duran, Janet Kim. Not in photo: Denise Orderson, Dennis Conforto, Kenny Lo, Matthew Henderson, Trevor Hosier.

Family Life Education Speakers & Facilitators

Anna Krakovich, Bryden Massarany, Carmen Helena Bayona, Claire Zlobin, Denise Chow, Denise Bertoldi, Ed Bade, Haegyun Jung, Hamid Amiri, Hye Lan Shin, Idalmis Aldana, Ji Youn Lee, Jill Javelosa Alvarez, Jinos Abbasi, John MacMillan, Julia Lopez, Mahmoud Sadeghi, Maria Fernanda Martinez, Maria Tanel, Natalia Rivera, Nousheh Hodgson, Sandy So, So Ying Ch, Susan Hui, Svetlana Roufanova, Tatiana Kleine, Teresa Tong, Youn Ju Seo, Yvonne Sheriff, Zully Zambrano.

Immigrant Settlement

Immigrant Services

Over Canada's rich history we have helped refugees to settle here in Canada. From 1770 to 1779 many Quakers who were persecuted in England for their religious beliefs settled in Southern Ontario. From 1870 to 1899 thousands of European Jews came to Canada to escape religious persecution. From 1900 to 1939 Ukrainian refugees fled to Canada seeking refuge from religious and political oppression. Between 1970 to 1973 there were 13,000 Chilean Refugees who fled to Canada to escape persecution. Between 1979 and 1980 50,000 people from Vietnam traveled by boats as refugees. By the 1990's asylum seekers had come to Canada from all over the world, particularly Latin America, Eastern Europe and Africa. There are many stories of persecution where Canada offered refuge for those looking for a better life for themselves and their families. <http://www.cic.gc.ca/english/games/teachers-corner/refugee/refuge.asp>

Canadians have demonstrated their willingness once again to help those in need through the recent crisis in Syria. 27,005 Syrian refugees landed in Canada; 15,268 Government-Assisted Refugees; 2,321 Blended Visa-Office Referred Refugees and 9,416 Privately Sponsored Refugees. Approximately 300 Syrians have been welcomed to York Region under the private sponsorship program. About 90% of the Syrian population speaks Arabic (official language), other languages include Kurdish, Armenian, Aramaic and Circassian.

With our federal and provincial funding we are able to serve all refugees in York Region who have come to make Canada their new home. There are many additional hardships faced by refugees including mental health needs, medical needs, shelter and the necessities of life. Many who arrive in Canada only have what they are able to carry; they are displaced without their extended family and friends. They know that they may not see their homeland again or at least not for a very long time. When we look around our own homes we see all of our heirlooms, photographs and items we hold dear. To consider what we could fit into one backpack including clothing and food is unimaginable. And even more difficult is the uncertainty of their security and the well-being of their family as they travel to other parts of the world.

Clients come to our doorstep for many reasons and the wonderful and experienced settlement team located in all five Welcome Centers; help them to settle in their new place of residence. Many things that were familiar to them 'back home' can feel like a complete mystery as they embark on their new journey. Staff explain about the health care system, education, housing, immunization, taxes, foods, language classes, developing good credit, banking, house and car insurance, the various levels of law enforcement and about municipal, provincial and federal government – a multitude of information and referrals happen every day through our settlement team. In one-to-one meetings, family meetings and workshops and group sessions delivered clients begin to learn all of the important information in order to help them settle in York Region, their new home.

"Thank you for the information and encouragement. You are so resourceful and the program is so helpful."

Settlement Services for Immigrants receives principal funding from Citizenship and Immigration Canada under Orientation program formerly referred to as Immigrant Settlement and Adaptation Program (ISAP) and the Ontario Ministry of Citizenship and Immigration under the Newcomer Settlement Program (NSP). These two programs are currently facilitated by twenty-one full time and part time staff and can assist in over 40 languages to serve the settlement population throughout York Region.

