



2022 - 2023

Impact Report



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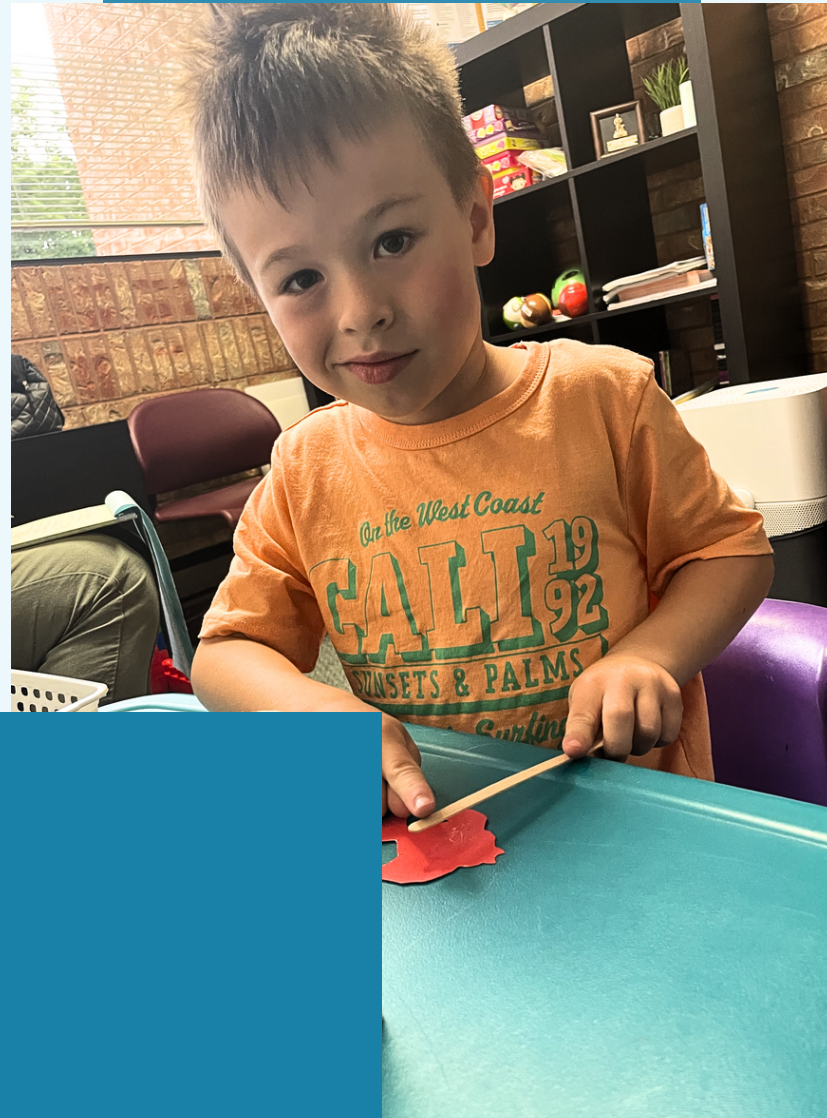
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Message from Board Chair and Executive Director

As we navigate the ever-evolving landscape of our organization's mission and impact, it is our privilege to share with you the fruits of our collective efforts in the form of our 2022-23 Impact Report.

As the Chair of the Board and Executive Director, it is our pleasure to jointly introduce this report, which encapsulates the stories, accomplishments, and challenges faced by CCSYR over the past fiscal year. It serves as a testament to the dedication of our entire team, the unwavering support of our stakeholders, and the transformative impact we continue to have in our community.

This year's report is not just a collection of statistics and figures; it is a narrative of hope, resilience, and the power of collective action. Within its pages, you will find:

- **Success Stories:** Personal accounts of individuals whose lives have been positively transformed through our programs and services.
- **Program Highlights:** An overview of the initiatives that have made a significant difference in the lives of our clients.
- **Our Strategic Plan:** A glimpse into our future aspirations and the steps we are taking to achieve them.

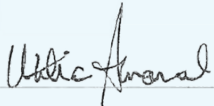
We firmly believe that our achievements are the result of a shared commitment to our mission. It is through the collaboration of our dedicated staff, volunteers, donors, and partners that we have been able to make a lasting impact.

