

2022

“Collective Power”  
**Annual Report**

**OCASI**  
Ontario Council of Agencies Serving Immigrants

Portrait

# OCASI Founding Members

## Visionaries

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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

Eastview Community Centre

Vietnamese Association

Jewish Immigrant Aid Services

WoodGreen Community Centre

Jewish Vocational Services

Working Women Community Centre

Kababayan Community Centre

YWCA of Metro Toronto  
(Immigrant Women Services)

Parkdale Intercultural Association

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## Principles

# About OCASI

*OCASI champions equity and human rights for im/migrants and refugees through advocacy, collective action, collaborative planning, research, capacity-building, and information and knowledge transfer.*

**Social Justice** - We uphold human rights and equity. We work to ensure that im/migrants and refugees have access to the services that they need and the opportunity to participate fully and equitably in the social, cultural, political and economic life of our country.

**Accountability** - We know that our words, decisions and actions reflect our true values and commitment. We assume the leadership role entrusted to us through transparency, kindness, respect and integrity.

**Solidarity** - We affirm the collective voice and power of groups and communities in ending racism and oppression. We work collaboratively within and across sectors to effect change and the best outcomes for im/migrants, refugees, and other marginalized communities.

**Innovation** - We lead and support excellence in the sector. We spearhead continuous improvement and creativity through community-led and evidence-based decisions and the development of promising and impactful practices.



*Executive Director Debbie Douglas*



*President Janet Madume*

# A Message from the President and the Executive Director

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The onset of the global pandemic in 2020 exposed deep structural and systemic inequities in our society. But awareness alone is not enough to bring about systemic change.

We learned we must keep working with communities for progressive change, at home, at work, at school and in governments and public institutions.

Despite a promise to do better, we saw a differential response by the federal government to humanitarian crises facing racialized peoples, and insufficient response to calls for immigration status regularization for migrant workers and others. Governments promised to put internationally educated health practitioners to work to fill the shortfall in trained healthcare personnel. But we are still waiting for results.

We were encouraged that all orders of government collected disaggregated health data during the pandemic – after years of advocacy by OCASI and others. The data showed health outcomes disparities for Black people in particular and racialized peoples in general. But these measures may soon be

stopped. We will continue to advocate for the collection of disaggregated race data across all government and public institution activities.

Across the country, social justice groups and all human service sectors agreed that we cannot return to a status quo that perpetuates ongoing colonization, keeps women subordinate, and upholds structural and systemic racism. We must continue to call for change.

Our new three-year strategic plan will focus on the themes of strengthening organizational health, capacity and infrastructure; fostering the collective capacity of the im/migrant and refugee serving sector; and advocating for equitable policy outcomes. We began some of this work with the webinar series, “Racial Equity: From Intention to Action”.

We will continue to call for action and hold governments, media, and the social media industry accountable for the deep harm done to our communities by narratives of racism, xenophobia, anti-Asian and anti-Muslim racism, antisemitism and hate; a broad and inclusive immigration

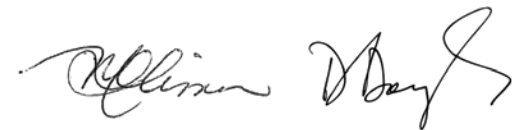
status regularization program free of the discriminatory criteria of past programs; and systemic change to the entire immigration and refugee system, beyond anti-racism training for government employees.

We will continue to call for systemic change to eliminate racialized poverty; call for racial equity in the federal government’s GBA+ framework; support for initiatives to end gender-based violence and labour exploitation; and pay equity for the immigrant and refugee-serving sector.

We are committing to leave no one behind. As your provincial Council, we will continue to fight the good fight!

Janet Madume  
President

Debbie Douglas  
Executive Director



## OCASI Leaders

# Board of Directors

### Executive committee

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#### **PRESIDENT**

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

#### **VICE-PRESIDENT**

Valerian Marochko  
*London Cross Cultural Learner Centre*

#### **VICE-PRESIDENT**

Tracy Callaghan  
*Adult Language and Learning*

#### **CORPORATE SECRETARY**

Mercy Lawluvi  
*Immigrant Women Services Ottawa*

#### **TREASURER**

Lucia Harrison  
*Kitchener-Waterloo Multicultural Centre*

### Regional Directors

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#### **CENTRAL EAST**

Hermia Corbette  
*Community Development Council Durham*

#### **CENTRAL WEST**

Effat Ghassemi  
*Newcomer Centre of Peel*

#### **EAST**

Mercy Lawluvi  
*Immigrant Women Services Ottawa*

#### **NORTH**

Deborah Robertson  
*North Bay & District Multicultural Centre*

#### **SOUTH**

Lucia Harrison  
*Kitchener-Waterloo Multicultural Centre*

#### **TORONTO**

Corina Carvallo  
*Skills for Change*  
Yasmine Dossal  
*COSTI Immigrant Services*

#### **WEST**

Valerian Marochko  
*London Cross Cultural Learner Centre*

### Provincial Directors

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Jeff Kariuki  
*Job Skills - Markham North Welcome Centre*

