



# 2021-2022 Annual Report

Catholic Community Services  
of York Region

## **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**

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

# Message to the community

From the Interim Board Chair and Interim Executive Director

The COVID19 pandemic has been impacting Canada and the global village in the past two years. During this unprecedented time, all the challenges and difficulties that came with it for CCSYR, our Board, leadership and management team, staff, funders and community truly demonstrated courage and perseverance to support the people living in York Region with dedication, compassion and sympathy.

Although the pandemic brought anxiety, exhaustion and uncertainties, CCSYR continued to utilize the valuable human resources to expand the scope of services to the fullest extent to provide quality services to the newcomers, individuals and families in York Region.

We are pleased to share with you some of our achievements in 2021-2022. To CCSYR, this is a fulfilling year where we received enormous support from our funders to help us provide services to address the increasing needs in our community during COVID19. After a year of adapting to the “New Normal”, our staff and clients successfully transitioned to a full virtual service delivery model. The “New Normal” pivoted from the traditional in-person services to digital services which unavoidably created barriers to service accessibility. This was especially notable to the vulnerable group of service users, such as the seniors. However, our settlement teams used different creative methods, tools, and considerable time in coaching these clients to learn new skills and knowledge. Examples such as our new Digital Coach program that provides one-on-one and small group digital training to empower many seniors to join online programs and to stay connected with the community. More importantly, they can keep contact with their families which is particularly important for them during the pandemic.

In this challenging year, CCSYR has made several initiatives to improve existing infrastructure as well as to expand our scope of services. With the support of our funders, we are able to upgrade our organization’s website to provide more user-friendly and functional webpages to enhance client’s experience and their access to different services.

This new website will be launched in next fiscal year. Likewise, we have also subscribed a new database for our settlement team to improve data management that benefits service planning and program evaluation. CCSYR is also excited to share that we received a new 5-year provincial funding grant from the Ministry of Labours, Training and Social Development to provide settlement services to newcomers and refugees in York Region.

The Healthy Minds, Healthy Communities program from York Region has been supporting us to pilot a new service – social work/case management that complements our counselling service to provide a more holistic approach to support our clients. The social worker provided intensive case management to clients who have experienced complex life issues. The outcome of the project including counseling and social work services was encouraging, we served more clients than expected. The Promising Young People project funded by Ontario Trillium Fund (OTF) since 2019 has come to an end in December 2021, the outcomes go beyond our original targets and the evaluation team of OTF highly recognized for our work and effort.

The critical time in COVID19 did not slow down our support to the community, instead, our incredible and extraordinary hard-working staff responded quickly to the changing needs in the community. This year, our settlement teams have served a total of 15,950 newcomers and our counselling/social work team helped 3973 clients to improve their quality of life. The hard work of all our staff to assist clients and to ensure their access to services under a safe and protected environment are impressive and appreciated.

**Thank you all!**

**Utilia Amaral**  
Interim Board Chair

**Monica Chung**  
Interim Executive Director

# Board of Directors 2021-2022

<b>Interim Board Chair</b>	<b>Utilia Amaral</b>
<b>Board Vice-Chair</b>	<b>Utilia Amaral</b>
<b>Board Secretary</b>	<b>Maxine Palomino</b>
<b>Board Treasurer</b>	<b>Vikram Kashyap</b>
<b>Board Member</b>	<b>Gary Thompson Joseph Bahoshy Natalie Cesario Vladimir Mamaradlo Rev. Fr. Steven Kwon Kimberly Dixon</b>

# Highlights in 2021-2022



**COVID-19 Response**



**Transitioning into working at the office**



**Adjusting to changes**



**Hybrid model service delivery (Offering services in-person and virtually)**

# Counselling Services

## Individual, couple, and family counselling

Counselling Services supported individuals, couples, and families as well as psycho-educational group participants to manage their mental wellness. We continued to navigate and adapt to the ever changing social and health environment during the COVID-19 pandemic while continuing to carry out our mission – to reach out to support, counsel and guide individuals and families from diverse backgrounds and faith.

## Intake

Prior to accessing the counselling sessions with our registered psychotherapists or registered social workers, clients must undergo an assessment for service eligibility and preliminary needs assessment for clients. Our experienced intake coordinator will assist clients through this process.