In the face of unprecedented challenges, including the global pandemic and its far-reaching effects, we have adapted, innovated, and persevered. We have seen our community come together with determination and compassion, demonstrating the power of unity and the spirit of resilience.

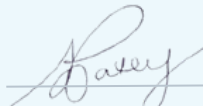
We invite you to explore the 2022-23 Impact Report to gain insight into the heart of our organization, the lives we touch, and the positive change we effect. It reflects our unwavering dedication to our mission and our continued commitment to serving our community.

Together, we are forging a path towards a brighter future, where hope prevails, and individuals and families thrive. We extend our deepest gratitude for your ongoing support and partnership in this journey.

With gratitude,



Utília Amaral
Board Chair



Leonilda Bastone-Patey
Executive Director



Mission

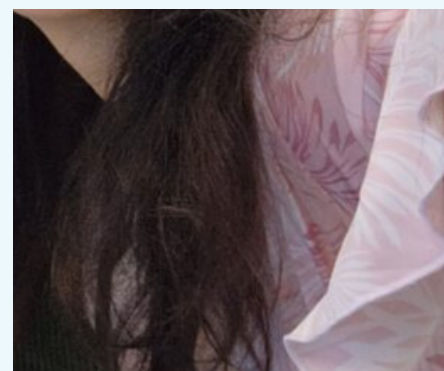
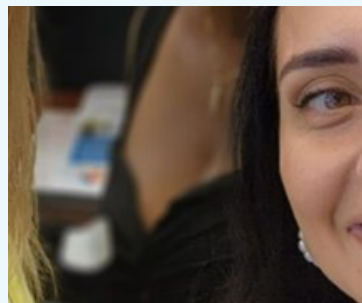
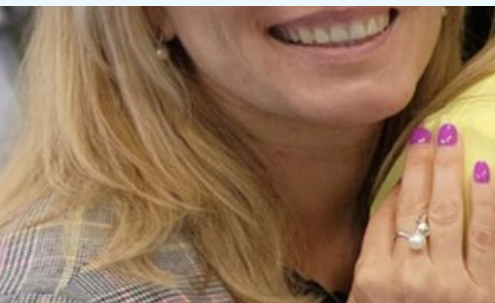
We reach out to support, counsel and guide individuals and families from diverse backgrounds and faiths. Inspired by the “Key Principles of Catholic Social Teaching”, we recognize the dignity and worth of each individual. We provide a broad array of programs and services that enable all citizens, immigrants, newcomers and refugees to participate fully in the social, economic, political and cultural life of our community.

Vision

Helping individuals and their families thrive and grow in relationship with one another and within our community.

Values

- Professional Excellence
- Social Justice and Solidarity
- Responsive and Focused on Client Service
- Stewardship
- Respect
- Compassion
- Accountability
- Collaboration



Strategic Plan

Our strategic plan for 2023-2025 is built on three key pillars, each of which is vital to our continued success and growth:

Surrounding the Client: Our first pillar focuses on providing exceptional support and services to our clients. We are dedicated to understanding their evolving needs, enhancing their experience with our organization, and ensuring that they receive the highest quality of care and attention. This pillar underscores our commitment to the communities we serve and our determination to make a positive and lasting difference in their lives.

Shoring Up the Foundation: The second pillar emphasizes strengthening the foundation of our organization. This entails ensuring robust operational systems, enhancing our financial sustainability, and investing in the professional development and well-being of our staff. By shoring up our foundation, we aim to create a resilient and efficient organization that can adapt to changing circumstances and challenges.

Communicating the Message: Effective communication is central to our mission's success. The third pillar of our strategic plan focuses on amplifying our message and raising awareness about our organization's work. We will explore innovative ways to engage with our stakeholders, build partnerships, and promote our impact. By effectively communicating our mission and values, we can attract greater support, both from our community and potential collaborators.

I want to express my deep appreciation for the dedication and hard work of our team in shaping this strategic plan. It reflects our collective commitment to making a meaningful difference in the lives of the individuals and communities we serve.