Emily Kovacs  
*Niagara Folk Arts Multicultural Centre*

Alfred Lam  
*Centre for Immigrant and Community Services*

Deepa Mattoo  
*Barbra Schlifer Commemorative Clinic*

Uzma Qureshi  
*Immigrants Working Centre*

Paulina Wyrzykowski  
*The Neighbourhood Group*

### Francophone Director

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Bonaventure Otshudi  
*Centre de santé communautaire Hamilton/Niagara*

### Women's Director

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Fatima Filippi  
*Rexdale Women's Centre*

### Board Standing Committees

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

### OCASI Women's Caucus

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The Women's Caucus was formed in 2018 and plays a pivotal role in advising OCASI on priorities for women and immigrant-serving organizations in Ontario. The Caucus now has 38 OCASI member agencies. This year the Caucus released the report, "Leading the Settlement SHEcovery: Advancing an intersectional pandemic recovery by investing in women-serving-women-led organizations in Ontario's refugee-and-immigrant-serving sector". The report looked at the experience of immigrant and refugee-serving women's organizations during the pandemic and made recommendations to address inequities.

### OCASI Francophone Committee

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The Francophone Committee is a Standing Committee of the OCASI Board of Directors and is led by the Francophone Director. The Committee informs OCASI's work on priorities for francophone agencies and francophone refugee and immigrant services.



Hermia Corbette



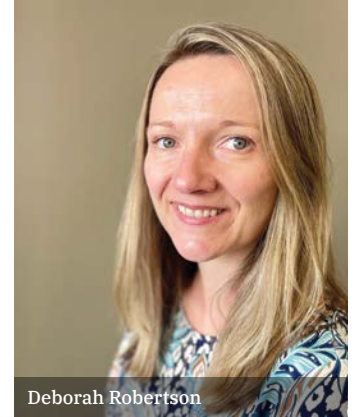
Paulina Wyrzykowski



Bonaventure Otshudi



Fatima Filippi



Deborah Robertson



Janet Madume



Alfred Lam



Effat Ghassemi



Valerian Marochko



Uzma Qureshi



Lucia Harrison



Yasmine Dossal



Corina Carvallo

*Not shown: Tracy Callaghan, Mercy Lawluvi, Jeff Kariuki, Emily Kovacs, Deepa Mattoo*

## Timeline

# OCASI in 44 years

## 1970's

OCASI is incorporated in 1978 as the provincial umbrella organization for immigrant serving agencies in Ontario. Annual membership dues were set at \$24.

## 1980's

- We decide to accept government funding. We hire 1.5 staff and hold the first sector conference. It eventually grows into an annual professional development conference and the premier sector gathering in Ontario.
- We lead a letter-writing campaign to defend federally funded immigrant settlement services. The campaign was a smashing success, generating 6000 letters in a pre-email era! The federal government has funded immigrant settlement services continuously to this day.
- In 1988 together with our allies, we advocate to the federal government to set yearly immigration at 1% of the population. The government agrees, but it will take at least three more decades until it becomes a reality.

## 1990's

- We succeed in having the federal government fund the computerization of the immigrant and refugee-serving sector.
- We are a leading Ontario voice against a proposal to shift federal government responsibility for immigrant settlement and integration to the provinces. The federal government agrees and retains the responsibility, giving the sector more stability and assuring immigrants of continued settlement services.



# 2000's

- We launch Settlement.Org, the trusted source of information for newcomers to this day. Settlement.Org wins an Ontario Trillium Foundation Award.
- We launch Positive Spaces Initiative and the Accessibility Project, to build sector capacity in serving LGBTQIA+ immigrants and refugees and people with disabilities.
- We create a Francophone Consultative Committee of member agencies.
- We are a member of Every Child's Right to OHIP Coalition, and win healthcare coverage for Canadian-born children of parents without full immigration status.
- We succeed in having same-sex spousal sponsorship included in the new immigration legislation, together with advocates across Canada.
- We co-found Colour of Poverty – Colour of Change to build awareness of the racialization of poverty and advocate for racial equity and racial justice.

# 2010's

- We establish a Francophone Director position on the Board.
- OCASI members create a Women's Caucus; we establish a Women's Director position on the Board.
- We receive a Canadian Race Relations Foundation Award of Excellence for the Accessibility Program.
- We launch a successful public education campaign to counter Islamophobia, racism, and anti-Black racism.
- We establish the Immigrant and Refugee Communities - Neighbours, Friends and Families Campaign and other programs to prevent gender-based violence.
- We launch the OCASI Client Management System, an online client data system designed by the sector for the sector.
- We create SettleNet.org, a national community of practice, with other sector umbrella organizations across the country.
- Thanks to our advocacy jointly with others, Ontario enacts the Anti-Racism Act and establishes the Anti-Racism Directorate. The federal government develops a national anti-racism strategy and later a National Anti-Racism Secretariat.