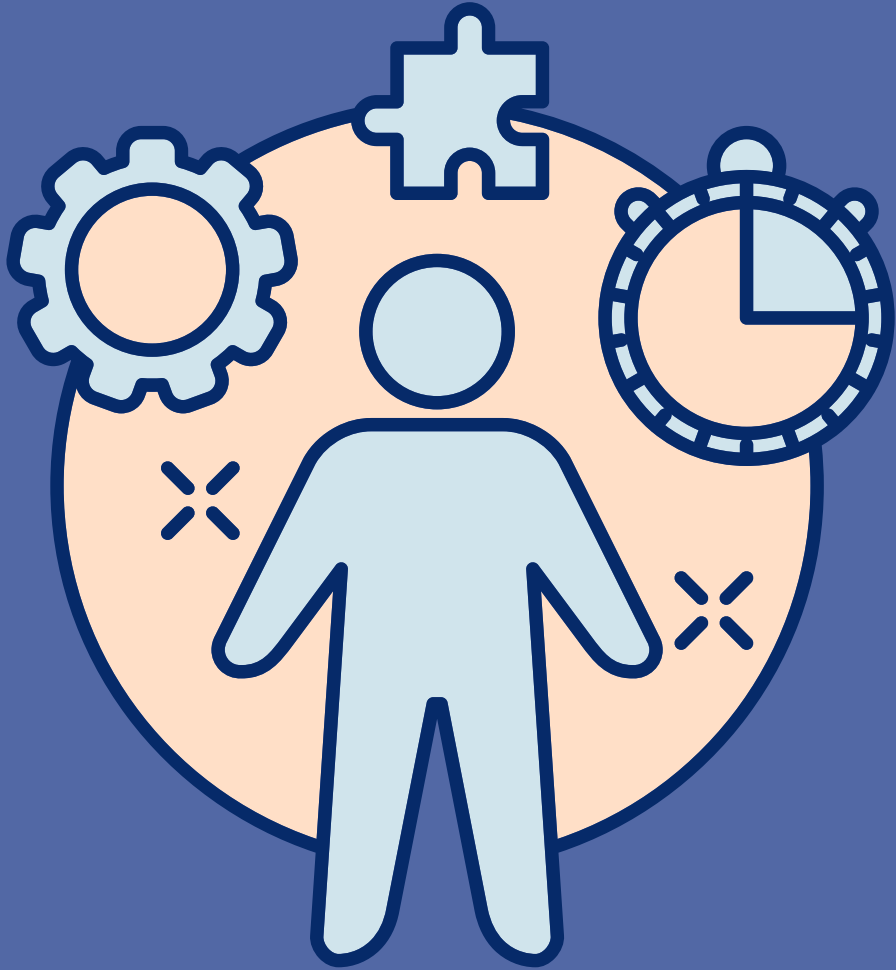
## On-going Counselling

Ongoing counselling offers the opportunity to meet with a professional counsellor weekly for a period of time, which allows for collaboration to work towards the client's goals.

## Walk-In Counselling

With the re-opening of our office, counselling services began to offer the walk-in services again. The walk-in program provides single session counselling for individuals, couples, or families. The focus of the single session will be on creating a short-term plan that will make a difference for the clients right away by using their strengths, resources, and supports the clients have. The single session can also be used for a consultation or for system navigation.

# Counselling Services



## Social Work and Case Management Services

Our counsellors will work with the client to ensure all important aspects are covered for fulfilling their needs and wellbeing. This may include counselling, identifying community resources that clients can benefit from, and outreaching to other agencies and different levels of government bodies to advocate on the client's behalf.

# Counselling Services:

## What We Have Done



During the 2021 – 2022 fiscal period, Counselling Services supported and empowered over 2000 clients, including individuals, couples, and families as well as psycho-educational group participants to manage their mental wellness and day to day challenges.

The Promising Young People project funded by Ontario Trillium Fund (OTF) since 2019 came to an end in December 2021. Our counsellors have reached out to youth, parents, and caregivers who faced mental health challenges, family relationships, social isolation and other concerns and barriers. We have achieved above and beyond our original target and the OTF evaluation team highly recognized our counsellors' hard work.