Volunteer Program

Our sincere gratitude and admiration for the extraordinary dedication and leadership exhibited by our volunteer Board of Directors and the invaluable contributions made by our direct service volunteers. Your unwavering commitment to supporting newcomers along their settlement journey in the York Region has made a profound impact on countless lives.

Over the last fiscal year, we welcomed an impressive 176 individuals to our volunteer team, and together, they collectively contributed an astounding 876 hours of service. These numbers are a testament to the passion and commitment that each of them brings to our organization. It is their tireless efforts, boundless energy, and compassionate hearts that truly make a difference in the lives of the newcomers we serve.

The benefits of having newcomers actively participate in volunteer work within the York Region are multifaceted and far-reaching. Here are some of the key advantages:

- 1. Cultural Exchange:** Newcomers volunteering in our programs bring diverse cultural backgrounds and experiences to the table, enriching our organization's cultural tapestry. This diversity fosters cross-cultural understanding and promotes tolerance and respect among our volunteers and the communities we serve.
- 2. Skill Development:** Volunteering provides newcomers with opportunities to develop and enhance valuable skills, including language proficiency, communication, teamwork, and problem-solving. These skills are not only essential for their integration into Canadian society but also for their personal and professional growth.
- 3. Community Engagement:** Volunteering offers newcomers a sense of belonging and connection to the local community. It helps them build social networks, make friends, and feel more integrated into their new environment, which is crucial for their overall well-being and settlement success.
- 4. Enhanced Employment Prospects:** Through volunteer work, newcomers can gain Canadian work experience, which is highly valuable when seeking employment in their chosen fields. Many employers value volunteer experience as a strong indicator of commitment and adaptability.
- 5. Empowerment and Self-esteem:** Volunteering empowers newcomers by providing them with opportunities to give back, share their skills, and contribute to their community. This sense of purpose boosts their self-esteem and confidence, enabling them to overcome challenges more effectively.

The impact of their combined efforts goes far beyond the hours they dedicate to our cause. They are building a stronger, more inclusive, and harmonious York Region for newcomers and long-time residents alike. Their leadership and commitment is truly commendable, and we are proud to have each of them as part of our organization. Their contribution is essential to our success, and we have no doubt that, with their continued support, we will achieve even greater heights.



Settlement Services

Supporting Newcomers to Thrive

CCSYR's Settlement and Refugee Services Programs continued to assist newcomers in 2022-23, serving over 18,790 (Permanent Residence (PR) and 3,713 (Refugees) individuals and families across York Region.

Key achievements include:

- 1. Case Management Supports:** We provided on-going, in-depth settlement supports to 16,416 individuals.
- 2. School Board Partnerships (SWIS/SEPYR):** We extended settlement services to both school boards, helping 9,643 students and families adapt to Canadian education systems. In addition, nearly 400 group sessions for young people and families.
- 3. Library Settlement Partnerships:** We facilitated access to information and resources through partnerships with libraries, benefiting 3376 in-person participants and 513 participating digitally.
- 4. Settlement across the 5 Welcome Centres:** The Welcome Centres offered a welcoming space and essential support services, assisting 11,754 newcomers with their needs and assets (NAARS) and on-going support to 12,680 individuals/families and 190 information and orientation group sessions, attended by 1,274 participants.
- 5. Refugee Services:** We delivered 4,440 units of service and facilitated 51 group sessions, attended by 743 individuals.
- 6. Community Integration:** We organized events and workshops, engaging over 5000+ newcomers in community activities, fostering a sense of belonging.
- 7. Ukrainian Projects:** We provided short term counselling to 177 individuals, 425 participants in the information and orientation sessions, 23 groups and 161 active participants.



Settlement Services

The impact of our Settlement Services Programs was evident in the successful integration of newcomers/refugees into York Region, with improved language skills, employment prospects, and community engagement.

