



CCSYR

Reaching out to all

**2023
2024**

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

Embrace.Expand.Empower



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Message from the Board Chair and the Executive Director

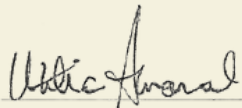
As we look back on the 2023-24 fiscal year, we are filled with pride and gratitude for the remarkable progress and achievements our organization has made. Our focus on growth, innovation, diversity, inclusion, and belonging has enabled us to reach out to and support more individuals and communities than ever before.

Our dedicated staff and volunteers have provided exemplary service to vulnerable populations, drawing on their lived experiences, unwavering commitment, and passion to support individuals and their families in thriving relationships and communities. Their outstanding efforts have been instrumental in fostering a sense of purpose and connection among those we serve. This year, our team has expanded its reach throughout Ontario and increased our digital footprint, allowing us to serve even more communities effectively. Our continued partnerships with like-minded agencies have been vital in increasing access to services, reducing wait times, and maximizing resources to best support the communities we serve.

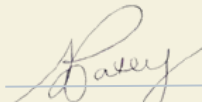
We are deeply grateful for the ongoing support and trust from IRCC, the Ministry, CCAT, and other stakeholders. Your belief in our mission and partnership has been crucial in our ability to make a meaningful impact. We also want to take a moment to recognize and thank two of our board members, Vikram, and Joseph, who have completed their terms this year. Their significant contributions have greatly benefited our organization, and we wish them all the best in their future endeavors.

As we move forward, we remain committed to our mission and look forward to continuing our work with the same passion and dedication that has brought us to where we are today.

With heartfelt gratitude,



Utilia Amaral
Board Chair



Leonilda Bastone-Patey
Executive Director



Strategic Plan Update: Year One of Three

As we conclude the first year of our three-year strategic plan, significant progress has been made across all three pillars: Surround the Client, Shoring Up the Foundation, and Branding/Communications.

Pillar 1: Surround the Client

Our focus on enhancing client engagement has yielded strong results. We've successfully implemented new client-centric initiatives that have improved client experience.

This year, we have made substantial strides in our "Surround the Client" initiative by improving systems and expanding our reach within the community:

- **System Improvements:** We implemented enhancements to our centralized intake and assessment processes, simplifying the client experience and removing barriers to service. These improvements have significantly decreased wait times and have fostered stronger relationships, rapport, and trust between clients and staff.
- **Community Expansion:** We extended our services to better meet the needs of diverse communities:
 - **2SLGBT+ Initiatives:** Launched dedicated programs to support the 2SLGBT+ community, ensuring inclusivity and accessibility.
 - **EmpowerHER BIPOC Women's Initiative:** Rolled out this program to empower BIPOC women, offering targeted support and resources.
 - **Autism Supports for Newcomer Families:** Introduced specialized services to assist newcomer families with children on the autism spectrum.
 - **Norfolk County Satellite Office:** Successfully opened a new office in Norfolk County, broadening our geographic reach.
 - **Digital Services Across Ontario:** Enhanced our digital service offerings, allowing us to connect with clients across Ontario more effectively.
 - **Seniors' Social Recreational Activities:** Introduced new programs aimed at engaging seniors in social and recreational activities, promoting their well-being.

Strategic Plan Update: Year One of Three

Pillar 2: Shoring Up the Foundation

Building a solid operational foundation has been crucial to support our growth objectives. This year, we focused on strengthening our internal processes and systems. We invested in training and development of staff, volunteers and board. We renewed our Accreditation Canada certification. Our efforts under the "Shoring Up the Foundation" pillar have focused on three key areas:

- **Infrastructure Enhancements:** We prioritized upgrading our IT systems and infrastructure to improve operational efficiency, security and ensuring that our systems are more reliable and scalable to support future growth.
- **Process Optimization:** We conducted a comprehensive review of our internal processes, identifying areas for streamlining and standardization. As a result, we have implemented new workflows that reduce bottlenecks, enhance communication across departments, and improve overall service delivery.
- **Talent and Capacity Building:** Recognizing the importance of our workforce, we invested heavily in staff training and professional development. These programs have boosted employee engagement and productivity, better equipping our team to meet client needs and adapt to changing demands.