Our Federally funded settlement service permits us to provide information and referrals primarily to Permanent Residents (PR), Convention Refugees (CR) and Live-in-Caregivers (LIC). Under Provincial funding our settlement workers provide services to PR, CR and LIC and also to Refugee Claimants and first generation Canadians; a newcomer who was not born here and is now a Canadian citizen.

From April 1, 2015 to March 31, 2016 fiscal year settlement served 9,422 clients through our Orientation Program and Newcomer Settlement Program (NSP); 6,014 new clients and 3,408 subsequent clients. Newcomers received information and orientation through 189 workshops, group sessions and information sessions and 2,129 clients attended. 74% of newcomers receiving settlement support are within their first three years in Canada followed by 20% within ten years and 6% after ten years.

“I am so glad that I met such good people like you. I would like to thank you. Your help is something I’ll never forget and I’ll owe you for my entire life.”

The Vaughan Welcome Center will celebrate its 9th year of operation in June 2016 and Markham North, Markham South, Richmond Hill and Newmarket Welcome Centers will celebrate their 6th anniversary in the fall.

Deanne Kukulewich
ISAP Coordinator

Silvana Zivkovic
NSP Coordinator

Service Data

Group Activities

Service Year	2015-2016	2014-2015
Programs & Workshops - Number of Activities	189	171
Programs & Workshops - Number of clients	2129	2850

Top Issues

2015-2016	2014-2015
Language	Language
Community Resources/Services	Adjustment
Employment	Immigration / Citizenship
Immigration/Citizenship	Employment
Adjustment	Education/Training

Settlement Services (Orientation/NSP) Team



Left to right: Stephen Quah, Deanne Kukulewich, Eunsim Su, Loletta Yu, Rashida Shaherwala, Parvaneh Eisakhan, Zully Zambrano, Silvana Zivkovic, Mona Vossooq, Mojgan Oliai, Liezl Chavez, Boonhong Dara, Joanne Yang, Rina Roytburg, Bonny Hui, Kala Vora, Inga Novik, Beata Razeva. *Not in photo:* Asya Yusupov, Naeem Zia, Ranjan Rasanayagam, Susanna Kwok.

Integration Network & Volunteer Program (IN)

It is hard to believe that another year has passed. Looking back, 2015 was an eventful year with many changes; we experienced staff change but also a change in address; relocating to the Richmond Hill Welcome Centre.

IN Program continues working hard and delivering services to the benefit of clients and to meet and surpassed the program targets for this fiscal year.

IN offered an average of 30 group sessions per month. They included; weekly and biweekly English and French Conversation groups; IMG Study Groups; Milk-Bag Club; Professional Mentorship; Networking and Information Sessions. During the summer months, IN Program organized recreational and social events and outings; Yoga in the Park; Walk & Talk; and Singalong group practiced regularly and performed for a group of local senior residents. They are now in demand and repeatedly invited. Newcomer groups were invited to meetup and take part in 'Concerts in the park'. Our dynamic seniors' Conversation Group has grown to over 24 participants, meeting on a weekly basis.

Regular Volunteer Orientation sessions are now a program feature on a monthly basis beginning January 2016. Newcomer Art Show featuring the artistry and craftsmanship of immigrant clients was well attended. Academic Community Support, a spinoff of IN Program's Internationally Educated Teachers' (IET) group gave back to the community by offering academic support to our Syrian newcomer students while they waited for the start of school semester and during March Break. This new initiative will continue to support newcomer students during the summer break.

The Integration Network's Arabic Speaking Volunteer Interpreters assisted service providers working with Syrian newcomers during the months of February and March. April 21st, 2015 marked the IN Programs' Annual Volunteer Appreciation Night. Over 30 volunteers, CCSYR Senior Management, Mr. Bob Hickey, Executive Director and Mr. Stephen Lam, Director of Settlement Services and Community Programs were in attendance to present Volunteer Awards. Dr. Soheila Pashang, the Academic Coordinator from School of Community Services at Seneca College was our keynote speaker for the night. Community Volunteer Income Tax Clinic – CVITP was organized and offered in collaboration with Richmond Hill Welcome Centre Administration and Canada Revenue Agency serving 269 clients.