# 2020's

- The decade begins with the COVID-19 pandemic. We advocate to governments to address the disproportionate impact on racialized, refugee and migrant communities.
- We establish a Members Supporting Members Fund to support small organizations.
- We collaborate across networks to educate and inform on public health and safety and provide reliable and trustworthy vaccine information.
- The federal government deems immigrant and refugee settlement and integration services to be essential during the pandemic. We successfully advocate to the government to provide funding flexibility and build the IT capacity of sector agencies.
- We support member agencies to resettle Afghan refugees and Ukrainians.



# Membership, Policy and Research

## OCASI Member Agencies - 241

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Membership in OCASI gives organizations the opportunity to speak with a strong unified voice on issues that matter, build policy and organizational capacity, and remain informed and connected. This year we welcomed 8 agencies as new members.

## Members Supporting Members

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We were proud to launch the OCASI support fund for members and by members. The grant provides up to \$5,000 to small OCASI member agencies to increase their organizational capacity. This is an ongoing commitment by OCASI member agencies to member agencies. Next year we plan to increase individual disbursement amounts and provide access to one free OCASI Client Management System (OCMS) license.

6 member agencies received a grant of \$5,000 each.

## Policy and Advocacy

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The COVID-19 pandemic revealed the disproportionate disadvantage and exclusion faced by Indigenous, Black and racialized communities. Women and people with precarious immigration status were impacted the most.

OCASI focused policy and advocacy efforts to advance equity for people with precarious immigrant status or no status, and low-income refugees and immigrants. Our priorities included a broad-based and inclusive immigration status regularization program, countering anti-Black racism, anti-Asian racism and anti-Muslim hate, advocating for equitable access to healthcare and vaccines for all, access to income support and poverty reduction measures for all regardless of immigration status and more.

We held virtual issue-based town hall discussions, meetings and webinars for member agencies. We continued to advocate to all orders of government in meetings, through letters and submissions.

## Research

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We carried out the periodic sector salary survey with member agencies and included demographic questions to better understand the experience of women and racialized workers in our sector. Member agencies told us the survey report is an invaluable resource to develop project proposals and negotiate with funders. We had the opportunity to host a student team from York University to conduct research with member agencies on housing barriers faced by refugee claimants.

We continued to engage actively as a partner in the Building Migrant Resilience in Cities research initiative led by York University, and 'Beyond Blue Door' research led by Regent Park Community Health Clinic on healthcare access experiences of people living with HIV. We also continued to collaborate on external research initiatives that focus on advancing equity and justice for racialized people, refugees and migrants.

*“Thank you so much to the review committee and entire OCASI for your kindness and generous grant, it will go a long way to support our programs and services to youth from racialized and marginalized communities that we serve. And particularly at this unnerving time when we’re experiencing the deadliest pandemic of our century.”*

### **Colour of Poverty – Colour of Change**

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OCASI is a founding steering committee member of Colour of Poverty – Colour of Change (COP-COC). Together with COP-COC, we urged all orders of government to collect comprehensive disaggregated race-based data to better understand the impact of COVID-19 on all communities. We called for targeted investments and policy measures to address systemic racial inequities made worse during the pandemic.

### **Alliance for Racialized, Refugee, and Im/migrant Women / L’alliance pour les femmes racialisées, réfugiées, et im/migrantes**

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OCASI launched an exciting national effort to convene racialized, refugee and immigrant women’s groups, organizers and feminist leaders from across Canada. The goal was to seed interest in developing a strong, national voice for women in these constituencies. We completed the important first step of learning from seasoned organizers and leaders of feminist and anti-racist movements in Canada. The first meeting drew 26 organizations from 8 different provinces and an Advisory Committee was established. Next year we look forward to holding regional roundtables to look at the potential for a country-wide alliance, culminating in a national gathering.

### **@OCASI\_Policy**

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Followers

**8,193**

One of the top tweets of the year:

*“It took a pandemic to reveal how critically underfunded women-led organizations are, especially those supporting racialized women, girls and gender-diverse folx. NOW is your chance to make a difference. INVEST IN WOMEN.”*

Impressions for the above tweet

**22.7k**

# Building Capacity

## SettleNet.org / Réseau-Etab.org

SettleNet.org/Réseau-Etab.org is the national bilingual online community of practice for the immigrant and refugee-serving sector. We enhanced the platform to improve the search function and to allow users to view and play content from social media sites. Platform users were kept updated on new information and developments through monthly updates. We continued to expand the user community through social media promotion, presentations at sector conferences, and targeted information sessions for groups of users. Next year we will recruit Ambassadors to help reach more users and promote the platform.

**1260+**  
NEW MEMBERS

**3300+**  
INTERACTIONS

**21**  
NEW GROUPS

**3700+**  
MONTHLY UPDATE SUBSCRIBERS

## SettlementAtWork.Org/ SecteurEtablissement.Org

Positioned as the knowledge hub for the immigrant and refugee-serving sector in Ontario, we provide time-sensitive news and information to sector practitioners. Our resources are provided in English and French. Our websites feature Calls for Proposals from funders, research reports, operations manuals for government programs and services, current practices, guides, online training, sector events and professional opportunities.