By focusing on these foundational elements, we have laid the groundwork for sustainable growth and improved service quality, setting the stage for continued progress in the coming years.

Strategic Plan Update: Year One of Three

Pillar 3: Branding/Communications

Our branding and communications efforts have been instrumental in enhancing our market presence and reputation. This year, we focused on refining our brand messaging and increasing visibility.

We worked on refining our brand identity, expanding our reach, and strengthening our communication channels.

- **Brand Refresh:** We undertook a comprehensive brand refresh, aligning our visual identity and messaging with our mission and values. The new branding has resonated well with both clients and partners, reinforcing our commitment to excellence and inclusivity.
- **Targeted Campaigns:** We launched a series of targeted marketing campaigns that have significantly increased our brand awareness. These campaigns, designed to reach diverse audiences, have contributed to a rise in brand recognition and an increase in new client acquisitions.
- **Enhanced Communication Channels:** We improved our communication strategies, utilizing digital platforms and social media to engage with our audience more effectively. These efforts have allowed us to maintain a strong connection with clients and stakeholders, ensuring they are informed and engaged with our initiatives.
- **Community Engagement:** Our efforts in Branding and Communications also included active participation in community events and partnerships. This has not only strengthened our local presence but also fostered deeper relationships with key community organizations and leaders.

Looking Ahead

As we move into the second year of our strategic plan, we will continue to build on the momentum of our successes. Our focus will be on deepening client relationships, further strengthening our operational foundation, and expanding our brand's reach and impact. Together, we are on track to achieve our long-term goals, and we look forward to continued success in the years ahead.



Enhancing Mental Health and Well-Being

An impressive 95% of clients said they're better at handling their mental health after they attended our counselling services. Nearly 88% of them felt their relationships with others have improved, and 80% of the clients observed improvement in their overall well-being. In 2023-24, we expanded our services to support seniors, women, newcomer families with autism, BIPOC, and 2SLGBTQ+ populations.

Thank you for your continued support:



- Authur P., Executive Director



Catholic
Charities
of the Archdiocese of Toronto

- Agnes T., Executive Director
- Rosario P., Associate Executive Director
- Maureen L., Board Chair

“My loneliness reduced after I joined the Seniors Well-Being Support group. I learned to make peace with myself.
A. D.”

“The Newcomers Autism Program is a blessing for families like ours, offering support and fostering a sense of belonging.
– Stella”



Supporting Newcomers to Settle and Thrive

One of the Five Lead Agencies In Welcome Centres:

CCSYR oversees operations at Richmond Hill Welcome Centre with staff present at all locations.

We offer settlement, intake assessment, case management, community engagement, conversation circles, and digital programs.

Research Project:

The research team is lead by Dinara Amutova and Evgeny Efremkin, PhD. Dr. Evgeny Efremkin is a contract lecturer in the Department of Politics and Public Administration and the Department of History at Ryerson University. In addition to a PhD in History, he holds an MA in History and a BA in History and Political Science, all from York University (Canada).

First of a 2-year research project funded by IRCC to analysis the York Region Welcome Centre model and best practices to maximize immigrant capacity and well-being. The study aims to build knowledge that can benefit the social service sector, identify critical factors in building a welcoming community and measure how programs support newcomers upon arrival and whether the services are meeting their needs.

Welcome Centre Immigrant Services Partner Lead Agencies:



www.costi.org



www.cicscanada.com



www.jobskills.org



www.socialenterprise.ca

Supporting Newcomers to Settle and Thrive

CCSYR is the sole IRCC-funded agency providing settlement services in York Region libraries and both school boards.