Gratitude to the Immigration, Refugees, and Citizenship Canada (IRCC) and the Ministry of Labour, Immigration, Training and Development for their unwavering support in funding our settlement programs and projects. Your investment in our initiatives has played a pivotal role in helping newcomers to our country seamlessly integrate into Canadian society. Through your generous contributions, we have been able to provide vital services and resources to immigrants and refugees, enabling them to build a new life, acquire essential skills, and contribute to the social and economic fabric of our great nation. The impact of your funding is evident in the success stories of countless individuals and families who have benefitted from our programs. We have witnessed newcomers find stable employment, access quality education, and develop a strong sense of belonging in their new communities. These accomplishments would not have been possible without the support of the Ministry of Labour, Immigration, Training and Development and the IRCC. Your commitment to facilitating the integration of newcomers aligns perfectly with our organization's mission, and we are truly honored to partner with you in this endeavor. We look forward to continuing this meaningful collaboration and expanding our services to reach even more individuals who are seeking a fresh start in Canada.



Client Testimonial



Dear Mona,

I am writing this letter to express my heartfelt gratitude for your assistance. My husband and I feel incredibly fortunate to have met you and to have benefited from your guidance today at the Welcome Centre Immigrant Service in Richmond Hill.

We greatly appreciate your comprehensive introduction to the various programs available to us, especially your kind referral to the IT program teacher and the introduction to the adult day school. The documents and websites you've provided are immensely valuable and will undoubtedly assist us in our educational and career pursuits here.

Your support means a tremendous amount to both of us, and we can't thank you enough for the kindness and expertise you have shown. We will carefully review the materials you've shared with us and enroll in the programs you've suggested.



Thank you once again for your generous assistance and guidance. 🎁🎁🎁

Best wishes



-Anonymous





NOW



WIN



NOW

Counselling Services

In 2022-23, CCSYR's Counselling Program served 1200+ individuals and families, helping them navigate through various life challenges. Our dedicated team of counselors provided:

1. **Individual Counselling:** Addressing mental health concerns, stress management, and personal growth.
2. **Family Counselling:** Strengthening family bonds and resolving conflicts.
3. **Psychoeducational Workshops:** Supporting group sessions focused on specific issues such as grief, trauma, intergenerational relationships, coping with stress, gender-based violence, intimate partner violence and more.



Client Testimonial

It was a positive experience. I was able to get through a highly intense health crisis and manage my anxiety, PTSD, and depression with resources that were helpful to me during that time.

-Anonymous



Our impact was notable in reduced stress levels, improved interpersonal relationships, and enhanced overall well-being among our clients.

Our client satisfaction survey results show:

96%

of participants reported increased skills for managing their mental health.

88%

of participants reported improved interpersonal relationships.

80%

of participants reported that they feel better about their overall wellbeing.



Client Testimonial

I am very grateful for my son to suggest family counselling. Although initially it was to better his relationship with his father, these sessions also helped with my relationship with my husband. The counsellor was an amazing listener and support to us. He made us feel at ease and we were able to discuss tough and sensitive issues in a comfortable environment. In such a short amount of time we have come a long way.

-Anonymous



We express our deepest gratitude to Catholic Charities (CCAT), York Region, Ontario Trillium Foundation (OTF) and Bingo gaming for their invaluable financial support of our counselling program. Your commitment to our organization has made a profound difference in the lives of the residents of York Region, and we are deeply appreciative of the trust you have placed in our organization to deliver impactful services.

Your generous contributions have been instrumental in enabling us to continue our vital work of providing counseling services to those in need within our community. Your belief in the importance of mental health and well-being aligns perfectly with our mission, and it is through your financial support that we have been able to reach and assist a broader spectrum of individuals who are facing various challenges in their lives.

The impact of your contributions extends far beyond financial assistance. Your support has served as a beacon of hope for individuals and families who have found solace and guidance through our counselling program. It has allowed us to enhance our services, expand our outreach efforts, and adapt to the evolving needs of our community. Through your generosity, countless lives have been positively transformed, and countless stories of resilience have emerged.



We are also proud to mention that your support has enabled us to implement innovative initiatives and outreach programs that have had a far-reaching effect on our community's mental health landscape. The ripple effect of your contributions has helped foster a culture of well-being and emotional support that extends beyond our counselling program.

We understand that your support comes from a place of genuine concern for the welfare of the residents of York Region, and we want to assure you that every dollar you have invested in our organization has been utilized with the utmost care and responsibility.