The Healthy Minds, Healthy Communities program funded by York Region supported the new initiative and introduction of social work services and case management to complement our existing counselling service to provide seamless services for our clients as well as to fill the service gaps. Our social workers provided intensive case management to clients experiencing complex psychosocial economic barriers. The outcome of the project including psychosocial counselling and social work services was encouraging, we served more clients than expected.



# Settlement Services

## Services for Immigrants and Refugees

- Settlement services are provided for immigrant families and individuals in over 40 languages. Our goal is to help newcomers settle and integrate into the communities in York Region. Every year, over 10,000 immigrants receive our assistance.
- Orientation Program and Newcomer Settlement Program (I&O, NSP) are provided in the five Welcome Centres in York Region.

## Settlement and Education Partnership in York Region (SEPYR)

- SEPYR provides settlement services in many languages for newcomer students and their families in their local schools. SEPYR is administered and staffed by Catholic Community Services of York Region (CCSYR) in partnership with the York Region District School Board and the York Catholic District School Board.

## Library Settlement Partnership (LSP)

- Together with public libraries in York Region, LSP delivers newcomer-friendly information sessions and support groups at various library branches close to your home. These group sessions focus on three categories: settlement; library resources and support groups; youth, seniors and English language learners.

## Integration Network & Volunteer Program (INP)

- Community Connection's Integration Network program can help newcomers adjust, adapt and integrate into Canadian society through social connections and shared activities.



# Richmond Hill Welcome Centre: What We Have Done

Richmond Hill Welcome Centre provides many services for immigrants and refugees in one place. Programs and services in the centre provide a holistic approach to meeting newcomer needs. The Richmond Hill Welcome Centre closed due to Province's Emergency orders. The centre however, remained the main point of contact for many newcomers seeking support to succeed in their settlement goals. Services were delivered virtually to ensure the needs of the community were met. To continue strengthening client service delivery, and maintain partnerships, the Welcome Centre partners provided virtual complementary services to support newcomers.



# Information and Orientation Program (I&O) and Newcomer Settlement Program (NSP):

## What We have Done



The settlement workers in the Information and Orientation as well as NSP teams provided newcomer clients with valuable information to ease their integration process. Without their help, newcomers would not be able to have a smooth transition, especially during the pandemic. In the long run, this would impact the mental health wellness, family relationship as well as other day to day adaptation of the newcomers. The Orientation and Information is the gatekeeper for one-stop services. The client's needs are assessed first, with their help, clients will receive accurate and expedient information in exploring community resources.

Settlement counsellors meet with newcomers and help find information on healthcare, housing, education and training, employment, childcare, child tax benefit, personal finance, social assistance, immigration and citizenship, legal supports, etc.





## Settlement and Education Partnership In York Region: What We Have Done

Settlement Workers in Schools (SWIS) program, through partnership with the York Region District School Board and the York Catholic School Board, provide settlement services at the school board reception centres and local schools in York Region. SWIS team delivered over 500 sessions/workshops to newcomer students and their families.

SEPYR started the fiscal year with a downtrend in “new” clients but an increase in “previous” clients reflecting the slow arrival of newcomer students and their families from abroad due to travel restrictions to Canada. As immigration to Canada and in-school learning opened, the number of new immigrants gradually increased, and School Settlement Workers conducted limited face-to-face services to clients in schools. On November 1, 2021, SEPYR workers started to do in-person service delivery to clients at the YRDSB Reception Centre.

