



Making Canada Home

MEETING THE NEEDS OF A DIVERSE SOCIETY SINCE 1952



2010 / 2011 ANNUAL REPORT

PRESIDENT'S REPORT



“Their success is our vision come to fruition.”

Throughout its close to 60 years of service, COSTI has been successfully providing essential services to the immigrant community. While immigration trends may change over time, the City of Toronto continues to represent one of the most culturally diverse cities of the world.

Last year saw a renewed commitment to refugees arriving to the City by both the Governments of Canada and Ontario. Each contributed one-third – \$1 million – of the total costs towards the renovation of COSTI's 100 Lippincott Street facility, a 90-year-old heritage building. With COSTI providing the balance of the total costs, the agency's objective was to provide a safe, secure and comfortable start in Canada for people who have been traumatized by their experience.

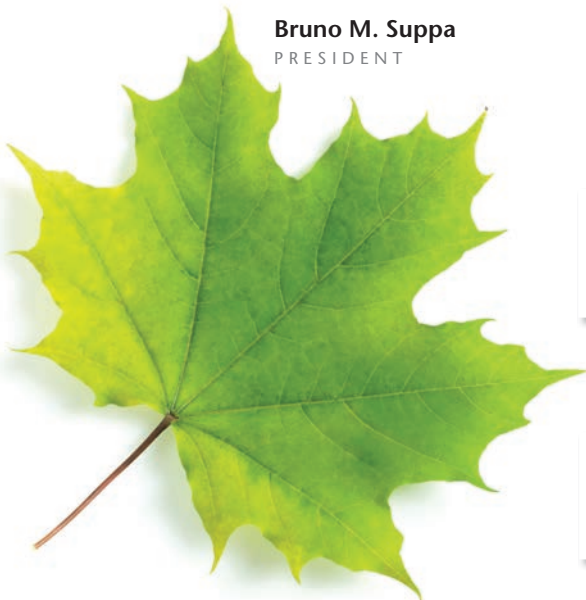
The shared vision to have a secure and a welcoming environment for refugees, was embraced by key donors Ralph and Rose Chiodo and Fausto Gaudio. Their financial contribution ensured that the modernized facility was reflective of the promise that is Canada. Each year, over 1,000 refugees will now make the Ralph Chiodo Family Immigrant Reception Centre their first home in Canada.

As an agency, COSTI has always strived to meet new challenges with effective and supportive services. Adapting to change and responding to the needs of immigrants has always been a key strength. As a result of funding and programming shifts, 2010/11 began and ended with a number of programming and service challenges. Recognizing the need for change and a proactive response in the face of a challenging economic climate, the Board of Directors embarked on a strategic planning process that will be unveiled in 2011/12. Revitalized by its commitment to meeting community needs, the board is excited to lead the organization into its 60th year with a sense of renewed hope, leading the way with new initiatives that will provide opportunities for success to the thousands of newcomers that access our services each year. Their success is our vision come to fruition.

COSTI is an organization which experiences on-going renewal, one which must continually examine new approaches. What keeps our agency vital and our work important is our dedicated staff and volunteers, having a strong and genuine commitment to succeed. Throughout all our evolutions, their commitment remains steadfast. They are truly instrumental to our success and together we face the challenges of the future with hope and confidence.



Bruno M. Suppa
PRESIDENT





“One of the challenges faced by immigrants, and our diverse society in general, is the lack of culturally sensitive and language-appropriate mental health services.”

After spending seven days in a Toronto hospital, a 55-year-old woman of southern Italian origin was discharged with a diagnosis of Schizo-Affective disorder, a prescription for anti-psychotic medications and a referral to COSTI's Family and Mental Health Services Centre.

At her first appointment with our psychiatrist, she was sad and withdrawn. She ruminated about being cursed, and said that she had accepted her suffering and punishment. The psychiatrist, having lived in southern Italy was familiar with the cultural norms there. He asked the woman if she was in mourning. (He had correctly interpreted her black dress as a sign of the woman having recently suffered a loss.) She told him that her son recently died of cancer after a long battle. She felt ashamed even to say that. (In southern Italy illness is often not disclosed; it is seen as a sign that one is being punished or cursed.)

Through counselling, she disclosed that her son did not have cancer but in fact had AIDS. Although she suspected her son was gay, she had never acknowledged it or spoken of it. The first time she ventured to talk about her struggle was with our psychiatrist. Her diagnosis was changed to depression and her medication altered. She was then referred to COSTI's depression and support group for Italian women. Within just two months, her depression began to lift and she began to re-engage and reintegrate in the community.

Her case illustrates the subtle nuance in culture and the importance of cultural competency in mental health treatment. One of the challenges faced by immigrants, and our diverse society in general, is the lack of culturally sensitive and language-appropriate mental health services. COSTI's Family and Mental Health Services Centre provides mental health and addiction counselling services in Italian and Spanish. In addition, it supports a number of ethnic communities in developing woman abuse prevention and problem gambling service strategies. The centre collaborates with over nine community partners who work with newcomers who speak Arabic, Cantonese, Farsi, Hindi, Korean, Mandarin, Portuguese, Punjabi, Russian, Somali, Spanish, Tagalog, Tamil, Urdu and Vietnamese. Its work consistently confirms the dearth of culturally appropriate services.