We want to emphasize that your contributions are not just financial; they are a symbol of faith in our mission and an affirmation of the importance of mental health in our community. Your support has not only empowered us but has also empowered countless individuals to find hope, healing, and resilience in the face of life's challenges. We look forward to continuing our partnership and working together to create a healthier and more resilient community in York Region.



Employment Services

Empowering Career Development

Our Employment Program Stream focused on empowering individuals to secure meaningful employment in 2022-23. Key achievements include:

1. **Job Training Workshops:** Nearly 900 participants benefited from job readiness workshops, covering resume building, interview skills, and job search strategies.
2. **Job Placement:** We assisted 449 individuals in finding suitable employment opportunities, matching skills and aspirations.
3. **Mentorship:** We provided mentorship to 800+ participants

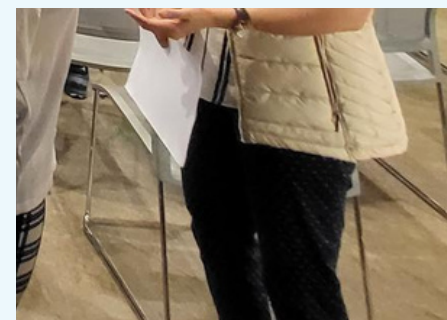
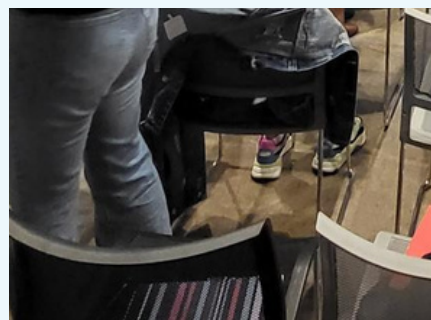
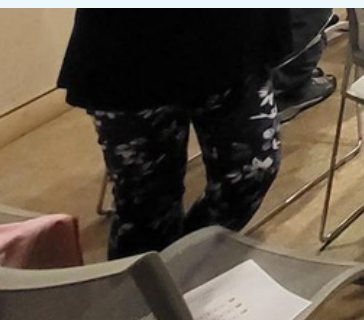
The impact of our Employment Program was visible in increased financial stability and self-esteem among our clients, with many securing stable employment and contributing positively to their families and the community.



Study Groups and Professional Networking

Doctors, Nurses, Dentists, Engineers, and Skilled Trade

Study groups provide newcomers with a collaborative environment to deepen their understanding of their field, fostering knowledge exchange and skill development. Professional networking groups offer newcomers invaluable connections and insights into the industry, paving the way for meaningful business relationships and growth opportunities.

385**Unique number of IMGs participated****70****Total number of IMGs passed 2 exams****176****Total number of IMG sessions**

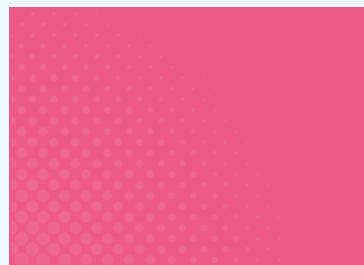
Study Groups and Professional Networking

Doctors, Nurses, Dentists, Engineers, and Skilled Trade



I am writing to inform you that I matched into the University of Alberta Medical Microbiology program. I am very grateful to you for adding me to the study group discussion. It was very helpful for my studying and a big part of the reason I passed my exams and have matched into residency. I learned a lot from the group, and I had lots of opportunities to practice without fear of judgement. I am also grateful for our teachers for their patience and willingness to share their knowledge and tips.

-Anonymous



Success Story



Chia Wahab

I was so busy taking care of kids and setting up a new home that I never got a chance to explore Canadian society after moving here from Iraq in 2018. I came with my husband and three children for a better life.