## Maximizing Governance

This City of Toronto funded partnership initiative provides governance training for board members and senior leaders of community-based non-profit agencies. Our popular coaching component allows organizations to receive training and guidance from an experienced coach to achieve specific goals. We also continued to provide webinars and learning sessions.

*“Thank you for that terrific webinar yesterday. It was very well presented, and I learned many things I want to apply to our organization.”*

**665** Board members and senior leaders participated

**13** webinars and **7** interactive sessions

## Professional Education and Training

Affectionately referred to as PET, this initiative provides financial support to IRCC-funded organizations to pay for individual or group training for their staff. This year all group training sessions were delivered virtually. PET participants included staff in a variety of roles from frontline workers to senior managers. Organizations from across Ontario took advantage of this vital resource.

**1300+**  
PARTICIPANTS

**21+**  
ORGANIZATIONS

**60+**  
TRAINING COURSES

## Online Learning

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Training for Employment Support Services prepares learners to provide employment-related services, support and referrals for refugee, immigrant and migrant clients. Courses include critical analysis to understand employment-related issues and develop their capacity for client advocacy.

Serving Youth in Newcomer Communities course modules use an intersectional framework to prepare learners to identify systemic oppression, and apply the understanding in their work with migrant youth. This year we began preparations to develop new course content.

*“Regardless of your profession, I believe this course will help all of us to understand newcomer youth and their family and for us to help them effectively.”*

**184**  
GRADUATES

## Journeys to Active Citizenship (JAC)/ Chemins vers une citoyenneté active

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This project develops civic engagement program models and curriculum tools for immigrant and refugee serving agencies. This year, three OCASI member agencies successfully piloted JAC activities. We supported the pilot by developing new curriculum activities and providing training for agency staff. We hosted a successful virtual roundtable event attended by more than 50 people. We also launched a new program website. JAC is a unique five-year partnership project between OCASI, North York Community House, and Democratic Engagement Exchange.

**14**  
WORKSHOPS

**300**  
CLIENTS REACHED

**200+**  
NEW TWITTER FOLLOWERS

@JOURNEYSTOAC

## Allies in Refugee Integration / Allies Pour L'Intégration Des Réfugiés

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This partnership project supports service providers and sponsorship groups to coordinate their efforts in providing settlement and community services for sponsored refugees. This phase of the project concluded in November 2021. Our final report includes key highlights and data, project evaluation and recommendations to IRCC. We look forward to launching ARI 2.0 next year, featuring a deeper engagement with service providers, private refugee sponsors, formerly sponsored refugees and other stakeholders.

## OCASI Conferences

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Every other year OCASI holds a Professional Development (PD) Conference, primarily for frontline workers and a policy conference every other year primarily for Executive Directors. These events are member-agency centered. In 2021, OCASI held a PD conference featuring keynote addresses by Senator Kim Pate and Dr. Ingrid Waldron, and concurrent breakout sessions on a range of sector priorities. For the second time, the Conference was held virtually due to public health COVID-19 restrictions.

# IT and Digital

*“All of the OCASI sites have such good resources, so I am sure we will be featuring your resources again.”*

## Settlement.Org/ Etablissement.Org

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Our flagship information and orientation websites provide high-quality and trustworthy information to newcomers in Ontario. We moved quickly to provide targeted information to Ukrainians arriving in Canada via the Canada-Ukraine Authorization for Emergency Travel (CUAET) pathway and to provide information for those supporting these new arrivals. The pages were launched in early March. They are among our most visited web pages. Our promotional partnerships produced a 30 per cent increase in events submitted and posted on the websites. Our partnerships with Community Legal Education Ontario and Findhelp/211 ensure our information is accurate and reliable.

**48**  
NEW ARTICLES

**182**  
UPDATED ARTICLES

**1044**  
EVENTS POSTED

**3,996,267**  
USERS

### Discussion Forum:

**552**  
NEW USERS

**8220**  
ACTIVE USERS

**1822**  
INQUIRIES FULFILLED

## NewYouth.ca/ NouveauxJeunes.ca

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These websites are a trusted resource for newcomer youth in Ontario and provide reliable information in an accessible format in English and French. This year we deepened our commitment to building content that destigmatizes topics that may be seen as traditionally or culturally sensitive. These are topics on which users need clarification but may be hesitant to seek out because of stigma. We paid attention to tone as well as content to provide accessible and unbiased information and resources. Content renewal continues to be informed by feedback from the Youth Advisory Group.

**35**  
NEW ARTICLES

**49**  
UPDATED ARTICLES

**117,000+**  
USERS

*“You did great!! I have had excellent experiences with Learn at work IT - so thanks!”*



## WelcomeOntario.ca/ AccueilOntario.ca

Originally launched five years ago to support the resettlement of Syrian refugees, the websites were redesigned this year to support refugees, private sponsors, and service providers. We reviewed and updated content, and made them more accessible and user-friendly. The changes produced a 116 per cent increase of web traffic on WelcomeOntario.ca and 135 per cent increase on AccueilOntario.ca.