The fact is that mental health services are generally inadequate to serve the needs of the general population. It was for this reason that the Minister of Health established a Minister's Advisory Group composed of mental health practitioners and consumers to develop a 10-Year Mental Health and Addictions Strategy for Ontario. As a member of the group, I am pleased to see that the report, *Respect, Recovery, Resilience: Recommendations for Ontario's Mental Health and Addictions Strategy*, has been adopted by the Ministry of Health and Long Term Care. The report's recommendations highlight the need for a patient-centred and collaborative approach to mental health and addictions services. Currently, access to services depends on which door one is entering, with waiting lists and suitability of service varying from door to door. One of the report's recommendations is to integrate services across sectors, especially education, justice, housing and social services.

The most relevant recommendations for our culturally diverse society focus on directly addressing culturally appropriate services, stigma – which can be profound in some cultures – and discrimination.

Overall the report focuses on early intervention and access to services. It recommends a life-course approach to preventing and treating mental health and addiction problems; tailoring education, policies, programs and services for people at different stages throughout their life cycle.

These are encouraging developments for a mental health system that has been inaccessible for too many people. The implications are significant for the many families who are silently trying to cope with an addiction or mental illness.

A handwritten signature in black ink that reads "Mario J. Calla". The signature is written in a cursive, flowing style.

Mario J. Calla
EXECUTIVE DIRECTOR

COSTI AND THE COMMUNITY

COSTI continues to invest in collaborative efforts that contribute to service development and coordination, knowledge exchange, and thoughtful input in recommending solutions to social issues faced by newcomers.

COSTI has maintained active participation in six Local Immigration Partnership Councils, as well as numerous planning and coordination bodies in the areas of employment, domestic violence, mental health and housing. Working with our partners, service and systems development continue to evolve in the five Welcome Centres in York Region and the Jane St. Hub in Toronto. Participation in key umbrella organizations including Ontario Council of Agencies Serving Immigrants, Ontario Network of Skills Training & Employment Program, the Canadian Council for Refugees and JOIN have provided opportunities to engage in dialogue with colleagues, funders and stakeholders at a regional and national level.

COSTI has also supported research and provided advice on a number of advisory bodies including: Citizenship and Immigration Canada's National Advisory Group on Modernization and National Advisory Group on Outcomes Measures for Settlement programs; the Ontario Minister's Advisory Group on Mental Health and Addictions; Service Delivery Advisory Group to the Ministry of Training, Colleges and Universities; Social Assistance Review Working Group; Settlement and Integration Joint Policy and Program Committee; and the York Region Human Services Planning Group.



LANGUAGE AND SKILLS TRAINING SERVICES

Language and Skills Training Services at COSTI experienced significant growth in York Region in 2010/11. With the opening of four additional Welcome Centres in September 2010, existing language programs in Markham and Richmond Hill moved into new facilities.

We piloted a blended language training model at the Welcome Centres in York Region. This model calls for the blending of federally funded LINC classes delivered by COSTI with the provincially funded English as a Second Language (ESL) classes delivered by York Catholic District School Board. This blended training provides greater flexibility as students who qualify for either program can enrol.

The Corvetti Education Centre continues to work in partnership with the Toronto District Catholic School Board in providing ESL classes. The centre continues to offer morning, afternoon and evening classes. This past year, over 2,000 students accessed language classes at the Centre. More than 6,000 immigrants living in the City of Toronto, Region of Peel and York Region improved their English language skills at COSTI centres.

Internationally Trained Professionals continue to see COSTI's Enhanced Language Training (ELT) program as the right choice for them to enhance their skills in their specific profession prior to securing employment. Over 200 professionals attend six ELT programs in York Region and the Region of Peel: Accounting and Finance Professionals, Office Administration, Customer Service and Health Care Professionals.



Meeting the Needs of English Language Learners – Improving Service Delivery

COSTI added on-site language assessment for client intake at the Welcome Centres. This change has provided greater convenience to both LINC and ESL students and more efficient client placements and management of the new blended classes.

We introduced LINC classes for seniors in Richmond Hill in response to the demand for language instruction for seniors.

COSTI added one full-time LINC class in Markham and two new classes in Newmarket as a result of high enrolment levels.

We introduced Occasional Childcare Services at the Vodden location in Brampton and at the Markham North and Richmond Hill Welcome Centres. Individuals accessing any of the services funded by Citizenship and Immigration Canada now receive childcare support onsite.

70% of Enhanced Language Training program graduates secured employment.

Over 6,000 immigrants improved their English language skills by attending ESL and LINC classes, Literacy, Grammar in Conversation, Pronunciation and Oral Communication Skills classes.

60 Women of Courage program participants, who were at risk of abuse or have experienced abuse, participated in the training program for certification as a Computerized Accounting Clerk or in Office Administration. Operated in partnership with Humber College, the program helped over 80% of participants secure employment.



Damon Allen
COSTI Volunteer and
Premier Football Player

Recently inducted into the Football Hall of Fame, Damon Allen is one of the most accomplished and celebrated players in the CFL. Allen's unprecedented 23-year career as an elite quarterback included four Grey Cup Championships, three Grey Cup MVPs and one CFL Most Outstanding Player Award.