# Settlement and Education Partnership In York Region: What We Have Done



- SEPYR delivered 587 group sessions/workshops attended by 7446 participants including major events such as:
  - **Virtual Youth Conference on Social Justice and Diversity** on April 12 and 13, 2021 attended by 43 high school students and 10 Peer Facilitators. The students developed action plans and strategies on social justice and diversity projects delivered in the school community.
  - **Virtual Newcomer Orientation Week (NOW) program** in 11 host high schools, six (6) in YRDSB and five (5) in YCDSB and attended by 567 newcomer students. A total of seventy-one (71) Peer Leaders were recruited from 17 high schools and trained for three (3) days to assist the SEPYR workers facilitate and run the NOW.
  - **Virtual Welcome and Information for Newcomers (WIN)** for students and families in elementary schools in York Region attended by 203 students and parents on August 27, 2021. Fifteen peer leaders were recruited from 11 schools in York Region and trained for 3 days.
  - **February 2022** was declared the **Welcome to Canada Orientation Month** with 25 Workshops and group sessions delivered to different schools and various language-specific groups on Education (Course Selection and Education Pathway), Cyber Safety, mental health, and many other topics.
  - Assisted in the **Education Pathway workshop series** of YRDSB's Curriculum Department and Inclusive Schools and Community Services Department organized on February 7, 9 and 15, 2022 for parents and students of Grade 7 and 8 students.
  - Served as member of the Conference Leadership team for the YRDSB Annual South Asian & Tamil Women's Collective (WOW) for self-identifying South Asian and Tamil, female/non-binary, grades 5 to 12 students.
- Maintained 15 Parents Support groups and 11 Student support groups.
- The annual Christmas Baskets project benefitted 32 vulnerable families with YCDSB's Holy Cross Catholic High School raising the amount of \$10,000 in the form of gift cards and in-kind donations.
- IRCC approved the funding for a new initiative, Youth Employment and Skills Strategies (YESS) under SEPYR which target youth aged 15 to 30 years old get jobs to be delivered on the next fiscal year.

# Library Settlement Partnership: What We Have Done

The Library Settlement Partnership (LSP) program brings newcomer services to local libraries. LSP workers speak a variety of languages, and can help newcomers find information to become connected to the community. We have a partnership with the public libraries in Richmond Hill, Vaughan, Markham, Aurora, Newmarket, Stouffville, King, East Gwillimbury, Georgina, and in Ontario.

As the pandemic entered into the second year, LSP services remained online and the team delivered virtual group, information sessions and ongoing support groups, featuring connecting newcomers to settlement services, library resources and promoting community engagement.



# Library Settlement Partnership

## What We Have Done

### Digital community connections: build foundation

- The team provided ongoing support to newcomers' digital skills development through digital skills coaching sessions.

### Digital community connections: unique content

- Collaborated with library partners, the LSP team has developed unique contents to help newcomers utilize virtual library resources that are free and useful especially during the lockdown time.

### Digital Community Connection: traditional settlement service delivery through new channel

- Information sessions on CERB, EI, government benefits and support, PR card renewal, Citizenship, etc. connected newcomers to reliable, relevant, and accurate information source. Self-care during the crisis, gender-based violence (GBV) prevention, parenting skills, etc. were other themes of LSP sessions that drew large attendance.



## Integration Network and Volunteer Program (INP): What We Have Done



The INP provides Community Connections by facilitating interactions between newcomers and volunteers during program activities. Services include: English and French conversation circles, study and networking groups for internationally trained professionals, including those in regulated professions such as nurses, various professional designation and certifications study group such as Six sigma, Volunteer Income tax program and much more. The INP continued delivering online services to professionally trained newcomers amid COVID lockdown. The online platform brought many newcomers together from all parts of the province and expanded an already rich network of contacts.



# Clients' Testimonials and Feedback

*"The zoom sessions you provided were very informative. The speakers were patient and knowledgeable. They helped me understand Canadian systems....."*

*"I felt lonely during the pandemic. Everywhere was closed. I don't know where to find help. Luckily I was connected with your online support group. I was not confident at first that I can handle the Zoom App. Thanks to the staff's support, she guided me step by step and finally I made it. I can join the online support group independently now. It brought lots of joy to my daily life."*

*"I moved to Canada 9 months ago and for six months now I have been taking part in your weekly - ECC group Conversation. I want to tell you thank you so much for the immeasurably valuable work you are doing for us! I want to let you know that your work is very important for newcomers in Canada, those like me..... Half a year ago I could hardly say 2 words in English, today thanks to you I can communicate, express my opinion and feel confident. It wouldn't be possible without you, you do it easily, interestingly and with love for your work...."*