**38**  
NEW ARTICLES

**49**  
UPDATED ARTICLES

**111**  
EVENTS POSTED

**22,130+**  
USERS

## LearnAtWork.ca

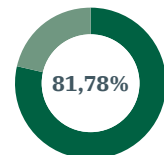
Learnatwork.ca is the premier online resource providing free, self-directed and facilitated sector-relevant online courses for immigrant and refugee service workers. We updated the site to provide a more inclusive and accessible – AODA compatible - learning environment. A new tech support video has compiled answers to basic user questions. We are now able to track users by location and agencies, which will help us to ensure our content is relevant and useful.

**2296**  
NEW USER ACCOUNTS

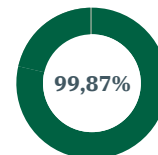
**39**  
COURSES OFFERED

**25300+**  
SITE VISITS

**Accessibility diagnostic**



**Quality assurance**



Overall compliance achieved

## OCASI Client Management System

OCMS is the sector’s very own client records and reports system. This year we added a module that allows OCMS clients to track volunteers. We updated the system with changes implemented by the federal funder of settlement services. OCMS is bilingual now.

The COVID pandemic had no impact on the OCMS because it is a cloud-based system. All OCMS clients were able to continue to operate as before without any disruption. They were able to provide services remotely and report about those services through the OCMS. In fact, we experienced an increase in clients during this time.

**57**  
WEBINARS WERE PROVIDED WITH MORE THAN 1,390 ATTENDEES

**1200**  
TICKETS RESOLVED

**84**  
AGENCIES ACROSS CANADA ARE USING OCMS, WITH 2800+ ACTIVE USERS

# Access and Equity

*“(we) enjoyed answering and learning new concepts and A BIG THANK YOU to OCASI team for giving us the gift of informative learning at our own space. Keep the same good work.”*

## Positive Spaces Initiative/ Initiative Espaces Positifs

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OCASI helps to build organizational capacity across the immigrant and refugee-serving sector to more effectively serve LGBTQIA+ immigrants and refugees. We redeveloped our website to meet accessibility standards and make it more user-friendly. Our quarterly newsletters provided timely and relevant updates to subscribers and featured resources relevant to LGBTQIA+ newcomers and service providers across Ontario. We developed and successfully piloted a new self-directed online course on creating positive spaces. PSI Champions continued their outstanding efforts to raise awareness of the LGBTQIA+ refugee, im/migrant, and newcomer needs and challenges.

**162**

SERVICE PROVIDERS TRAINED

**48**

ENGLISH ROUNDTABLE PARTICIPANTS

**72**

FRENCH ROUNDTABLE PARTICIPANTS

## Accessibility Initiative/ Initiative pour l'Accessibilité

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We support immigrant and refugee-serving sector practitioners to enhance their knowledge and skills so they are better equipped to serve immigrants and refugees with in/visible disabilities. This year we worked to build strategic partnerships and relationships across Canada between the immigrant and refugee serving sector and disability sector. We develop new self-directed e-learning content and updated existing courses. We also co-created workshops and online platform to link people with disabilities with agencies that can support them.

**98**

ENGLISH COURSE PARTICIPANTS

**48**

FRENCH COURSE PARTICIPANTS



## Building Leadership Capacity to Address Gender-Based Violence against Non-Status, Refugee and Immigrant Women across Canada

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This national initiative is an OCASI-led partnership with non-profit organizations from across Canada to build leadership capacity of women with precarious immigration status in addressing gender-based violence. The annual conference for the initiative brought together more than 40 participants from across Canada. Our growing network started an exclusive action lab with the Institute for Change Leaders. The training will focus on building strong networks, strengthening advocacy messages and learning organizing strategies. Peer Champions for the project continue their community advocacy efforts and create spaces for women with lived experience, to engage as leaders and co-collaborators in raising awareness.

## Immigrant and Refugees Community Neighbours, Friends and Families Campaign

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The IRCNFF Campaign builds community capacity for bystander intervention in situations of domestic violence within immigrant and refugee communities. This year we trained 20 Peer Champions from across the Greater Toronto Area, with a focus on specific ethno-racial communities. Peer Champions subsequently organized virtual arts-based Iranian community events, intergenerational Chinese community events, and Punjabi community events. They found creative ways to organize virtual activities and learned strategies and skills to create safe and comfortable online spaces.

*“..With the direct support of the campaign coordinator I was able to offer information, resources and support to my community to connect those in crisis and find safety.”*

**12,000+**  
WEBPAGE VISITORS

## Mental Health Promotion in Immigrant and Refugee Serving Organizations

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OCASI builds the capacity of immigrant and refugee serving agencies to promote mental health and respond to mental health issues. This year we continued partnership development activities to implement the project’s integrated service model. We promoted mental health activities to peer support groups for newcomer youth and as staff wellness initiatives for community agencies. All promotion and training activities for agency staff were delivered virtually, including sessions on Mental Health First Aid, Coping with Loss and Grief During the Pandemic and more.