Damon Allen is very involved in charitable endeavours such as the Damon Allen Quarterback Challenge for Kids and the Grey Cup Event Night of Champions, where proceeds are geared to Amateur Football in Canada.

COSTI is fortunate and proud to have Damon Allen as a supporter. He recently hosted our 10th Annual Golf Tournament, where we raised \$20,000 to support COSTI's children and youth programs.

COSTI offers a number of programs specifically for at-risk youth, including the Accelerate and Youth Mentoring programs for youth living in York Region. Damon has an affinity with COSTI's Connections youth program, as it engages youth through track and field, incorporating a training schedule of three days per week for nine months

of the year, where youth are channeled into two categories – competitive and non-competitive.

Damon understands the value of incorporating activities that are of interest to youth into programming. Damon's comments at COSTI's Annual Golf Tournament reflect our shared vision.

"Just like the Quarterback Challenge for Kids, Connections is more than just a track club. It's a vehicle for kids to learn more about crime prevention, personal safety and a way of avoiding gang-related activity. My involvement with COSTI is another way to give back to the community and to make an impact on youth that may not have access to structured programs."

Damon Allen
Football Hall of Fame inductee

Over 3,000 children and youth received support, guidance, mentoring, employment support services and employment-placement opportunities through their participation in homework clubs, recreation, mentoring and employment programs.

2010/11 was a transitional year for Employment Services, as it saw the transformation of COSTI's Employment Assistance Services and Job Connect programs into Employment Ontario (EO) services. This transformation resulted in the closing of three sites, a reduction in staff and the opening of an additional site, leaving COSTI with five EO sites to operate in Brampton, Caledonia, Mississauga, Vaughan and Weston.

An exciting opportunity was presented to help individuals living in the Weston area, as we joined with Unison Community and Health Services in opening the Jane Street Hub, a co-location of six services agencies providing employment, settlement and healthcare services.

The economic environment continues to present significant challenges, particularly for newcomers and youth. While hitting Canada less severely, the global recession reduced job opportunities, heightened job competition and raised the skill threshold for new hires. Ontario was most affected in its manufacturing base with numerous plant closures and layoffs extending into 2010. As a result, our staff assisted over 1,000 people seeking assistance in accessing the newly created Second Career training grant program.

Providing Opportunities for Success

We established new Business Liaison positions to focus on building relationships with small and medium-size employers in order to match their hiring and human resources needs with available immigrant talent.


Online Services staff worked with the Canadian Immigration Integration Project to provide service access to over 500 immigration applicants overseas, as well as to COSTI's Women of Courage and Enhanced Language Training (ELT) participants. We introduced two additional Internationally Trained Professionals workshops for Engineers and in Customer Services. And we're currently testing some new elements such as webinars, e-mentoring and a virtual job seekers' club.

The Ontario Works office in Scarborough relocated to Caledonia, with expansion of Employment Placement Services to the agency's Weston location in the fall of 2011.

COSTI's Specialized Employment and Training Services (SETS) expanded its work for the Workers' Safety and Insurance Board and continued to serve Ontario Disability Support Program (ODSP) and Ontario Works clients.

Through funding received from York Region Social Services, over 80 Ontario Works participants living in York Region can now access Lifeskills/Pre-employment workshop programs at our Vaughan location.





The global recession reduced job opportunities, heightened job competition and raised the skill threshold for new hires.



Christine Natiru
Former Client
Pathways to Success and
Employment Services

“The Pathways to Success program helped me overcome my fears. I learned that we are all the same.”

Christine Natiru immigrated to Canada from Uganda last December with her son, at which time she was reunited with her husband. She arrived with a business degree in accounting, but needed some support in starting her new life. On her way to school to register her child for his first day, she noticed a flyer that was promoting a program for women called “Pathways to Success.” The flyer highlighted how the program helps participants with learning about life here in Canada, expectations and how to manage career goals, including starting your own business. She enrolled in the women’s program and also accessed employment support workshops at COSTI’s Employment Services office in Brampton. She is now on the road to establishing a career in Canada.

My biggest challenge, to be honest, was coming in December and getting used to all the snow! It took two weeks to get over the shock! When I finally did, it was time to look for work, enrol my child for school, secure his health card, translate my professional documents ... and then try to secure a future for myself.

The Pathways to Success program helped me overcome my fears. I learned that we are all the same. While the environment may be different here in Canada, it is not so different. The facilitators who conducted the employment support workshops helped with revising my resume and offered helpful interview techniques, including how to present myself and behave in an interview.

My dream is to run my own business so I can be independent and a business woman – self-sufficient and not rely on anyone. My hope for my family is that we will become financially stable, that my son receives a university education and make more than I will be making. My dream is the same as anyone born in Canada – the Canadian dream – because I am a Canadian now.

Christine completed the Pathways to Success program and is now in school studying to obtain a certificate in office administration. Her goal is to secure employment after certification and to start her own firm.

4,500 individuals accessed employment services through five locations in Toronto, the Region of Peel and York Region. Services provided include career assessment and planning, job search and placement, job maintenance supports, online services and Summer Jobs Service.

450 immigrant women participated in programs designed with the goal of addressing systemic and personal barriers. The Home Childcare Training program, Women’s Life Skills Training, Trauma Support Group for Spanish Speaking Women, and Housing Drop-In programs are available to women across the greater Toronto area.