*"You provided us an intense and professional help. You sent us links to the government of Canada sites where we were able to download all necessary forms.... While collecting the necessary documents and filling the forms, few questions were raised, and your supportive emails and phone calls came right in time. Before sending all documents to the government, you suggested having an online 1 hour meeting with us – to go through all filled forms and documents, and it was very supportive and helpful and kind from you. We want to thank you very much for your kindness and professionalism. You make this world better!"*

*"Today I am writing this mail to thank you for all the help you provided us in settling down. We are still settling down, but initial 3-4 months are tough for the newcomers. We did not know the system and there were hundreds of queries in our mind, and you gave answers to many of them. I met you in the Reception Centre for our kids' school's admission process in December 2018. Then you arranged a meeting with us and guided us about many things. After that when I was looking for job, you guided me in every step. There are still so many things which we want to learn about in this new country. You have patiently answered all my queries like a friend. I always feel relaxed after talking to you. Thanks for all the help."*

From a parent

# Clients' Testimonials and Feedback

*"I just wanted to send a quick email regarding the two School Settlement Workers in our school. They have both been supporting the Bayview community for several years. They have been an essential part of our caring and safe school team. They are always quick in answering our emails and following up with students and parents. They are also available to translate and provide us with a holistic context when problem solving challenges. They have peer mentoring groups; peer tutoring and they are always available for all our evening events. During this pandemic, many of our ELL students are struggling with online learning and the lack of social connection. SEPYR workers work very hard to support them and to inform us who needs more of our support. This summer, I participated in the Now Program and found the work both did was excellent for the new students. I cannot say enough how they are an integral part of our school community. I just wanted to highlight how amazing both are and how valued they are to Bayview."*

Head of Guidance and Career Education

Bayview Secondary School | IB World School

*"The service exceeded my expectations. My partner and I have been able to move from difficult situations to a more hopeful and positive perspective and I felt the counselling has given us some tools and resources to help us move along in our situation."*

*"This was a really useful experience for me in that it helped me at the time of my issue but it really gave me skills to apply later on in my life in other areas."*

*"(You are) an amazing help to my husband and myself and was very patient and courteous bringing some unresolved issues to an amicable resolution... never gave up on us... staying neutral and hearing both sides of our feelings and helped us both to realize the importance of marriage and each other".*

A client with physical disability approached Intake Coordinator for help to set up counselling session to manage symptoms of trauma after an accident. Both client and client's sister were grateful to the Intake Coordinator for the prompt response and *"being kind and empathic to my brother during intake... for validating his feelings."* The client also commented that the Intake Coordinator was *"a nice lady"* and he felt comfortable speaking to her.

*"With the sessions, I am able to take a back seat and able to handle things in a more rational manner."*