During this reporting period, four students completed their placements with IN Program. IN is committed and will continue to support the educational needs and academic learning of future professionals in the settlement sector.

We look forward to another busy year to serve our clients and thriving community.

Sogand Tadayon

IN/Volunteer Program Coordinator



IN Program Team: Sogand Tadayon, Emilia Kesumahadi, Shamima Mili, Tamana Shahsamand, Kim Miranda.
Not in photo: Helen Samimy.

Settlement and Education Partnership in York Region

Providing settlement services to new immigrant families from within their local schools through a partnership with the public and Catholic school boards in York Region has facilitated the newcomer families' smooth transition to the school to help enhance student academic achievement.

SEPYR programs include information and orientation, case management and referral to community services, emotional support, organizing support groups, leadership training and cultural interpretation. With the arrival in York Region of 300 refugees affected by the conflict in Syria and other countries, School Settlement Workers worked closely with the board staff and school administrators to provide more intensive support and settlement services to the students and their families.

SEPYR has conducted sessions to our partners in the school boards to increase awareness on refugee experience and challenges which is necessary in creating a supportive and welcoming environment for the refugees.

Highlights of the accomplishment for fiscal year 2015-2016:

1. Assessment and orientation services operated at the four Reception Centres for both the Catholic and public school boards.
2. Case management of students and their families particularly for those experiencing difficulty in adjusting to their school and community.
3. 201 Workshops, information sessions and events attended by 11315 students and parents. The topics ranged from an overview of the Canadian Education system and education-related topics, Welcoming Families in Transition (WE-FIT), Dealing with Autism and learning disabilities, Parenting, Understanding mental health, Internet Safety, Conference on Social Responsibility, Food Handlers' Training, Employment and Summer Activities.
4. Under Community Connections, SEPYR has implemented or given support to a total of 173 activities benefitting 3062 participants in the following programs:
 - Organizing Parents Support groups and Newcomer Student clubs
 - Experience the Culture Series e.g. Asian Heritage Month, Lunar New Year, Nooruz Festival.
 - Newcomer Youth Leadership Training Program
 - Friendship Games, Christmas Baskets
5. In the Summer 2015, the team organized the:
 - Newcomer Orientation Week (NOW) in 7 high schools participated by a total of 418 newcomer students, parents and Peer Leaders
 - Newcomer Orientation Day (NOD) in 6 high schools attended by 241 participants
 - Welcome and Information to Newcomers (WIN) for 46 elementary students, 50 parents and 12 Peer Leaders
 - Welcome to Canada Orientation Day (WTC) attended by 454 newcomer students and parents.

Agnes Manasan
SEPYR Coordinator

Eileen Wan
Assistant Program Coordinator

What our clients say;

"With the help of the School Settlement Worker, my kids have adjusted well to the new school and are trying to be independent each day especially the younger one who is just five years of age." ... Newcomer mother

"I never forgot SEPYR's support especially during the hard times and when my daughter was emotionally down and wanted to drop out of school. I am very grateful for all that you have done to help her adjust and to do great in her studies." ...Newcomer Mom

"Our students came back to school today with big smiles on their faces. For many of them, SEPYR's Welcome to Canada Orientation Day was the highlight of their weekend, where they got to participate, make a difference, and make new friends!" ...High school teacher

Service Data (Source: Monthly Narrative reports)

Direct Service to Families/Clients	2015-2016	2014-2015
Total # of * IRCC-eligible Clients Served	8904	7915
Number of New IRCC-eligible Clients Served	4461	4375
Number of Repeat IRCC-eligible Clients Served	4443	3527