COSTI is an organization which experiences on-going renewal, one which must continually examine new approaches.

SETTLEMENT SERVICES

Through COSTI's Settlement Services, clients received support and direction during the transition of settling in Canada, either as permanent residents or as refugee claimants. Foreign-born Canadian citizens who continued to experience language barriers also received support with navigating complex bureaucratic systems in order to access government benefits. Services provided to clients included assessment, information and referral, interpretation, documentation/completion of forms, crisis intervention, advocacy and supportive counselling.

In 2010/11, the Housing program continued to see a large number of clients seeking housing services. We experienced a slight increase in the accessing of Drop-In services by seniors, people with physical disabilities and single mothers with children. Many of these people are forced to live in shared accommodations as they cannot afford a place of their own. These arrangements often lead to eviction because roommates fail to pay their share of the rent or move out unexpectedly. A component of the Housing program is eviction prevention by mediating with landlords.

The Family and Mental Health Centre started offering The Mothers in Mind program to Spanish speaking women and their children in partnership with the Child Development Institute. The Mothers in Mind Program is a 10-week, group-based program attended by mothers and their young children from birth to age four. The mothers who attend

the group have experienced violence and trauma in various forms, including domestic violence and childhood physical or sexual abuse. The aim of the group is to intervene early in the lives of the children who have witnessed abuse and whose mothers have suffered trauma so as to improve child outcomes and reduce the numbers of children from these families who are admitted into Children's Aid care. The women and children attend the group together as the focus is on the relationship between the mother as the primary caregiver and the young child.

We renovated the Ralph Chiodo Family Immigrant Reception Centre this year, and we now have a new facility with many modern amenities. The centre served over 900 government-assisted refugees coming to the centre directly upon arrival in Toronto. Services included temporary accommodation, initial settlement services and childcare services along with a wide range of activities and weekly art therapy sessions directed to the psycho-emotional needs of refugee children and youth.

In 2010/11, centre staff served a new group of refugees – Bhutanese arriving from Nepal. Despite the fact that they had been living for an extended period of time in a refugee camp, up to 20 years in some cases, their adjustment and adaptation to living in Toronto has been noteworthy as they have been proactive in exploring employment and educational opportunities.

2,475 individuals experiencing trauma and abuse, or in need of psychiatric, individual, family, or marital counselling were supported through one-on-one counselling or group sessions.

2,000 families and individuals who needed help in finding or improving their housing or preventing eviction, were provided with referrals to subsidized and supportive housing, received assistance with their landlords, information about crisis lines, shelters, shared accommodation, home visits and much more.

6,295 immigrants received assistance with their settlement and adjustment through supportive counselling, information and referral, assistance in the completion of government forms and interpretation.

450 seniors experienced reduced isolation as a result of their participation in support groups, social, cultural, recreational and educational activities.

Supporting Newcomers through Philanthropy

As President and CEO of Active Green and Ross Complete Tire & Auto Centres, Ralph Chiodo is not just actively involved in his business operations. He is just as active in his charitable works throughout Canada and the city and, more recently, with COSTI. His generous financial contribution towards the renovations of our 100 Lippincott facility resulted in the 90-year-old heritage building being fully restored and operational with state-of-the-art equipment. In recognition, the building was officially renamed the Ralph Chiodo Family Immigrant Reception Centre.

COSTI represents immigrants, and I'm an immigrant. Years ago I found myself having to go to school to obtain a work permit and COSTI was there to help me. While I eventually found employment and did not need to access the services, I was grateful that an organization such as COSTI was there to help if I needed support and assistance.

I received much in my life, and this is the right opportunity to give back a bit of my fortune to the community. There are many generous people in this magnificent country who deserve it. I left Italy with an empty cardboard suitcase, then I had some good luck and now the moment has come to pay back.

I am proud to say that I have had the fortune of being part of the organization of Pier 21, which has become a national museum. Then came COSTI, which gives me great pleasure. I hope to be able to continue to help COSTI and individuals who come to the organization for help.

The generous financial support received from the Government of Canada's Infrastructure Stimulus Fund, the Province of Ontario's Building Together long-term infrastructure plan, Ralph and Rose Chiodo and Fausto Gaudio, President and CEO of Italian Canadian Savings & Credit Union (IC Savings) resulted in the opportunity for COSTI to renovate the 90 year-old heritage building. Through the commitment and support received from Citizenship and Immigration Canada (CIC) and the City of Toronto, the Centre provides temporary shelter and initial settlement services to government assisted refugees, referred to COSTI by CIC, and refugee claimants through the City of Toronto Community and Neighbourhood Services.



Opportunities for Newcomers

Community Connections program (formerly Host) increased English Conversation Circle groups in partnership with Settlement Workers in Schools, developed walking and knitting clubs, a women's support group, and a range of social, recreational and educational activities. These programs are effective in connecting newcomers with Canadians through a range of activities to help build their social network and further the process of integration.

COSTI's Client Support Services program expanded in order to reach out to and meet the needs of all government-assisted refugees arriving at the Ralph Chiodo Family Immigrant Reception Centre. Last year, over 750 refugees received support with their settlement and integration into their new homes in communities across the greater Toronto area.