Last year, we expanded our footprint across the region, collaborating with **libraries and both school boards in York Region.**

NEW

New Places to Find Us

- Aaniin Public Library
- Ansley Grove Public Library
- Armadale Public School
- Blue Willow Public School
- Buttonville Public School
- Carville Mills Public School
- Devins Drive Public School
- Dr. Roberta Bondar Public School
- E. J. Sands Public School
- East Gwillimbury Public Library
- Fossil Hill Public School
- Glen Gould Public School
- Highgate Public School
- Johnny Lombardi Public School
- Kettle Lakes Public School
- Lake Wilcox Public School
- Lincoln Alexander Public School
- Maple Creek Public School
- Maple Public Library
- Milliken Mills Public Library
- Moraine Hills Public School
- Newmarket Public Library
- Oak Ridges Public Library
- Oak Ridges Public School
- Park Avenue Public School
- Parkland Public School
- Parkview Public School
- Pleasantville Public School
- Red Maple Public School
- Redstone Public School
- Richvale Public Library
- Rosedale Heights Public School
- Ross Doan Public School
- Silver Pines Public School
- Stone Bridge Public School
- Thornhill Public Library
- Trillium Woods Public School
- VMC Public Library
- Wilclay Public School
- Willam Berczy Public School
- Woodbridge Public School

Gratitude to Immigration, Refugees and Citizenship Canada (IRCC) for their continuous support:

Jonathan L. | Benjamin W. | Stephanie H. | Evelyn S. | Anna T. | Frank Z.



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Supporting Newcomers to Settle and Thrive

Be Real Be Me Program (BRBM):

Empowering girls ages 10-14 to overcome appearance-related social pressures.

African, Caribbean, and Black (ACB)

Youth Summit: Offering career guidance to the isolated ACB youth in the community.

WIN: Welcome and Information for Newcomers

NOW: The Newcomer Orientation Week

WTC: Welcome to Canada Orientation Day.

Parents Support Group: Helping newcomer families adapt to school and community life.

Homework Clubs: Supporting students in their academic endeavors.

“This program gave me the confidence that it's not one's appearance or looks that make you who you are.
-BRBM participant”

“I learned a lot of things but the reference of thick skin and positivity stuck with me the most.
-ACB Summit participant”



Click & Connect: Unlocking Digital Services

- Information Sessions
- French and English Conversation Circles
- Professional Study Groups
- Newcomer Digital Skills Development

Professional Study Groups for International Medical Graduates (IMGs)

“
The online study group for nurses is convenient and time-saving. It also helps me stay up to date on the latest developments in the field and enhance my professional skills.
-Rachel



“
I successfully cleared my NAC OSCE exam on the first try, achieving a commendable score. I attribute much of my success to our study group classes.
-Zukhra



Community Connections

Offering community-tailored support to all intersections of women, seniors, young people, and families.

Community Connection Groups:

- Filipino
- LatinX
- Yazidi
- Turkish
- Chinese
- 2SLGBTQ+
- BIPOC Youth
- ACB Women
- Women
- Seniors

“ I took a trip to the Downtown Museum and Art Gallery and learned a lot about Canadian history. At home, I have drawings and artwork I created in the art classes. I thoroughly enjoyed the Ukrainian folklore sessions as well. -Svetlana ”

The Peer-to-Peer Project is an excellent example of how community-driven initiatives can complement formal immigration services, enhancing the overall support system for newcomers. It significantly impacted the lives of Ukrainian newcomers by providing them with the support and resources they need to build a fulfilling life in Canada. It fostered a welcoming environment and promoted cultural exchange and understanding between different communities.



Funded Supports

The Ministry of Labour, Immigration, Training and Skills Development of Ontario funds CCSYR to focus on providing services to immigrants, refugee claimants, and naturalized Canadian citizens to help them integrate into their new communities. This includes cultural orientation, finding stable housing, employment, community connections and much more.

Ministry of Labour, Immigration, Training and Skills Development Projects:

- Newcomers Settlement Programs in York Region
- Supports for Ukrainian Arrivals
- Supports for Asylum Claimants

The project for asylum claimants are driven by peer leaders with lived experiences. It helps refugee claimants find temporary and long-term housing and equips clients with employment-related skills to transition into the labour market.