**Permanent Residents, Convention Refugees, Live-in Caregiver, Minister's permit*

Direct Service to Families/Clients	2015-2016	2014-2015
Total # of IRCC-ineligible Clients Served	3483	3020
<i>Returning Citizens, Refugee claimants, Student visa, Work Permit, etc.</i>		

Group Sessions/Workshops/Events	2015-2016	2014-2015
Number of Group Sessions	379	553
Number of Attendees	14377	22795



SEPYR Team: *Left to right:* Eric Parungao, Lena Lee, Martha Samer, Ghada Mahmoud, Eman Hasan, Pauline Guo, Yun Kim, Cynthia Liu, Rommel Asuncion, Tita Mateo, Ala Gurevich, Hina Shah, Mahnaz Golchin, Eileen Wan, Agnes Manasan, Hengameh Sorouri, Esther Kang, Logini Vinayagamorthy, Farwa Syed, Julie Zhang, Waichi Wu. *Not in photo:* Jean Wang, Miryang Choi, Victoria Chung.

Library Settlement Partnership (LSP)

LSP in York Region works hard to strengthen the connections and collaboration between public libraries and settlement agencies. Through the work of LSP, newcomers are more aware of and able to utilize extensive library and settlement resources to address their settlement and integration needs, and library patrons and community members are more aware of settlement support. The libraries and settlement service providers enjoy sharing of resource and expertise to meet the emerging needs of newcomers creating a truly welcoming community by helping newcomers settle in York Region.

CCSYR's LSP program focused on the following activities through collaborative approach. Activities included:

- Group sessions geared for newcomers in libraries;
- Newcomer information booth in the libraries to increase awareness of settlement and integration services offered by government and community;
- Community awareness raised (i.e. the library) of newcomer issues through planning meetings, special joint events, library staff training, and support and consultation to library newcomer related initiatives.

Working with staff by utilizing staff support from various program teams within CCSYR, LSP has strived to bring group sessions for newcomers in the libraries. English Conversation Circle continued its success at Angus Glen Library with thanks to the Integration Network team. Newcomer Seniors Support Group (in Mandarin) established a strong social network for newly arrived seniors at Richmond Hill Central Library delivered by SEPYR staff. Settlement and library resource related group sessions delivered across several branches with dedicated staff from settlement team and LSP. With these collaborative efforts, CCSYR successfully offered 99 group sessions to 1849 newcomer participants in York Region libraries. Ongoing LSP info booth at different libraries provided an effective way to reach more newcomers in the community.

Let's Talk in English: English Speaking Club for Newcomer Youth continues to be successful in Richmond Hill Central Library and Thornhill Community Centre Library. Through collaboration with Richmond Hill Public Library and Markham Public Library, the program provided newcomer youth an effective opportunity during the summer to make friends with their Canadian peers, practice English in a fun and safe environment, and get to know library and community resources. It also engaged Canadian youth in the community to help out their newcomer peers, expand their vision and promote cross-cultural understanding. Positive feedback has been collected from all parties including newcomer youth, parents of newcomer youth, youth volunteers and library partners. It also inspires newcomer youth to be youth mentors in the future.

My sincere thanks goes to the supportive library partners, dedicated staff from IN program, SEPYR team, Settlement's Orientation team, Richmond Hill Welcome Centre team, and the agency management. Without their collective efforts, we would not have been able to reach these successes.

Guanxin Hua
LSP Coordinator

What our clients say:

"The information session was very useful and the location was close to my home."

"I really like this program [Let's Talk in English youth program]. It helped [me] a lot and I felt excited. Mentors were awesome. Activities were interesting. Snacks were yummy!"



LSP Team: Haruka Yuen & Guanxin Hua

Richmond Hill Welcome Centre (RHWC)



We have had another successful year at the Richmond Hill Welcome Centre as we continue to be in high demand and again have increased the number of people utilizing the centre demonstrating that Richmond Hill is supporting newcomers in settling in York Region.