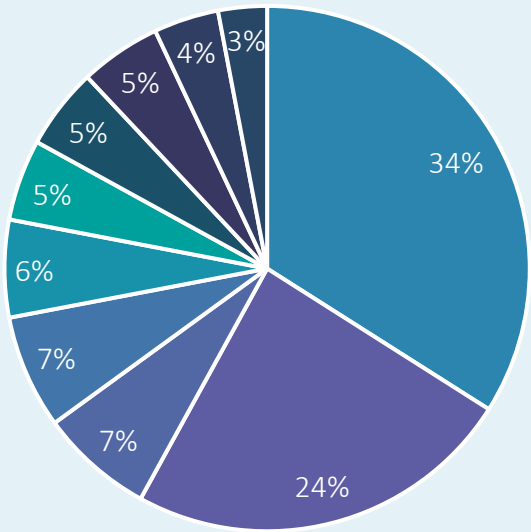
# Financial Summary

CATHOLIC COMMUNITY SERVICES OF YORK REGION				
STATEMENT OF OPERATIONS				
FOR THE YEAR ENDED MARCH 31, 2022				
	2022	2022	2022	2021
	General Fund	Reserve Fund	Total	Total
	\$	\$	\$	\$
<b>REVENUES</b>				
Immigration Refugees and Citizenship Canada	5,117,971	-	5,117,971	4,894,715
Catholic Charities	546,649	-	546,649	535,768
The Regional Municipality of York	199,623	-	199,623	99,437
Ministry of Labour, Training and Skills Development (MLTSD) (Note 9)	178,400	-	178,400	178,400
Programs	87,553	-	87,553	63,471
Amortization of deferred capital contribution (Note 8)	82,811	-	82,811	72,862
Ontario Trillium Foundation	55,800	-	55,800	110,470
Other	67,988	-	67,988	106,036
Fundraising - bingo/donations	41,533	-	41,533	26,140
Counselling	30,231	-	30,231	27,798
	6,408,559	0	6,408,559	6,115,097
<b>EXPENSES</b>				
Salaries and wages	3,682,467	-	3,682,467	3,583,310
Employee benefits	648,687	-	648,687	628,143
Building occupancy	1,184,941	-	1,184,941	1,209,593
Contract services	180,020	-	180,020	29,487
Equipment maintenance	109,226	-	109,226	91,235
Communications	94,810	-	94,810	127,791
Amortization	82,811	-	82,811	72,863
HST	58,270	-	58,270	51,963
Membership fees and literature	54,647	-	54,647	24,842
Conference workshops and meetings	21,396	-	21,396	15,014
Bank charges and interest	13,865	-	13,865	11,356
Staff development	9,546	-	9,546	1,137
Promotional materials	8,796	-	8,796	18,310
Community programs-	8,000	-	8,000	-
Program office supplies	7,932	-	7,932	6,243
Volunteer program	5,672	-	5,672	881
Travel - mileage	435	-	435	176
Bingo fundraising	-	-	-	40
	6,171,521	0	6,171,521	5,872,384
Excess of revenues over expenses for the year	237,038		237,038	242,713



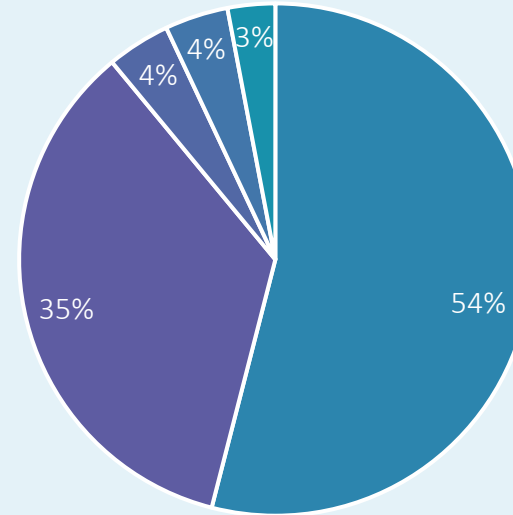
# Settlement Services Demographic

## Top Places of Origin



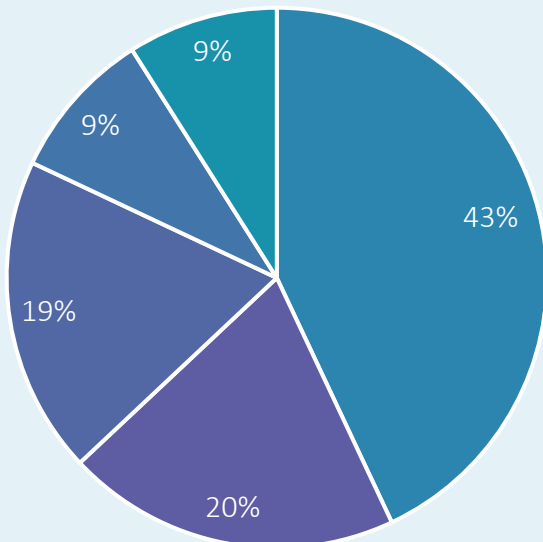
- Iran
- China
- Philippines
- Hong Kong
- India
- South Korea
- Turkey
- Pakistan
- Afghanistan
- Canada