*“I really learned a lot and enjoyed the exercises, it was relevant for me at a professional and personal level.”*

**240+**  
PARTICIPANTS IN 5 ONLINE TRAINING SESSIONS

**37**  
PARTICIPANTS COMPLETED ONLINE TRAINING ON TRAUMA AND VIOLENCE INFORMED APPROACH

# OCASI Strategic Plan 2022-2025

## Strategic Directions

# 1

### Strengthen our organizational health, capacity and infrastructure

Create a workplace that fosters health, wellbeing and an exceptional workplace experience.

#### Operational Priorities - Year 1

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1. Develop a framework and begin to engage staff in the implementation of a plan to enhance organizational culture
2. Develop an Executive Director and senior leadership succession plan
3. Explore new working arrangements that support staff e.g., office space, technology needs, policies, procedures, etc.
4. Develop a funding strategy including increasing core funding and commercializing training, OCMS and other offerings beyond current base

# 2

## Foster the Collective Capacity of the im/migrant and refugee serving sector

Strengthen the im/migrant and refugee serving sector by providing excellent member services, advocating for appropriate policies, processes and resources and fostering leadership capacity.

### Operational Priorities - Year 1

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1. Contact Francophone, rural, women's sector and other agencies/sectors to learn about and develop plans to address these members' unique or shared issues/needs
2. Develop frameworks and approaches to advocate for members' resource needs
3. Advocate for and facilitate access to resources that will increase member agencies' digital access and literacy and their capacity for remote service delivery technology.

# 3

## Advocate for Equitable Policy Outcomes

Amplify the voices of member agencies and allies to end white supremacy, promote anti-colonialism and champion solutions for the most pressing issues facing historically marginalized groups.

### Operational Priorities - Year 1

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1. Develop a strategy for integrating the TRC's Calls to Action and MMIWG Calls to Justice into OCASI's work
2. Create and begin to implement a mechanism to regularly engage members in identifying and prioritizing advocacy and policy issues to focus on
3. Identify lead agencies that can champion issues/initiatives/projects on behalf of the sector
4. Take stock of data and research that is available to demonstrate the impact of the sector and begin to develop vehicles for communication and advocacy by OCASI and by member agencies
5. Develop and begin to roll out a comprehensive communications strategy, plan and goals for members and partners, funders, government, and media

# OCASI Membership List

## Central East

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Bradford Immigrant and Community Services  
Canadian Mental Health Association Durham  
Canadian Mental Health Association, York Region Branch  
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  
Women's Multicultural Resource and Counselling Centre of Durham  
Women's Support Network of York Region  
YMCA of Simcoe/Muskoka, Newcomer Services Department

## Central West

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Achēv  
African Community Services of Peel  
Al-Qazzaz Foundation for Education & Development  
Brampton Multicultural Community Centre  
Chinese Association of Mississauga  
Community Alliance for Support and Empowerment  
Dixie Bloor Neighbourhood Centre  
Embrace Agency to End Violence  
HMC Connections  
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  
Regional Diversity Roundtable  
Roots Community Services Inc.  
Sexual Assault and Violence Intervention Services of Halton  
The Women's Centre of Halton

## East

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Actions Interculturelles Canada  
Association Canadienne-Francaise de L'Ontario Conseil Regional Des Milles-Illes  
Catholic Centre for Immigrants - Ottawa  
Centre des services communautaires Vanier  
Conseil Economique et Social d'Ottawa-Carleton  
Eastern Ontario Training Board  
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  
World Skills Employment Centre

## West

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Across Languages Translation and Interpretation  
Adult Language and Learning  
Carrefour Communautaire Francophone de London  
Centre communautaire francophone Windsor-Essex-Kent  
London Cross Cultural Learner 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  
Northwest London Resource Centre  
Pathways Employment Help Centre  
Ready-Set-Go Birth to Six Parental Support Group of Windsor  
South Essex Community Council  
South London Neighbourhood Resource Centre  
UHC- Hub of Opportunities  
WIL Employment Connections  
Windsor Women Working With Immigrant Women  
Women's Enterprise Skills Training of Windsor Inc.  
YMCA of Southwestern Ontario - London  
YMCA of Southwestern Ontario – Sarnia  
YMCA of Southwestern Ontario - Windsor

## South

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Centre de Santé Communautaire Hamilton/Niagara  
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  
YWCA Hamilton

## North

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Association des Francophones du Nord-Ouest de l'Ontario  
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  
Northwestern Ontario Women's Centre  
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

## Toronto

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Abrigo Centre

Access Alliance Multicultural Health and Community Services

Accessible Community Counselling and Employment Services

Afghan Association of Ontario

Afghan Women's Organization

Agincourt Community Services Association

Alliance for South Asian AIDS Prevention

Anglican United Refugee Alliance

Arab Community Centre of Toronto

Armenian Family Support Services

Asian Community AIDS Services

Auberge Francophone

AWIC Community and Social Services

Bangladeshi-Canadian Community Services

Barbra Schlifer Commemorative Clinic

Black Coalition for AIDS Prevention

CAFCAN Social Services

Canadian Arab Federation

Canadian Centre for Language & Cultural Studies Inc.