The Centre continues to provide the core services of Language, Settlement (Orientation and NSP), Accreditation, Employment, and Youth, Women and Senior's programs. The Centre has support services that include Interpretation and Language Assessment. Hoteling and Itinerant Services consist of ESL Language classes including TOEFL, IELTS, Social Media, Citizenship; Service Canada; CET (Language Assessment); and Housing. Both YRDSB and YRCSB continue to assess immigrant students at our centre which allows the parents direct access to our Settlement Works for support with their settlement needs. We also provide many support workshops such as Integration Network, International Medical Graduates Study Group, Women's Groups, Senior Computer Classes, and Homework Clubs.

Through the year we have been able to have many events such as the Cultural Art Fair, where many clients displayed and talked about their art forms including painting, sculpture, and jewelry. This allowed the clients to express themselves and showcase their talents while practicing their English, all around a very successful event. Another event that happens in the spring and sometimes the fall is the Career Fair where the CCSYR Integration Network Team invites all the colleges, universities as well as police and ambulance to come in for a day of information to the clients in regards to education. The clients really enjoy being provided with access to all of the educational institutions at one time so they can get all the information they need for themselves and their children, another very successful event.

We were very excited when the Town of Richmond Hill asked if they could collaborate with us to run a digital storytelling workshop in the centre. 6 Clients from the centre participated in a 5 day workshop to learn how to tell their immigration story in digital media. This was a very rewarding experience for them and the Town of Richmond Hill will be showing them at various events and media moments.

Ann Labombard
Centre Manager

RHWC Staff: Dave Renton, Julia Lopez, Lakhbir Khokhar, Melia Tirtariyadi, Mona Cheng, Nahid Ardestani, Saheel Shah.

Service Data

Service Year	2014 - 2015	2015 - 2016
Contacts	25,111	26,109

Case Managed	2014 - 2015	2015 - 2016
Male	1158	1098
Female	1676	1456
Not disclosed	16	11
Total	2,850	2,565

Service Year	2014 - 2015	2015 - 2016
Age		
Under 16	29	24
17/24	160	187
25/34	644	633
35/44	980	854
45/59	649	601
Over 60	388	266
Total	2,850	2,565

An excerpt from an Immigrant Story

CCSYR Settlement Worker was approached by a newcomer asked whether she remember her. The Settlement worker was glad to see her and asked how she was doing. The client wanted to share that she was so happy with her new life and appreciated all the help she received from CCSYR and the Richmond Hill Welcome Centre as well as the social worker at Yellow Brickhouse. After many years of living in an abusive relationship she and her children now have their own place to stay (she received subsidized housing). She wanted to reflect all the help she received and feels so blessed. She loves Canada and feels that she lives in heaven..

Central Administration Team



Left to right: Naushaba Arefeen, Santok Visavadia, Deysi Marte, Guanxin Hua
Vangie Mendoza, Doug Loweth, Bob Hickey, Stephen Lam. *Not in photo:* Kam Leung

SPECIAL THANKS TO

OUR FUNDERS

- Catholic Charities of the Archdiocese of Toronto
- Immigration, Refugees and Citizenship Canada
- Ontario Ministry of Citizenship, Immigration and International Trade
- Regional Municipality of York
- Town of Richmond Hill
- United Way of York Region

OUR COMMUNITY PARTNERS

We are partners with these organizations in formal agreements for the Library Settlement Program (LSP), Maple Outreach Office, Settlement and Education Partnership in York Region (SEPYR) and Welcome Centres:

Addiction Services for York Region
Aurora Public Library
Blue Hills Child & Family Centre
Centre for Immigrant & Community Services
COSTI Immigrant Services
East Gwillimbury Public Library
Georgina Public Library
Job Skills-Employment & Business Programs
King Township Public Library
Markham Public Library