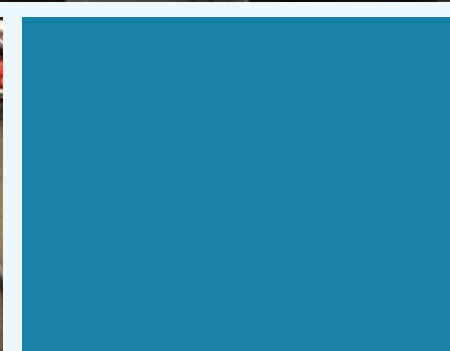
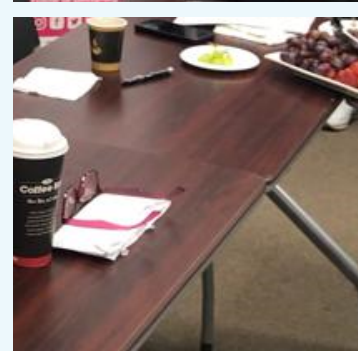
I had no idea that a fire was waiting to engulf and destroy our family. In 2020, a devastating fire killed two of my children, left me severely burnt and even broke my marriage. For six months, I kept fighting for my life in the hospital.

I'm awaiting more surgeries and medical treatments in the next few months. In fact, I'm not even sure how long my recovery will take. But I have learned to believe in the power of healing, thanks to a robust support network in CCSYR.

Eventually, I began joining English classes, attending meditation programs and learning about Canadian life. The amazing staff, including Isik Yavuz, also guided me about accreditation programs I can use to restart my civil engineering career. All of them are my friends now, and every time I meet them, they encourage me to inch closer to positivity.



Community Engagement



Success Story



Kateryna Kozhukhar

Because of the war in Ukraine, I came here with my four-year-old son and mom this year. The trip was highly strenuous, with multiple stops and through various modes of transport. My mom also suffered a cardiac arrest on the flight to Toronto and needed immediate medical assistance, making the journey all the more demanding.

I was overwhelmed even before we landed. But I knew I would have to initiate the settlement process immediately after arrival because I'm in charge of my family. I met the CCSYR staff at the hotel we were staying in right after arrival. Their warmth and friendly nature touched me. Such gestures mean a lot when you are alone and have no one to fall back on. Valentyna Burbelo ran orientations about the Canadian ways of life and the CCSYR services available. But most importantly, she stepped beyond the scope of her work to bring us food from the food bank.

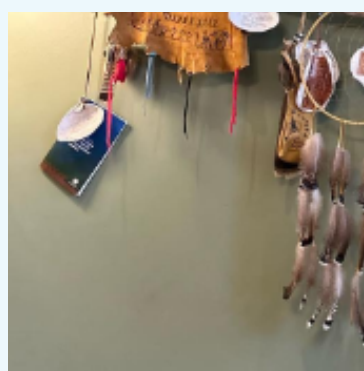
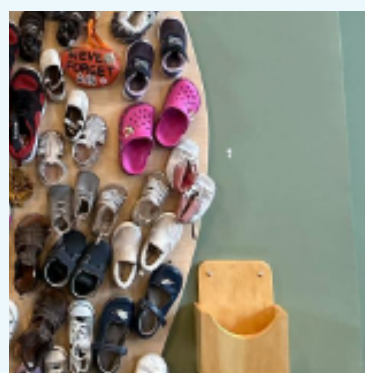
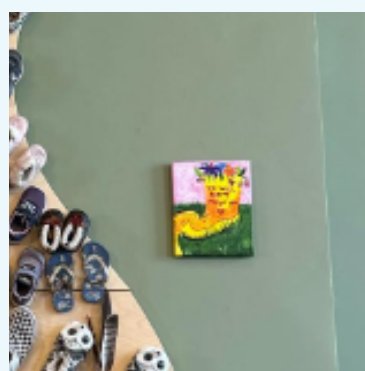
On the other hand, the staff mentioned vacancies in the agency when they learned about my experience as a prosecutor in Ukraine for over 12 years. I applied soon after and got the job of Community Navigator in the Digital Team. Finding a job is often a battle for newcomers, and I feel so lucky that I got one so conveniently, thanks to CCSYR.

Every Child Matters

Our agency would like to emphasize our unwavering commitment to the principles of truth and reconciliation. Every child matters deeply to us, and we recognize the importance of acknowledging the historical injustices faced by Indigenous communities in Canada.

We stand firm in our dedication to fostering understanding, healing, and positive change. By listening to the voices of Indigenous peoples, supporting their cultural revitalization, and actively engaging in reconciliation efforts, we aim to contribute to a brighter and more equitable future for all children, families, and communities.