Canadian Centre for Victims of Torture

CARE Centre for Internationally Educated Nurses

Catholic Cross-Cultural Services

CATIE - Canadian AIDS Treatment Information Exchange

Centre for Immigrant and Community Services

Centre for Spanish Speaking Peoples

Centre Francophone de Toronto

Centre of Learning and Development

Collège Boréal

Community Family Services of Ontario

Community Legal Education Ontario

COPA National

COSTI Immigrant Services

Council of Agencies Serving South Asians

CUIAS Immigrant Services (Canadian Ukrainian Immigrant Aid Society)

CultureLink

Davenport-Perth Neighbourhood and Community Health Centre

Delta Family Resource Centre

Dixon Hall

Eastview Neighbourhood Community Centre

Elspeth Heyworth Centre for Women

Eritrean Canadian Community Centre of Toronto

Ethiopian Association in the Greater Toronto Area and Surrounding Regions

Family Inter-Generation Link

Family Service Toronto

FCJ Refugee Centre

Findhelp Information Services

For You Telecare Family Service

For Youth Initiative in Toronto

FrancoQueer

Harriet Tubman Community Organization

Heritage Skills Development Centre

Hong Fook Mental Health Association

IG Vital Health Inc.

Irish Canadian Immigration Centre

Jane Alliance Neighbourhood Services

Jane/Finch Community and Family Centre

Japanese Social Services, Toronto

Jewish Immigrant Aid Services, Toronto

JVS Toronto

Kababayan Community Service Centre

KCWA Family and Social Services

Institute of Leadership for Women in Ontario / L'Institut de leadership des femmes de l'Ontario

La Passerelle-Intégration et Développement

Lakeshore Area Multi Services Project

Lao Association of Ontario

Learning Disabilities Association of Toronto District

Madison Community Services

Maison d'Hébergement pour Femmes Francophones

Margaret's Housing and Community Support Services Inc.

Mennonite New Life Centre of Toronto

Multilingual Community Interpreter Services, Ontario Nellie's

New Canadian Community Centre

New Circles Community Services

Newcomer Women's Services Toronto

North York Community House

North York Women's Centre

North York Women's Shelter

Northwood Neighbourhood Services

Oasis Centre des Femmes

Pathways To Possibilities - Adult Learning and Employment Programs

Parkdale Intercultural Association  
Parkdale Queen West Community Health Centre  
Polycultural Immigrant Community Services  
Progress Career Planning Institute  
Project Abraham  
Rexdale Women's Centre  
Roma Community Centre  
S.E.A.S. (Support, Enhance, Access, Service) Centre  
Salvadoran Canadian Association of Toronto  
Scadding Court Community Centre  
Scarborough Women's Centre  
Settlement Assistance and Family Support Services  
Silent Voice Canada  
Sistering - A Woman's Place  
Skills for Change  
Social Planning Toronto  
Sojourn House  
Somali Immigrant Aid Organization  
South Asian Women's Centre  
South Asian Women's Rights Organization  
South Etobicoke Community Legal Services  
Strides Toronto  
TAIBU Community Health Centre  
Tesoc Multicultural Settlement Services  
The 519  
The African Centre for Refugees in Ontario-Canada  
The Career Foundation  
The Cross-Cultural Community Services Association  
The Learning Enrichment Foundation

The Neighbourhood Group  
The Redwood Shelter  
The Salvation Army, Immigrant and Refugee Services  
The Teresa Group  
Times Change Women's Employment Service  
TNO - The Neighbourhood Organization  
Toronto Community & Culture Centre  
Toronto Community Employment Services  
Toronto Community Hostel  
Toronto Region Immigrant Employment Council  
Toronto Ward Museum  
Toronto Workforce Innovation Group  
Tropicana Community Services  
University Settlement  
Vietnamese Association, Toronto  
Vietnamese Women's Association of Toronto  
West Neighbourhood House  
Windmill Microlending  
Women's Health in Women's Hands Community Health Centre  
WoodGreen Community Services  
WoodGreen Red Door Family Shelter  
Workers' Action Centre  
Working Skills Centre  
Working Women Community Centre  
World Education Services  
YMCA of Greater Toronto, Newcomer Settlement Programs  
YWCA Canada  
YWCA Toronto

## 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

# Staff and Students

<b>Strategic Direction and Management</b>	<b>Executive Director</b>	<b>Associate Executive Director</b>	<b>Manager, Finance and Administration</b>	<b>Senior Manager, IT and Digital Services</b>
	Debbie Douglas	Eta Woldeab	Nektarios Kikonyogo	John Gilliam
	<b>Senior Manager, Professional Development and Training</b>	<b>Manager, Human Resources</b>	<b>Senior Manager, Productive Enterprises</b>	
	Sajedeh Zahraei	Elaine Takata	Elena Trapeznikova	

## Staff

Habbiba Ahmed  
Tuha Ahmed\*  
Sihem Ait Hammouda  
Lionel Akagah\*  
Alisha Alam\*  
Yazan Alhajali\*\*  
Victoria Amandy\*\*  
Sahar Ashraf  
Dena Badawi\*  
Parvine Bahramian\*\*  
Michelle Ball\*  
Soheil Baouji\*  
Selina Basudde  
Mariam Beker