Newmarket Public Library
Richmond Hill Public Library
Rose of Sharon Services for Young Mothers
Social Enterprise for Canada
S.U.C.C.E.S.S. Vancouver, BC
York Region District School Board
York Catholic District School Board
Vaughan Public Libraries
Whitchurch-Stouffville Public Library

We are partners with these organizations in the sharing of facilities, staff and other resources in client service:

Ahmadiyya Muslim Mosque, Association of Filipino Canadian Accountants, Canada Revenue Agency, Canadian Immigration Gateway Solutions Co., Canadian National Institute for the Blind, Capulong Law Office, Care First Seniors and Community Service Association, Caregivers Action Centre, Caregivers Ministry, Caregivers Resource Centre, Children's Aid Society, Chinese Community Group, Church of the Good Shepherd, Community Legal Clinic of York Region, Community Living of York South, Family Services of York Region, Filipino Support Group - St. Paschal Baylon Church, Filipino Canadian Association of York Simcoe, HealthForce Ontario, Hong Fook Mental Health Association, Housing Help Centre, Inspire it Forward (Lynda Watson), Iranian Canadian Youth Organization, Logos Baptist Church, M.L. McConaghy Seniors' Centre, Mackenzie Richmond Hill Hospital, Markham Federation of Filipino Canadians, National Catholic Broadcasting Council, Council of Agencies Serving Immigrants, Our Lady of Assumption Parish Church, Parkdale Legal Clinic, Philippine Overseas Labour Office, Philippine Consulate Office, Red Maple Sunset Glow Group, Service Canada, Richmond Hill City Council, Southlake Regional Health Centre - Diabetes Education, St. Agnes Kouying Tsao Catholic Church, St. Mary Immaculate Church, Thornhill Baptist Church, Town of Richmond Hill - Community Services Dept., The Era Banner - York Region Media, Uplands Adult Community Learning Centre - Continuing Education, Vaughan Community Health Centre, Western Union, York Regional Police - Diversity and Cultural Resources Bureau, York Region Public Health, York Region Tamil Senior Association.

OUR VOLUNTEERS



Ambrose Lau, Andrea Evans, Aseel JarJees, Azita Bairaghdar, Bianca Wijesinghe, Carolyn Courville, Christine Chamelian, Dennis Antonio Mayor Breton, Diane Chan, Dilawar Khan, Doug Loweth, Faik Ergin, Fairouz Alatabeh, Farahnaz Maavi, Fatemeh Mohammadi, Fauziah Shubhra, Gaye Mass, Gina Flores, Grace Iijun Guo, Heather Cooper, Hoda Tawfik, Imad Al-Karooshi, Initha Subramaniam, Iyad Qassar, Jabbar Houmi, Jana Jezerska, Jocelyn Morales, Kelvin Yeung, Kim Chong, Kiryat Ramirez Lubnah Fares, Lynda Diakiw, Magdelane Lau, Manisha Bharwani, Marjan Shafiei Zarandi, Maryam Moaddabieraghi, Michelle Gementiza, Mike Rutlege, Millie Wan, Minoo Moghaddam, Mohammad Soltani, Monica Yeung, Mubashar Ahmad Shahid, Nada Nakkash, Nagwa Mounir, Naushaba Arefeen, Ngozi Ojeh, Noel Gayas, Olivia Vas, Paul Murphy, Robert Cummins, Santok Visavadia, Silvia Ferri, Simin Ezzatitabar, Sogand Tadayon, Soraya Bahreini, Steve Hume, Tahera Ali-Saber, Tatiana Alpatova, Thawra Fakhir, Tina Bahoshi, Vesna Miller, Victor Lau, Yousif Bahoshi, Yvonne Bricks, Zahra Soltani.



Serving people from diverse cultures



Catholic Community Services of York Region

We would like to take this opportunity to thank the community of York Region for all your continued support!