Gratitude to Ministry of Labour, Immigration, Training and Skills Development for their continuous support:



- Elisete B.
- Jacquie V.



“

My personal not-so-good [experience] really [gave] me the heart to help and work with the asylum seekers, especially the ones who are looking for housing.
- Martina

”



New Partnerships

Journeys to Active Citizenship (JAC) Pilot Project

CCSYR partnered with North York Community House on the JAC pilot project and conducted workshops in four civic engagement areas: building skills, discovering self and community, learning the fundamentals, and taking action.

LatinX Community Connections:

This group secured partnerships with the Colombian Community of Ottawa and Gatineau - La communauté colombienne d'Ottawa et de Gatineau, Embassy of Colombia in Ottawa, in collaboration with the Family-based humanitarian program for Colombians, Haitians and Venezuelans program implemented by IRCC. Additionally, it has partnered with the Hispanic Development Council and the York District School Board in support of the Latinx Educator Network Project and the Organization of Latin American Students.

2SLGBTQ+ Community Engagement

Our collaborations with esteemed organizations such as PFLAG and CAYR's Rainbow Space have not only expanded our reach but have also enhanced the quality of support and services offered to the LGBTQ+ community. Our network extends far and wide, encompassing influential allies such as Family Services York Region, LGBT YouthLine, Queer South Asian Women, The 519, and York Pride.

“

The Queer and Here session opened my mind to understanding, recognizing, and acknowledging the diversity of cultures around us.

-S. S

”



Positioning for Success

Activities:

- Youth Employment and Skill Strategies Program [YESS] for youth ages 15-30
- Asylum Seekers Project
- Mentorship for Engineering and Professional Networking Cafe [PNC] Groups
- Pathways to Skilled Trades
- Pathways to Alternative Healthcare

Special thanks to:



Program highlights:

- Job Fairs
- Digital “Bridge to Work” Event
- LinkedIn Events

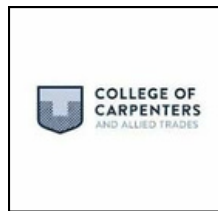
Top 5 employers working with us:



www.liunaloal183.ca



www.markham.ca



www.theccat.ca



www.rbc.com



www.liuna506training.ca



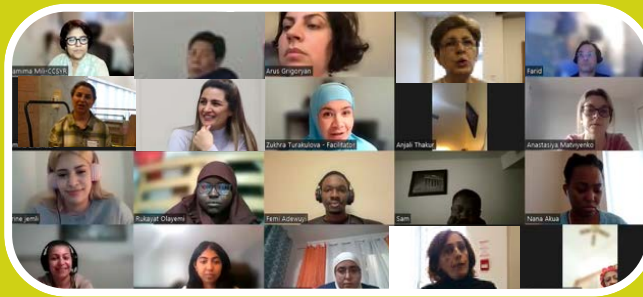
Georgina Chamber of Commerce

“With your support, newcomers have successfully gained employment and can thrive in our community.”



Jennifer Coletta-Rashty

Power of Teamwork



#teamawesome #dreamteam

Volunteering at EmpowerHER session was indeed special! Hearing individuals speak from a deeply emotional level was truly inspiring and heartfelt. It was a night that reminded us that no one needed rescuing, but everyone needs love.
-Donna



After joining the study group in 2021, I passed both NAC OSCE and MCCQE1 and received Licentiate of the Medical Council of Canada (LMCC). In an effort to pay forward, I am facilitating a NAC OSCE study group at CCSYR.
-Mahmuda





Financial Statement:



CALL US: 905-770-7040



www.ccsyr.org



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[@ccsyrrorg](https://www.instagram.com/ccsyrrorg)



Funded by / Financé par:



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

Take Action

Attend our
events:



Become a
volunteer:



Donate
now:



2 0 2 4

HER

Empowering Against Gender-Based Violence

fundraising event



Thursday
November 14



Newmarket
Old Town Hall



5:00 p.m.
to
9:00 p.m.



Make an Impact:



CALL US: 905-770-7040



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