Paulina Bermeo  
Paul Bishop\*\*  
Stefany Brown\*  
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Caley Cross\*\*  
Grace Dappah\*\*  
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Nira Elgueta\*  
Manolli Ekra\*  
Miyuki Fukuma  
Nissaba Hido\*\*  
Peggy Ho

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Erica Ruth Kelly\*  
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Beverly Lawrence-Dennis  
Berivan Kutlay Sarikaya\*\*  
Leona McColeman  
Adel Merheb\*\*  
Tecla Namusonge\*\*  
Marta Orellana  
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Tarana Sultan  
Laura Tachini  
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Maggie To\*\*  
Fsahat Ul Hassan\*\*  
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Floraine Verheyde  
Marcos Vilela\*  
Leah Woolner\*\*  
Zarmeen Yaqoob\*

## Students

Ranjith Kulatilake\*  
Olivia Noun\*  
Yilin Wang\*  
Ange Bitwayiki\*  
Mitchell Doherty\*  
Alexandra Perry\*  
Kiana Reyes\*  
Joana Sotomayor\*

\* Left during the year

\*\* Joined during the year

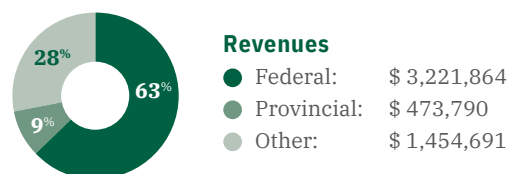




*OCASI Staff*

# Performance and Value

## 2022 Financial Report



### Revenues (\$)

	2022	2021
Immigration, Refugees and Citizenship Canada	2,986,170	2,949,174
Employment and Social Development Canada	22,341	17,471
Women and Gender Equality	177,873	205,705
Ministry of Labour, Immigration, Training and Skills Development	374,490	552,149
Ministry of Children, Community and Social Services	85,800	-
Ministry of Citizenship and Multiculturalism	13,500	-
YMCA Halifax/Dartmouth(IRCC)	35,480	5,322
United Way Greater Toronto	192,195	261,572
Atkinson Foundation	100,000	350,000
World Education Services(Mariam Assefa Fund)	-	134,970
Canadian Women's Foundation	18,000	25,000
YWCA Canada	-	33,599
Ryerson University	28,865	-
Ontario Association of Youth Employment Centres	40,000	-
Other Foundations	4,500	-
Membership fees	221,783	209,111
Productive Enterprises - OCMS	718,222	628,556
Productive Enterprises - General	32,456	65,581
Interest	9,660	8,714
Donations and Fundraising	800	21,559
Workshop Registrations	28,750	12,674
City of Toronto	59,460	90,865
<b>TOTAL</b>	<b>5,150,345</b>	<b>5,572,022</b>



### Expenditures (\$)

	2022	2021
<b>PERSONNEL</b>		
Salaries	2,507,580	2,408,030
Honoraria & contract fees	587,585	595,579
Benefits	522,696	444,254
Staff training	18,425	41,599
<b>Sub total</b>	<b>3,636,286</b>	<b>3,489,462</b>
<b>PROGRAM</b>		
Outreach & promotion	5,806	8,947
Travel, accommodation and conference	41,821	77,799
Meeting expenses	2,334	6,498
Sector IT Infrastructure	213,262	252,023
Payment to Partners	266,760	754,234
Professional education & training courses	85,213	94,196
Supplies & subscriptions	136,591	201,811
Communications	8,026	9,612
Publicity and other	38,374	24,481
<b>Sub total</b>	<b>798,187</b>	<b>1,429,601</b>
<b>ADMINISTRATIVE</b>		
Rent, taxes & utilities (net)	208,079	211,705
Professional fees	68,090	96,273
Supplies & subscriptions	24,267	20,377
Communications	4,015	9,490
Insurance	17,249	16,984
Bank charges	6,657	5,419
<b>Sub total</b>	<b>328,357</b>	<b>360,248</b>
<b>TOTAL</b>	<b>4,762,830</b>	<b>5,279,311</b>

# Acknowledgements

Thank  
you

City of Toronto

Immigration, Refugees and Citizenship Canada

Employment and Social Development Canada

Women and Gender Equality

Ministry of Labour, Immigration, Training and Skills Development

Ministry of Children, Community and Social Services

Ministry of Citizenship and Multiculturalism

YMCA Halifax/Dartmouth

United Way Greater Toronto

Atkinson Foundation

WES Mariam Assefa Fund

Canadian Women's Foundation

YWCA Canada

Toronto Metropolitan University / Ryerson University

Ontario Association of Youth Employment Centres

Community One Foundation

A special thank you to our funders, partners and collaborators.

A special thank you to our Champions, Advisory Committees' members and many volunteers for your generous contributions.

# OCASI

Ontario Council of Agencies Serving Immigrants  
[www.ocasi.org](http://www.ocasi.org)