## Top Sources of Referral



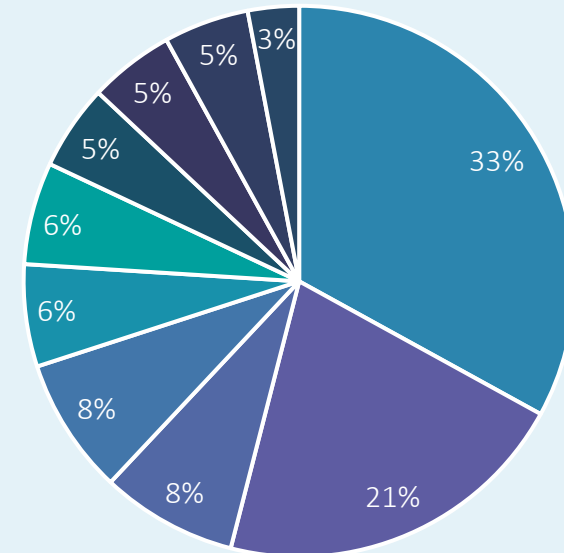
- Friends/Family
- Schools
- Other settlement service agencies
- Newspaper/media
- Government agencies

## Top Presenting Issues



- Education
- Community Resources
- Language
- Employment
- Immigration and Citizenship

## Top Languages Spoken



- Iran
- Mandarin
- Cantonese
- English
- Spanish
- Tagalog
- Urdu
- Turkish
- Korean
- Russian

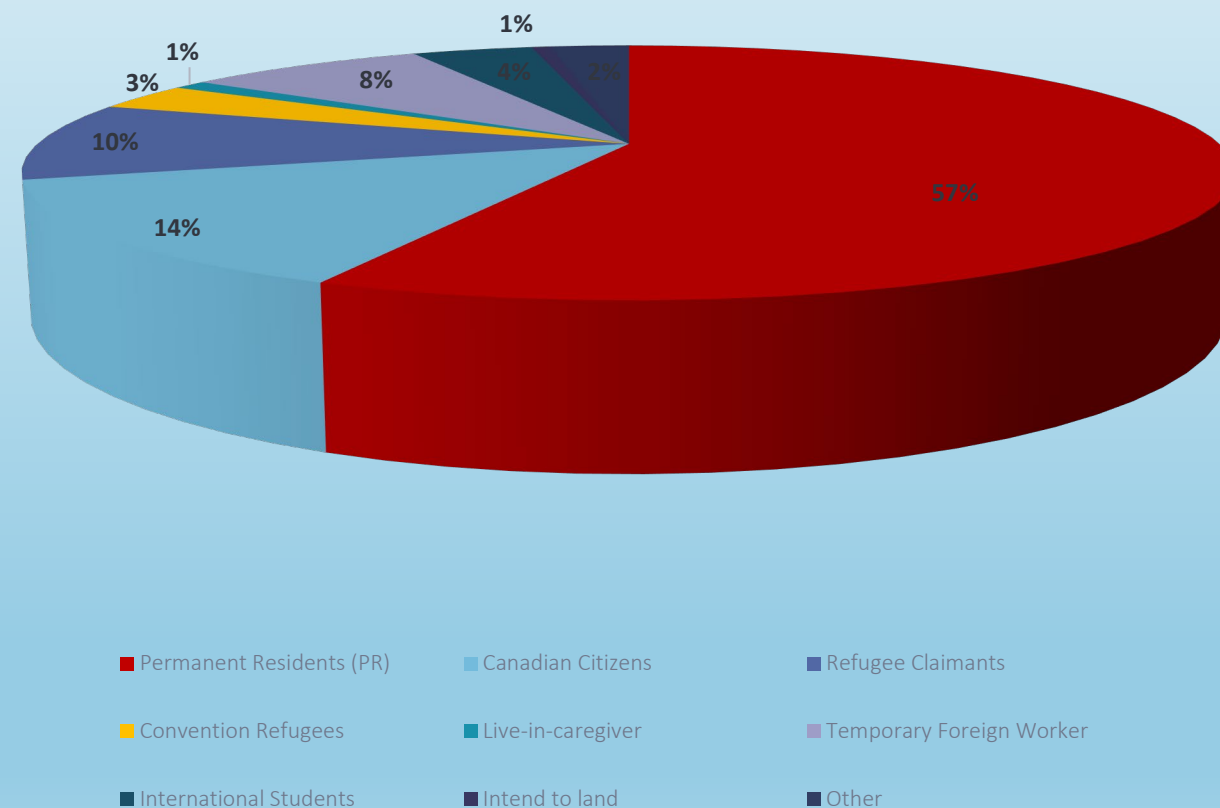
# Settlement Services Demographic

## 2021-2022 CCSYR Settlement Services

### Immigration Categories for New Clients

Immigration category	# New clients	%
Permanent Residents (PR)	4266	57%
Canadian Citizens	1031	14%
Refugee Claimants	740	10%
Convention Refugees	251	3%
Live-in-caregiver	82	1%
Temporary Foreign Worker	600	8%
International Students	299	4%
Intend to land	48	1%
Other	196	2%
<b>TOTAL New Clients</b>	<b>7513</b>	<b>100%</b>