The Job Search Workshops program piloted a new curriculum across the province. Over 100 facilitators from across the province were trained and introduced to the new curriculum that customizes individual job search paths. This program will provide over 11,000 newcomers with a solid foundation in job search and preparation for long-term employment.

BOARD OF DIRECTORS AND CLIENTS SERVED

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IMMIGRATION LAW AND POLICY ADVISOR

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PRO BONO LEGAL SERVICES

Torys, LLP



CLIENTS SERVED

Demographics		
Categories	Description	Percentage
Age	Children, under 12	4%
	Youth, 13 to 20	19%
	Adults (Over 21 and under 65)	72%
	Seniors (Over 65)	5%
Gender	Female	55%
	Male	45%
Country of Origin	Middle East (Iran, Iraq, Afghanistan)	15%
	South Asia (India, Pakistan, Sri Lanka, Bangladesh)	15%
	China	11%
	Africa (Nigeria, Ghana, Ethiopia, Somalia, Eritrea)	9%
	Caribbean (Jamaica, Cuba, St. Vincent, Trinidad & Tobago)	9%
	Eastern Europe (Russia, Romania, Albania, Serbia, Turkey, Ukraine)	8%
	Other	8%
	South America (Colombia, Brazil, Ecuador, Guyana, Argentina, Peru)	8%
	Southeast Asia (Philippines, South Korea, Vietnam)	7%
	Central America (Mexico, El Salvador)	5%
	Western Europe (Italy, Portugal, United Kingdom)	5%

Employment Services

Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports, Resource and Information, Online Services, Specialized Employment Training

Settlement Counselling

Canadian Immigration & Integration Project, Community Connections Program, Information and Referral, Interpretation, Documentation and Life Skills

English Language Instruction and Skills Training

English as a Second Language, Enhanced Language Training, Language Instruction for Newcomers to Canada, Computer Courses

Family and Mental Health Services

Domestic Violence, Psychiatric Services, Problem Gambling, Counselling and Support Groups

Housing Supports

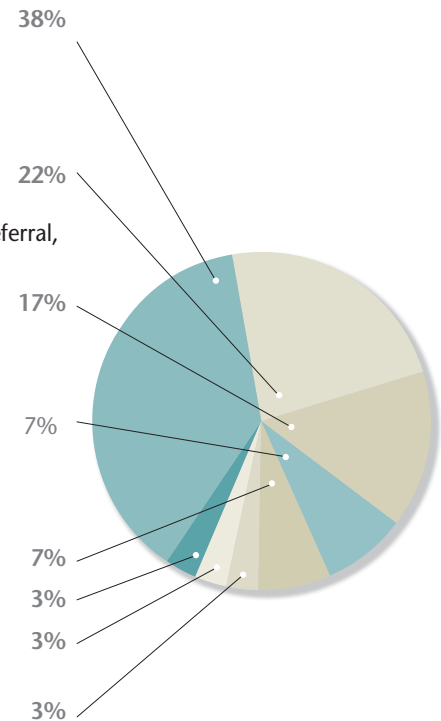
Refugee Shelter Services

Women's and Seniors' Services

Counselling, Support Groups, Drop-in Services

Youth & Recreation

Crime Prevention & Substance Abuse Workshops, Leadership Development, Track & Field Program, Employment Supports



FUNDERS

FUNDERS

GOVERNMENT OF CANADA

Citizenship and Immigration Canada

- Job Search Workshops Program
- Language Training
- Labour Market Access
- Orientation
- Resettlement Assistance Program
- Welcoming Communities

Human Resources and Skills Development Canada

- Youth Skills Link
- Summer Career Placement

Infrastructure Canada

GOVERNMENT OF ONTARIO

Ministry of Agriculture, Food and Rural Affairs

Ministry of the Attorney General

- Ontario Victims Services Secretariat

Ministry of Citizenship and Immigration

- Newcomer Settlement Program –
Region of Peel and Toronto

Ministry of Community and Social Services

- Domestic Violence, Violence Against Women Program
- Ontario Disability Employment Supports Program

Ministry of Health and Long Term Care

- Acute Services Division
- Addictions Programs, Mental Health and Addictions Branch
- Community Health Division, Toronto Region
- Long Term Care Division – Elderly Persons' Centre

Ministry of Training, Colleges, and Universities

- Employment Assistance Services
- Employment Ontario
- Summer Jobs Service

Ontario Women's Directorate

- Employment Training Program
- Neighbours, Friends and Families

The Ontario Trillium Foundation

Workplace Safety and Insurance Board

CITY OF TORONTO

- Community and Neighbourhood Shelter, Housing & Support Services
- Community Services Partnerships Program
- Homelessness Initiatives Fund
- Homelessness Partnering Strategy
- Ontario Works

REGION OF YORK

- Community and Health Services Department

TORONTO CATHOLIC DISTRICT SCHOOL BOARD

UNITED WAY TORONTO

UNITED WAY OF YORK REGION

YMCA TORONTO

FOUNDATIONS

- AFP Foundation of Philanthropy
- CHUM Charitable Foundation
- George Cedric Metcalf Charitable Foundation
- F.K. Morrow Foundation
- Raptors Foundation
- RBC Foundation
- The BLG Foundation
- Toronto Community Foundation
- Toronto Star Fresh Air Fund



The Board of Directors of COSTI Immigrant Services acknowledges with thanks, the outstanding contributions, support, and inspiration received from our funders, donors, partners, clients, volunteers, and staff, for over five decades.

It is COSTI's philosophy that productive membership in our society and good citizenship are enabled when individuals are given the means to fully participate.

CITY OF TORONTO

Head Office
1710 Dufferin Street
416.658.1600

Languages Bureau: Certified translation, interpretation, typesetting and graphic design services available in over 100 languages.

Caledonia Centre
700 Caledonia Road
416.789.7925

Employment Services: Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports services for adults (including internationally trained professionals/tradespeople) and youth are provided through a comprehensive and integrated service model intended to address individual needs. Services include: individual assessment, counselling, pre-employment training, group workshops and employment and job maintenance placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

Online Services: Using an interactive, online platform e-facilitated by Employment Consultants, online services are available to unemployed and under-employed individuals with multiple barriers who could not otherwise access on-site services. Services include sector-specific courses offered to internationally trained professionals, general use Employment Resource Room for specific job search techniques and tools, and a Virtual Library listing key websites related to employment research and job search.

Resource and Information: Individuals access information on careers and occupations, the local job market, training opportunities, and job search strategies to successfully find and maintain employment. Resources include: computerized job banks, internet access, fax/photocopier, video library, audio tapes and written materials. Workshops and individual assistance are available.

Summer Jobs Service: Provides high school, college and university students with employment preparation skills and placement services required for summer employment. Year-round services are also available through the Employment Ontario Services Centre.

Information and Technology Department: Computer technical support for networking, repair, and training.

Job Search Workshops (JSW) Program: JSW Programs are provided by community agencies across the province. COSTI provides program development, promotion, and staff training support to these agencies.

Language and Skills Training Services: English language instruction, childcare, and computer training courses.

Women of Courage Program: Provides women with a college certificate in office administration. Combined with group counselling, life skills workshops and job search activities, women are prepared for employment.

Ontario Works Employment Placement: A four-week employment preparation workshop provides basic training on career planning, résumé development, interview skills and creation of a personal job search plan. Services for job-ready Social Assistance Recipients include: assessment, a one-week employment training program, individual job placement and follow-up support.

Youth Settlement Services: This program provides orientation, referral, information, interpretation, completion of government documents, advocacy and supportive counselling for immigrant youth, ages 16 to 24, who need assistance.

Specialized Employment and Training Services: This service addresses vocational and training needs for adults with physical, medical and emotional barriers to employment.

Corvetti Education Centre
760 College Street
416.534.7400

Client Support Services Project: Government-sponsored refugees receive life skills training, assessment, information and referral, group orientation, interpretation, advocacy, completion of government documents, supportive counselling and case management of over a one-year period.

Language and Skills Training Services: English language instruction, skill and special courses, citizenship acquisition courses, orientation and referral and childcare are available at the centre.

Services for Women: Services for immigrant women include workshops in topics relevant to their wellbeing: health, parenting, domestic violence, etc. The Home Childcare Program prepares immigrant women to be self-employed as home childcare providers. The Lifeskills Counselling Program provides lifeskills workshops combined with individual counselling for women to improve their self-confidence and increase their employment potential.

Services for Seniors: Organizational support provided to seniors of the Caravelle Club, Bosnian Seniors' Association and the Association of Spanish Speaking Seniors to assist them in their social, educational and recreational activities.

Settlement Services: Assessment, information and referral, individual and group orientation, assistance in the completion of government forms, interpretation, workshops and supportive counselling are available for new and settled immigrants who need assistance in their process of settlement.

Federal Skilled Workers, Provincial Nominees, their spouses and adult dependents can access information, referral and orientation services online while still overseas during the final stages of the immigration process if they are referred through the Canadian Immigration Integration Program.

Family and Mental Health Services
1700 Wilson Avenue, Suite 105
416.244.7714

Individual, marital, and family counselling; groups for women victims of violence and men who abuse their partners; psychiatric assessment, and follow-up services are available to individuals of Hispanic and Italian background.

Problem Gambling Service: Individuals of Italian, Hispanic and Portuguese background can access culturally and linguistically appropriate counselling for gambling problems. Counselling is available for individuals as well as for their family members.

Jane Street Hub
1541 Jane Street
416.645.7575

The Jane Street Hub is a new centre that brings together six organizations to offer community services and health care to residents of Weston, Mount Dennis, Trethewey and the surrounding area. COSTI delivers the full range of Employment Ontario services including job fairs, workshops and individualized job search preparation and placement supports.

Language and Skills Training Services
1700 Wilson Avenue, Suite 206
416.244.9980

Language Services: English language instruction and childcare.

North York Centre
1700 Wilson Avenue, Suite 114
416.244.0480

Community Connections Program: Permanent residents, landed immigrants and convention refugees living between the areas of Dufferin Street and Highway 400, Eglinton Avenue West and Steeles Avenue West, receive help to establish social and professional networks through one-on-one mentorship with a Canadian volunteer, English Conversation Circles, information workshops related to settlement, assistance in seeking and/or accessing community services and resources.

Housing Help Program: This program provides information, assistance, advocacy and support to people who need help finding or improving their homes and people who are in danger of losing their housing. The program helps individuals with limited income, newcomers in particular and people who are homeless or in danger of becoming homeless. It offers housing search assistance and crisis intervention, information, referral, educational workshops for tenants and landlords, drop-in for women, Rent Bank and Low-Income Energy Assistance Program and an Identification clinic.

Services for Seniors: Elderly Persons' Centre allows Italian seniors the opportunity to take part in daily social, cultural, recreational and educational activities. Encuentro Latino, a group for Spanish speaking seniors helps reduce isolation.

Settlement Services: Assessment, information and referral, individual and group orientation, assistance in the completion of government forms, interpretation, workshops and supportive counselling are available for new and settled immigrants who need assistance in their process of settlement.

Ralph Chiodo Family Immigrant Reception Centre
100 Lippincott Street
416.922.6688

Services for Refugees: Government-assisted refugees receive temporary accommodation, childcare and initial settlement services, including medical, housing and life skills support.

Services for Children: Art Therapy Program offers traumatized refugee children the opportunity to express themselves through art.

Weston Employment Services
35 King Street, Suite 106
416.588.2240

Employment Services: Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports services for adults (including internationally trained professionals/tradespeople) and youth are provided through a comprehensive and integrated service model intended to address individual needs. Services include: individual assessment, counselling, pre-employment training, group workshops and employment and job maintenance placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

Resource and Information: Individuals access information on careers and occupations, the local job market, training opportunities, and job search strategies to successfully find and maintain employment. Resources include: computerized job banks, internet access, fax/photocopier, video library, audio tapes, and written materials. Workshops and individual assistance are available.

Online Services: Geared to internationally trained professionals, online services provide remote access to job search workshops, a virtual library of essential websites and facilitated employment preparation courses.

Ontario Works Employment Preparation: Individuals on social assistance participate in a one-week employment preparation workshop to develop their career plan, résumés, interview skills and to receive support for employment placement.

REGION OF PEEL

Language, Employment, Settlement and Skills Training Services, Brampton

10 Gillingham Drive

Employment Services: 905.459.8855

Enhanced Language Training: 905.451.7147

Employment Services: Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports services for adults (including internationally trained professionals/tradespeople) and youth, are provided through a comprehensive and integrated service model intended to address individual needs. Services include: individual assessment, counselling, pre-employment training, group workshops and employment and job maintenance placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

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Language Training: Enhanced English language training in the accounting and finance field.

Pathways to Success: This program supports low-income women explore opportunities for self-employment and stabilize their personal family/households.

Settlement Services: Assessment, information and referral, individual and group orientation, assistance in the completion of government forms, interpretation, workshops and supportive counselling are available for new and settled immigrants who need assistance in their process of settlement.

Centennial Mall

227 Vodden Street East, Suite 3

905.459.6700

Language Training: Enhanced English language training in the office administration and customer service field is available at this centre. Childcare services are provided.

Settlement Services: Assessment, information and referral, individual and group orientation, assistance in the completion of government forms, interpretation, workshops and supportive counselling are available for new and settled immigrants who need assistance in their process of settlement.

Youth Leadership Program: Empowers youth by encouraging and building leadership skills through positive engagement and dialogue on issues relevant to youth aged 13 to 24.

The On the Move Program advocates for female-only newcomers and is a participant-driven and community-specific program. It assists newcomer female youth with learning about community recreational programs and educating local community/recreational programs on the unique needs of the newcomer population. The program teaches leadership, healthy eating and healthy living skills.

Student teachers from York University instruct weekly after school/homework help classes for students aged 13 to 18.

Mississauga Employment Services

6750 Winston Churchill Blvd., Unit 8A

905.567.0482

Employment Services: Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports services for adults (including internationally trained professionals/tradespeople) and youth are provided through a comprehensive and integrated service model intended to address individual needs. Services include: individual assessment, counselling, pre-employment training, group workshops and employment and job maintenance placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

Resource and Information: Individuals access information on careers and occupations, the local job market, training opportunities and job search strategies to successfully find and maintain employment. Resources include: computerized job banks, internet access, fax/photocopier, video library, audio tapes and written materials. Workshops and individual assistance are available.

Online Services: Geared to internationally trained professionals, online services provide remote access to job search workshops, a virtual library of essential websites and facilitated employment preparation courses.

Settlement Services: Assessment, information and referral, individual and group orientation, assistance in the completion of government forms, interpretation, workshops and supportive counselling are available for new and settled immigrants who need assistance in their process of settlement.

YORK REGION

Vaughan Centre
7800 Jane Street, Unit 1
905.669.5627

Accelerate: At-risk youth are able to develop life skills and identify strengths and interests in preparation for entering the labour market. A five-week life skills and employment preparation program supports individual career planning, return to education/training or job search.

Employment Services: Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports services for adults (including internationally trained professionals/tradespeople) and youth are provided through a comprehensive and integrated service model intended to address individual needs. Services include: individual assessment, counselling, pre-employment training, group workshops and employment and job maintenance placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

Resource and Information: Individuals access information on careers and occupations, the local job market, training opportunities and job search strategies to successfully find and maintain employment. Resources include: computerized job banks, internet access, fax/photocopier, video library, audio tapes and written materials. Workshops and individual assistance are available.

Online Services: Geared to internationally trained professionals, online services provide remote access to job search workshops, a virtual library of essential websites and facilitated employment preparation courses.

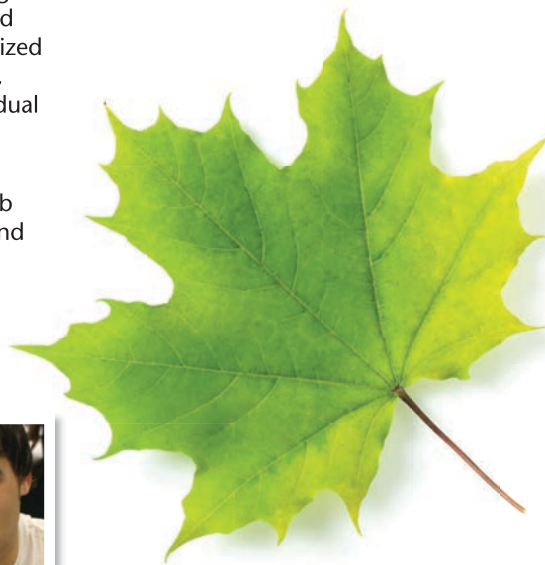
Summer Jobs Service: Provides high school, college and university students with employment preparation skills and placement services required for summer employment. Year-round services are also available through the Employment Ontario Services Centre.

Lifeskills Training: Residents of York Region or social assistance recipients participate in a four-week workshop to develop basic life skills and career exploration options. Individuals receive basic training on career planning, résumé development, interview skills and creation of a personal job search plan. Outcomes include further service assistance under Employment Ontario or referral to other community services for additional supports.

Family Counselling: Individual, couples and family counselling is available in Italian.

Youth Mentoring: This program matches out-of-school unemployed youth with an adult mentor to provide advice and coaching on career planning and general life skills.

Settlement Services: Assessment, information and referral, individual and group orientation, assistance in the completion of government forms, interpretation, workshops and supportive counselling are available for immigrants and settled immigrants who need assistance in their process of settlement.



PROGRAMS AND SERVICES BY LOCATION

**Welcome Centre Immigrant Services,
Markham North**
8400 Woodbine Avenue, Suites 102-103
289.846.3645

Language Training: English language instruction and enhanced English language training in the accounting and finance field is available at this location. Childcare service is provided.

Settlement Services: Assessment, information and referral, individual and group orientation, assistance in the completion of government forms, interpretation, workshops and supportive counselling are available for immigrants and settled immigrants who need assistance in their process of settlement.

Welcome Centre Immigrant Services, Markham South
7220 Kennedy Road
905.479.7926

Language Training: This location offers enhanced English language training in the health care field.

Welcome Centre Immigrant Services, Newmarket
16655 Yonge Street, Unit 26
289.841.3032

Language Training: This location offers English language instruction. Childcare service is provided.

Welcome Centre Immigrant Services, Richmond Hill
9325 Yonge Street
289.842.3124

Language Training: English language instruction and enhanced English language training in the office administration and customer service field is available at this location. Childcare service is provided.

Settlement Services: Assessment, information and referral, individual and group orientation, assistance in the completion of government forms, interpretation, workshops and supportive counselling are available for immigrants and settled immigrants who need assistance in their process of settlement.

Welcome Centre Immigrant Services, Vaughan
9100 Jane Street, Building H
905.761.1155

Language Training: English language instruction and enhanced English language training in the accounting and finance field are available. Childcare service is provided.

Settlement Services: Assessment, information and referral, individual and group orientation, assistance in the completion of government forms, interpretation, workshops and supportive counselling are available for immigrants and settled immigrants who need assistance in their process of settlement.

Housing Help Program: This program provides information, assistance, advocacy and support to people who need help finding or improving their homes and people who are in danger of losing their housing. The program helps individuals with limited income, newcomers in particular and people who are homeless or in danger of becoming homeless. It offers housing search assistance and crisis intervention, information, referral and educational workshops for tenants and landlords.

2010/11 SNAPSHOT – SERVICE PARTNERS

Partnership and collaboration among organizations is key to the successful integration of newcomers. COSTI is represented on many community planning networks, umbrella organizations and advisory committees. We work in partnership with organizations and service providers across Ontario in the planning and delivery of services to the community.

- 58 Inter-agency planning groups, advisory groups and local service planning co-ordination groups
- 135 Community agencies and organizations
- 8 Colleges and universities
- 5 Hospitals
- 5 School boards



The Welcome Centre Immigrant Services is a one-stop service designed to guide and support immigrants through the maze of information and resources in York Region. Services provided by a partnership of agencies include: settlement and integration services; language training and enhanced language training; accreditation and qualifications assistance, and employment supports.

At COSTI, we understand that opportunity means different things to different people. By providing individuals with opportunities for success, we're helping build a strong and prosperous community. COSTI provides the means to a brighter future.

MISSION STATEMENT

COSTI provides educational, social and employment services to help all immigrants in the greater Toronto area attain self-sufficiency in Canadian society.

COSTI, founded by the Italian community to meet a shortage of services for immigrants in the post-war era, is today a multicultural agency that works with all immigrant communities having a shortage of established services.



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