Let us remember that every child matters, and together, we can build a society that upholds this truth.



Ukrainian Projects



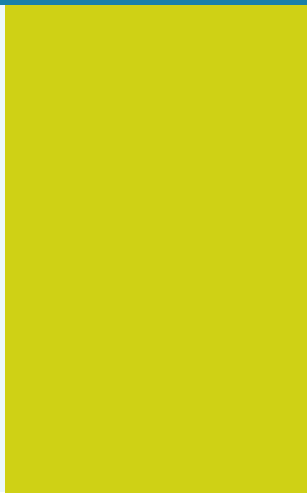


Community in Action

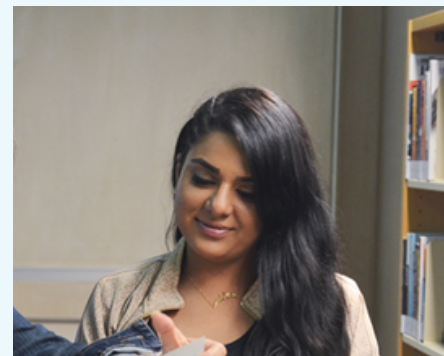
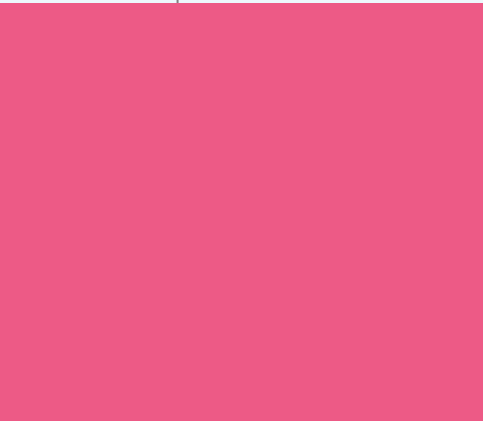


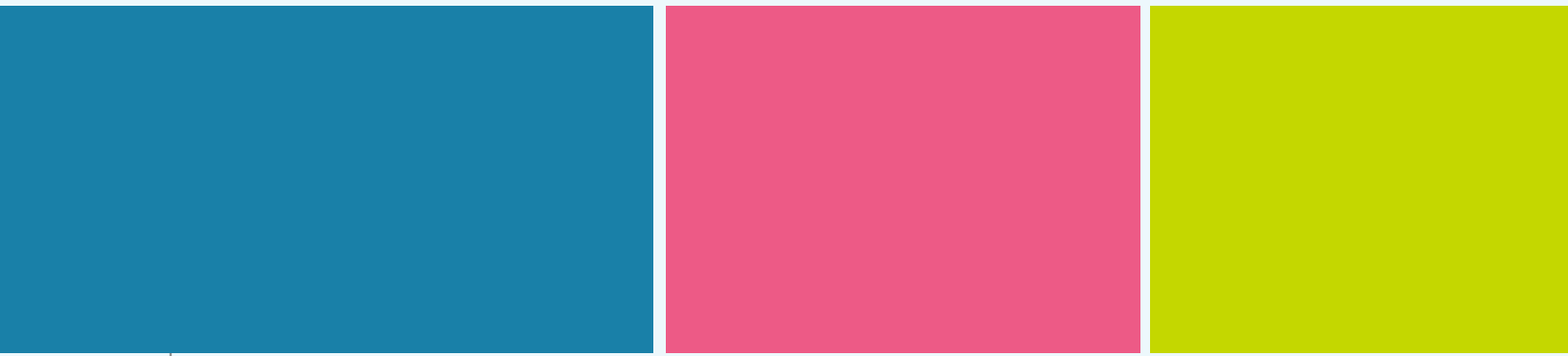


CCSYR in Community



Financial Statement





Gratitude

As Executive Director, I am truly excited about the prospect of strengthening our partnerships with BIPOC, Francophone and Developmental Services agencies in York Region. Our organization is steadfast in its commitment to truth and reconciliation, and I believe that by working together with these communities, we can build a more inclusive and equitable future for all.

-Leonilda Bastone-Patey

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