New Clients by Immigration Category



5 Years	10 Years	15 Years	20 Years	25 Years
<p>Adelina Bridi Archna Kurichh Asavari Datar Milla Liu Olga Joukova</p>	<p>Eric Gerard Parungao</p>	<p>Inga Novik Mojgan Oliai Melia Tirtariyadi Naeem Zia Susanna Kwok Wai Chi Wu</p>	<p>Eunsim Su</p>	<p>Agnes Manasan</p>

# Congratulations!

## 2022 Staff Service Awards



# With THANKS and GRATITUDE to...

## Our Funders:

- GOVERNMENT OF CANADA  
(Immigration, Refugees and Citizenship Canada)
- GOVERNMENT OF ONTARIO  
(Ministry of Children, Community and Social Services)
- CATHOLIC CHARITIES OF THE ARCHDIOCESE OF TORONTO  
(ShareLife funded Agency)
- ONTARIO TRILLIUM FOUNDATION
- MUNICIPALITY OF YORK REGION
- MUNICIPALITY OF RICHMOND HILL (Bingo World and Gaming)



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



# With THANKS and GRATITUDE to...

## Our Community Partners:

- Catholic Family Services  
(Durham, Peel-Dufferin Simcoe County, Toronto)
- Addiction Services of York Region
- Centre for Immigrant and Community Services
- Community Legal Clinic of York Region
- COSTI Immigrant Services
- Cross Cultural Community Services Association
- Job-skills Employment and Business Programs
- Aurora, East Gwillimbury, Georgina, King, Markham,  
Newmarket, Richmond Hill, Whitchurch-Stouffville,  
Vaughan Public Libraries
- Rose of Sharon Services for Young Mothers
- Social Enterprise for Canada
- York Catholic District School Board
- York Hills Centre for Children, Youth and  
Families
- York Region District School Board
- York Regional Police
- Canadian Mental Health Association
- The Housing Help Centre
- 310-Cope, York Support Services Network
- 360 Kids



# CONTACT US

## Main Office

- Main Office – 21 Dunlop Street, Richmond Hill, ON L4C 2M6  
Toll Free/TTY : 1-800-263-2075; Tel: 905-770-7040 ; Fax: 905-770-7064  
Email: [ccsyr@ccsyr.org](mailto:ccsyr@ccsyr.org)
- Counselling Services Tel: 905-770-7040 Ext. 241
- Library Settlement Partnership in York Region Tel: 905-770-7040 Ext 227
- Integration Network and Volunteer Program Tel: 289-842-3124
- Settlement and Education Partnership in York Region  
St. Joseph Catholic School - 301 Roney Avenue Richmond Hill, ON L4G 2H4  
Tel: 905-731-8281

## Welcome Centre Immigrant Services

- Richmond Hill Welcome Centre  
South hill Shopping Centre  
9325 Yonge Street Unit 31A, Richmond Hill, ON L4C 0A8  
Tel: 289-842-3124 /[www.welcomecentre.ca](http://www.welcomecentre.ca)
- Markham North Welcome Centre- 8400 Woodbine Avenue, Suite 102-103  
Markham, ON L3R 4N7
- Markham South Welcome Centre – 7220 Kennedy Road Unit 8, Kennedy Fields Plaza,  
Markham ON L3R 7P2
- Newmarket Welcome Centre – 16655 Yonge Street Unit 26, Newmarket, ON L3X 1V6
- Vaughan Welcome Centre, 9100 Jane Street, Building H, Unit 56-67, Vaughan, ON L4K 0A4

## Members of:



## Accredited by:

