



# 50

Celebrating 50 years of  
service to the Community.

Annual  
Report  
2001-2002

# President's Report



We, both staff and volunteers, can be really proud of COSTI's many achievements over the last fifty years.

A true success story is one that culminates in the celebration of a great accomplishment – and we at COSTI have something to celebrate – 50 successful years of serving Toronto's immigrant population! What a milestone for an agency with a very humble beginning; one that started with a few dollars and even fewer resources.

The organization owes its success to the many men and women whose dedication and foresight have been instrumental in making COSTI the largest and most efficient agency that provides services to the city's diverse immigrant communities.

The many dedicated volunteers and competent staff have given COSTI the opportunity to carry on its original motto of "integration through education".

COSTI adapted a unique approach in its service delivery: it secured the cooperation of existing organizations without duplicating programs. An excellent example of this type of partnership is the long-standing relationship with George Brown College, along with the many educational programs carried out through both the Public and Separate School Boards.

There have been many important highlights throughout COSTI's fifty years of existence. One was the agreement with the Workers' Compensation Board in 1966 to establish a rehabilitation program for injured workers. This partnership was the beginning of a program which would eventually help retrain thousands of men and women.

COSTI, originally founded by the Italian Canadian community in 1962, would later open its doors to serve all immigrants in 1969. The year was also significant because in addition to becoming a multicultural agency, COSTI would become a member of the United Way, and receive the invaluable funding needed to expand its programs.

Another milestone was the establishment of the Women's Program in 1974. Recognizing the many barriers that women face in society, COSTI took the innovative step of providing a much-needed program to assist a part of the population that had been too often overlooked. The Women's Program was one of the first available to immigrant women in Toronto.

In 1981 another pivotal step was taken. After many negotiations, COSTI and the Italian Immigrant

Aid Society which was founded in 1952, amalgamated into one single agency. As COSTI-IIAS, the agency provided a wider range of services to more people.

The following year, after much study and research was conducted to address increasing new needs in the community, the Family Centre was established. It was a bold move, but one that proved that the administration had done its homework. By providing a centre staffed by professional Social Workers, Psychologists and Psychiatrists, COSTI illustrated the agency's ongoing dedication to addressing the mental health and psycho-social counselling needs of the city's increasingly diverse immigrant population.

We, both staff and volunteers, can be really proud of COSTI's many achievements over the last fifty years. We hope and trust that it will continue to be a model agency – one that continues to provide essential services to the many thousands who knock at its doors and who leave with the tools to become productive members of Canadian society.

Bruno M. Suppa  
President



Celebrating 50 years of  
service to the Community.

# Executive Director's Report

It is ironic that the main issue that drove the founding of COSTI is the number one issue facing immigrants today. Ten years after the founding of the Italian Immigrant Aid Society (IIAS), COSTI was established, in 1962, specifically to help immigrants obtain the professional qualifications required to practise their trades or professions in Canada. Thousands of newcomers had strong trade or professional qualifications, but were forced to take menial jobs because their credentials were not recognized in Canada. COSTI forged a partnership with the Provincial Institute of Trades (now known as George Brown College) and convinced the Ministry of Labour to recognize a fast-track program established with the Institute for these tradespeople. Many newcomers quickly became employed in their fields as a result of COSTI's initiative.

Today, the situation has grown worse. Immigration policy has attracted a more highly educated and skilled immigrant, swelling the numbers of qualified newcomers. Over 60% of working-age immigrants have post-secondary education compared with only 43% of

working-age Canadians. Unfortunately, a lack of recognition of their credentials and a lack of Canadian experience have conspired to keep the majority of these newcomers underemployed or unemployed.

COSTI has continued to respond to the needs of the time by establishing two Centres for Foreign Trained Professionals and Tradespeople in partnership with Humber College. COSTI has produced two videos, Meaning Business, one aimed at employers and the other at immigrant professionals, to make a business case for the hiring of internationally trained professionals and to educate those professionals about Canadian labour market expectations, respectively. In addition, COSTI has been working with other service agencies and policy makers to advocate for systemic change to a marketplace that is full of unnecessary barriers.

While COSTI's employment and community development activities have been kept busy with these challenges, our Housing Help Program has been a more intensive mirror of the work done by the volunteers of the

IIAS upon its founding 50 years ago. In the early 1950s, the IIAS was active in helping newly arrived immigrants find affordable shelter. Today, the need to house low-income families has grown to critical proportions. In the past year, COSTI has assisted over 2,600 clients with their search for suitable shelter. Many of these clients were homeless or living temporarily with family or friends. In addition, COSTI has helped by partnering with Share the Warmth to subsidize the cost of heating bills for low-income families.

In the past year, a broad range of services, described elsewhere in this report, collectively assisted 39,000 individuals to integrate effectively into our society. While the volume and complexity of this work is far removed from the work done by COSTI's founding volunteers, the vision of assisting newcomers to get a dignified start in their new homeland has remained true to those original ideals.



Mario J. Calla  
Executive Director



COSTI has been working with other service agencies and policy makers to advocate for systemic change to a marketplace that is full of unnecessary barriers.

Ajudando recém-chegados a ajustarem-se  
ao Canada à mais de 50 anos.





# Social Services



COSTI's  
Reception  
Centre for  
government-  
assisted refugees  
now stands as  
the only  
such centre in  
Toronto.

Demonstrating COSTI's continued vitality, and the ever increasing demand for its services, this year saw COSTI providing assistance and support to over 39,000 individuals.

With a 22% increase in the number of services provided, the Social Services Division, in particular, underwent a significant period of growth and expansion. Over 72,000 individual services were provided to nearly 15,000 clients.

Unfortunately, this increased demand for service also serves to highlight the very troubling social issues that continue to exist within our community. With eviction rates at an all time high, and an alarming number of individuals facing multiple barriers to securing safe and affordable housing, the homeless situation is arguably the most disturbing situation plaguing our community today – and one that continues to be addressed by COSTI's **Housing Help Program**.

## Housing

Clients Served: 2,642  
Services Provided: 31,136

Through a variety of approaches – from eviction prevention services, provided in partnership with the Centre for Equality Rights in Accommodation, to educational workshops on tenant rights and obligations, to the COSTI **Rent Bank**, to participation in the *Share the Warmth* campaign, and to training and support to other community-based settlement and housing workers from across Ontario – COSTI's housing team continues to take a pro-active approach to reaching out to some of society's most vulnerable.

The number of direct services provided during this period increased by an astounding 66% over the previous year, an accomplishment made possible, in part, by the introduction of COSTI's **Housing Volunteer Program**, which enhances the services offered through the **Housing Drop-in Program** by providing twice-weekly housing search groups and one-on-one support.

## Settlement

Clients Served: 10,191  
Services Provided: 25,201

Another service area that continues to be in high demand is COSTI's **Settlement Counselling** program, which plays a critical role in helping immigrants re-establish their lives. With recent changes to Legal Aid resulting in more restrictive access to free or subsidized community legal support, this program is experiencing a significant rise in the number of requests for assistance on legal matters. As a result of long waiting lists and the lack of culturally and linguistically appropriate counselling services, an increased need for specialized counselling is also being reported, particularly in the areas of family conflict, mental health, and abuse situations.

Through its **Reception Centre**, COSTI continues to work with Citizenship and Immigration Canada in providing temporary shelter, childcare, and critical services such as orientation, supportive counselling, and housing assistance, for government-assisted refugees from across the globe.

# Social Services

**The Job Search Workshops (JSW) Program** is another program that plays a critical role in helping newcomers re-build their lives. Through an innovative funding arrangement with Citizenship and Immigration Canada, COSTI, in partnership with OCASI (Ontario Council of Agencies Serving Immigrants), continues to support community organizations across Ontario in delivering a pre-employment workshop program that has proven to be an effective instrument in providing newcomers with the tools necessary to obtain employment. Through sub-contracting arrangements with 30 agencies across Ontario, more than 8,000 individuals received assistance.

COSTI also held its annual **Action for Youth Summer Camp**, providing newcomer children with the opportunity to experience a variety of recreational and educational activities.

## Family and Mental Health

Clients Served: 1,239  
Services Provided: 6,495

COSTI's **Family and Mental Health Centre** also underwent a strong period of growth, witnessed by an increase in the number of individuals accessing

its services in the areas of general counselling, settlement, mental health, problem gambling, and domestic violence.

In addition to providing direct service, Family and Mental Health Centre staff also participate in a number of public education activities through the media in the areas of problem gambling and violence against women. It is estimated that, through these activities, provided in a variety of languages, COSTI has reached over 300,000 individuals from diverse communities across Ontario.

One initiative that COSTI is currently involved in is the **Ethnoracial Coalition: Access to Addiction Services**, a program for which COSTI currently acts as trustee, and which, through the support of the Trillium Foundation, is focused on health promotion, capacity building, and research activities regarding addiction issues in ethno-racial communities.

## Rehabilitation and Training

Clients Served: 562  
Services Provided: 8,588

Training and employment for the disabled continue to be the focus

of COSTI's **Rehabilitation Centre**, which experienced a 17% growth in the number of services provided over the previous year.

Through two initiatives funded by the Trillium Foundation, the Rehabilitation Centre has been extremely successful in assisting individuals who have suffered physical or mental challenges in overcoming their barriers to employment. Most remarkable, however, is the fact that employment retention rates for these programs are far above the average rates for similar programs aimed at these target groups.

COSTI's Rehabilitation and Training Scarborough location has recently expanded the scope of its services to address the needs of at-risk youth. The goal of the **Youth-at-Risk Program** is to provide immigrant and minority youth with ongoing support and increased access to recreational, educational, and employment opportunities, thereby assisting them in obtaining the developmental building blocks that they require in order to grow into caring, competent and healthy adults.

## Training and employment

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50 ਸਾਲਾਂ ਤੋਂ ਨਵੇਂ ਆਉਣ ਵਾਲੇ ਲੋਕਾਂ ਨੂੰ  
ਕੈਨੇਡਾ ਵਿੱਚ ਸਮਾਯੋਜਨ ਵਿੱਚ ਮਦਦ ਕਰਦੇ ਹੋਏ

# Education Services



Through its various educational training services, the Education Division continues to experience steady growth, with close to 9,000 individuals enrolled, and a 20% increase in the number of graduates.

## Language Instruction

Clients Served: 8,462

For many of the individuals enrolled in COSTI's language classes, either through Citizenship and Immigration Canada's **Language Instruction for Newcomers to Canada (LINC)** program or through the **English as a Second Language (ESL)** program, language instruction represents an important stage in their settlement process, and a stepping stone to higher

education, meaningful employment, and successful careers.

Language instruction continues to be one of COSTI's most popular services.

To remain relevant and responsive to the ever changing needs of its clients, a number of new classes were introduced, including: Advanced Conversation; Pre-Intermediate Reading and Writing; and Advanced Pronunciation.

Advanced LINC classes were also introduced at various locations to provide clients with a seamless continuum of language instruction.

One area that experienced substantial growth in enrollment is COSTI's **ESL Computer-Assisted Program**, a specialized language instruction program designed to enhance employability by enabling students to improve their English grammar skills as they familiarize themselves with basic computer skills.

## Skills Training

Clients Served: 249

COSTI's **computer and skills training** courses, provided on a fee-for-service basis, offer yet another range of options from which clients can select the most appropriate intervention relevant to their specific needs. Programs that are currently offered include ACCPAC, Excel, Access, PowerPoint, and Microsoft Word.

## Citizenship Preparation

Clients Served: 119

An extension of COSTI's work in helping newcomers adapt and become participating members of Canadian society, COSTI also continues to offer its **Citizenship Preparation** program, preparing participants for the Citizenship Application test by providing them with an overview of Canadian history, geography, and politics.

Language instruction continues to be one of COSTI's most popular services.



Aiutando i nuovi immigranti per stabilirsi  
nella società di Canada per oltre 50 anni.



# Employment Services

With an unstable economic environment and a high unemployment rate, the demand for COSTI's employment services was understandably strong – nearly 16,000 clients made the Employment Division one of COSTI's most relevant and in-demand service areas.

## Employment Counselling

Clients Served: 8,428  
Placements: 4,100

As in previous years, the bulk of COSTI's employment services were offered through

**Employment Resource Centres** which provide the various tools required to conduct an effective, self-directed job search — resource materials, Internet access, photocopiers, fax machines, and workshops on a variety of relevant topics. Over 6,000 individuals accessed services in Toronto, Markham and Vaughan.

Combined with COSTI's **Employment Assessment and Counselling Services**, the Employment Resource Centres remain effective tools in helping both youth and adults obtain meaningful employment.

Between the provincially-sponsored **Job Connect** program, which provides vocational counselling and subsidized on-the-job training to both youth and adults, and the employment services sponsored by Human Resources Development Canada, job seekers were provided with individualized support and counselling.

## Centres for Foreign Trained Professionals and Tradespeople

Clients Served: 360  
Placements: 206

Funded by Human Resources Development Canada, and operated in partnership with Humber

College, the **Centre for Foreign Trained Professionals and Tradespeople** continues to effectively engage newcomers with foreign credentials in a series of intensive workshops aimed at helping them develop realistic strategies for attaining relevant employment.

Staff of this program have also been involved in producing the "Meaning Business" video series, which addresses two specific objectives: raising the awareness of employers to the benefits of hiring newcomers; and assisting newcomers to better understand the expectations of employers.



Employment

Resource Centres

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effective tools

in helping both

youth and

adults obtain

meaningful

employment.



Ayudándole a los recién llegados a Canadá  
a ajustarse al país desde hace más de 50 años.





# A History in Progress



By the end of  
the 1960s,  
the agency had  
opened  
counselling  
offices  
throughout  
Toronto, Hamilton,  
and suburban  
North York.

There can be no doubt that immigration is a powerful tool for social and economic change. From the Empire Loyalists of the 18th century to the modern day immigrant and refugee, successive waves of immigration have shaped Canada's very culture and destiny, and altered our national perception of what we were, who we are, and what we will be.

As newcomers continue to come to Canada in order to build new lives for themselves, they bring with them the dreams and aspirations that make up the ever-evolving social fabric of this nation.

Immigrants bring with them new ideas, energy, skills, resources, and a strong desire to succeed and contribute to their new country. Newcomers enrich the cultural and economic life of this nation.

Multiculturalism is fundamental to Canada's character, and it is this openness to new cultural and ethnic groups that continues to contribute to Canada's reputation abroad as an open, humanitarian, and tolerant nation.

## Re-building Lives and Strengthening Families

As Canada's largest education and social service agency specifically mandated to provide services to new Canadians and their families, COSTI embraces the ideals of this nation, and is committed to ensuring that each generation of newcomers is provided with the opportunity to participate in, and contribute to, Canadian society.

Reflecting a holistic view of the needs of newcomers and their families, COSTI's programs encompass orientation, education, training, and employment.

COSTI originated with the amalgamation, in 1981, of two major service agencies, COSTI (formerly Centro Organizzativo Scuole Tecniche Italiane) and the IIAS (Italian Immigrant Aid Society), each of which had a lengthy and proud history of service in the immigrant community.

## The 1950s – *Establishing a Tradition of Helping Others*

Formed in 1952, the IIAS emerged as an organization whose main purpose was to provide newcomers with the basic necessities of life.

Meeting immigrants at Union Station in Toronto, IIAS workers would assist them with housing and employment, and would follow up with orientation and counselling designed to help these new arrivals integrate more fully in their new country.

## The 1960s – *Strengthening Ties to the Community*

Ten years later, in 1962, COSTI was established to help recent Italian immigrants obtain the professional qualifications required to practise their trades in Canada. During its early days of operation, COSTI's programs were based in a church basement in Toronto, eventually moving to an old unused mansion at 136 Beverley Street.







To prepare immigrants for the English-language licensing examinations which they were required to pass in order to work in Canada, COSTI workers organized English language instruction programs. As the number of clients increased, a need was perceived not only for vocational counselling, but for general and family counselling as well.

The programs offered at COSTI soon outgrew its facilities, and the organization began working in collaboration with various technical education centres in the area. In 1966, the Workers' Compensation Board contracted COSTI to begin a program to rehabilitate injured workers. This is a program that continues today, albeit on a much larger scale.

By the end of the 1960s, the agency had opened counselling offices throughout Toronto, Hamilton, and suburban North York. It was also around this time that COSTI became a United Way member agency, and began serving immigrants from other countries in addition to those from

Italy.

*The 1970s – Multiculturalism*

During the 1970s, COSTI's services expanded once again to include aid for refugees coming to Canada. Recognizing a pressing need for many of the Vietnamese "boat people" to confirm their true level of education, COSTI developed an examination and certification process in conjunction with George Brown College, the first program of its kind in Canada.

*The 1980s – A Shared Vision*

Acknowledging the similarities in the goals and work of the two organizations, negotiations were initiated in 1980 to amalgamate the two agencies. On April 1, 1981, this goal was achieved and the organizations were merged under the official name of COSTI-IIAS Immigrant Services.

*The Present – Meeting the Needs of a Diverse Society*

Now known as COSTI Immigrant Services, the amalgamated organization has expanded to the point where it annually assists over

**COSTI's programs have been broadened to offer services to all disadvantaged adults, youth, and women.**

Dadka soo haajira waxay COSTI u sahashay degitaanka Kanada in ka badan 50 sannadood.





# Board of Directors

The fact  
that many of  
our policies  
now serve as  
models for  
other agencies  
is a testament  
to the hard  
work and  
diligence  
of our Board.

## Executive

### President

Bruno M. Suppa

### Treasurer

Michael Yealland

### Secretary

Frank Mendicino

### Vice Presidents

Vittoria Adhami

John Spina

### Executive Director

Mario J. Calla

## Directors

Margaret Adamson

Franca Carella

Maria Di Lorenzo

Bernard Farley

Grace Fusillo-Lombardi

Dorothée Gizenga

Pete Karageorgos

Grace Isgro

Adrian Lo

Peter Schatz

Rekha Shah

Mohamed Sharmarke

Jim Tulk

Bev Wong

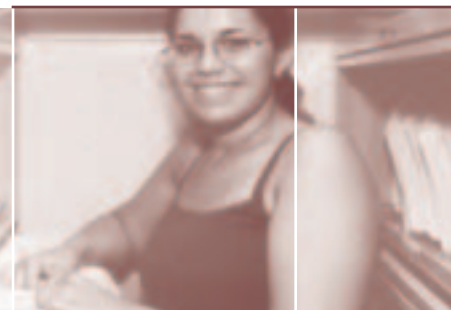
# Financial Report

## Operating Fund Statement of Revenue and Expense

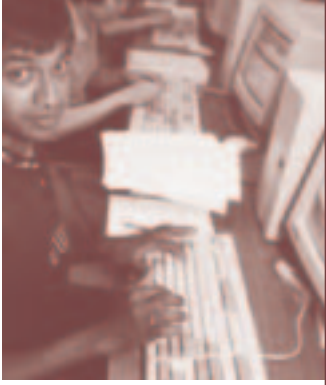
For the years ended March 31	2002	2001
<b>Revenue</b>		
Grants and subsidies	15,519,683	16,527,262
Fees for service	922,235	833,925
United Way grants		
Toronto	502,312	501,866
York Region	59,247	58,085
Sales of goods and services	109,232	40,188
Rental income	115,651	87,671
Donations, memberships, fundraising	48,898	124,986
Foundation grants	648,070	171,775
Interest and other income	81,095	33,757
<b>Total Revenue</b>	<b>18,006,423</b>	<b>18,379,515</b>
<b>Expense</b>		
Salaries and benefits	7,308,234	7,119,625
Program partnerships	4,220,548	4,280,018
Client services	2,142,373	2,627,985
Building occupancy	1,718,390	1,565,346
Secondments	978,173	994,206
General	442,490	588,530
Office	647,288	554,654
Costs of goods and services sold	49,491	45,215
Amortization	15,813	21,043
<b>Total Operating Expense</b>	<b>17,522,800</b>	<b>17,796,622</b>
Excess of Revenue over Expense	483,623	582,893
Less payment of mortgage principal	(394,905)	(445,892)
<b>Excess of Revenue over Expense after mortgage payments</b>	<b>88,718</b>	<b>137,001</b>

在过去的五十多年里，COSTI 一

直不遗余力地帮助新移民在加拿大展开新的生活。



# COSTI Centres and Services



Demonstrating  
COSTI's continued  
vitality, and the  
ever increasing  
demand for its  
services, this year  
saw COSTI providing  
assistance and  
support to over  
39,000 individuals.

## Head Office

1710 Dufferin Street  
(416) 658-1600

## Job Search Workshops (JSW) Program: JSW

Programs assist recent immigrants in securing employment by providing them with culturally sensitive pre-employment training, through subcontracting arrangements with service-providing organizations from across the province.

## Caledonia Centre

700 Caledonia Road  
(416) 789-7925

**C->BITS:** Computer technical support for networking, repair, and training.

## Centre For Foreign Trained Professionals and

**Tradespeople:** Assists foreign trained professionals and tradespeople to find work related to their skills or professional background. Clients are given the opportunity to assess their academic credentials, establish work search and self marketing strategies, and participate in work placement if eligible, while obtaining ongoing support.

## Employment Planning, Preparation and Placement

**Services:** Adult and youth services are provided through a comprehensive and integrated service model intended to address individual needs. Services include: individual assessment, counselling, pre-employment training, job maintenance, group workshops and employment placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals.

**Employment Resource Centre:** 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.

**Language and Skills Training Services:** Language training instruction, related assessment and counselling, childcare, and computer training courses.

**Summer Jobs Service Program:** 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 Resource Centre.

**Rehabilitation and Training Services:** Vocational Rehabilitation for adults with physical, medical and emotional barriers to employment.



# COSTI Centres and Services

## Centre for Foreign Trained Professionals and Tradespeople, Etobicoke

1620 Albion Road, 2nd Floor  
(416) 745-0281

Assists foreign trained professionals and tradespeople to find work related to their skills or professional background. Clients are given the opportunity to assess their academic credentials, establish work search and self marketing strategies, and participate in work placement if eligible, while obtaining ongoing support.

## Corvetti Education Centre

760 College Street  
(416) 534-7400

English language training, childcare, skill and special courses, citizenship acquisition courses, orientation and referral, childcare training, and settlement services.

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

**Employment Assistance Services (OUT.L.E.T.):** Job search workshops and placement services for newcomers and immigrants.

## Employment Counselling Centre, Dufferin Mall

900 Dufferin Street, Suite 102  
(416) 588-2240

Employment assessment, counselling and placement services, self-development and job search support.

## Employment Resource Centre, Markham

4961 Highway 7  
(905) 947-0172

Access to job search resources including: computerized job banks, Internet, fax, photocopier, and manuals, as well as workshops and coaching on résumé writing, career planning, and job search techniques.

## Family and Mental Health Services

1700 Wilson Avenue, Suite 105  
(416) 244-7714

Individual, marital, and family counselling; groups for women who are victims of violence and men who abuse their partners; psychiatric assessment and followup; services for the Italian Canadian community.

## Language and Skills Training Services, Markham

8515 McCowan Road  
(905) 472-4688

English language training, childcare, counselling and referral, and computer training courses.

## Language, Employment and Training Services, Richmond Hill

129 Church Street South  
(905) 884-5235

Employment assessment and counselling services, English language training, childcare, counselling and referral, computer training courses.



This year, COSTI's

Housing Help

program helped

386 families

avoid becoming

statistics of

Toronto's growing

homeless situation.

50 साल से नए आए लोगों  
की कॅनेडा में समायोजन में मदद करते हुए



# COSTI Centres and Services



## North York Centre

1700 Wilson Avenue, Suite 114  
(416) 244-0480

**Settlement Services:** Orientation, referral, information, interpretation, completion of government documents, advocacy, supportive counselling, Elderly Persons' Centre, English language training, childcare, skill and special courses.

**Housing Help Program:** Housing search assistance and crisis intervention, information, referral, educational workshops for tenants and landlords, Drop-In for women, seasonal Share the Warmth, Rent Bank, Identification and Immunization clinics.

## Reception Centre

100 Lippincott Street  
(416) 922-6688

Temporary accommodation and initial settlement services to government assisted refugees, childcare, and housing.

## Vaughan Centre

7800 Jane Street  
(905) 669-5627

**Employment Planning, Preparation and Placement Services:** Adult and youth services are provided through a comprehensive and integrated service model intended to address individual needs.

Services include: individual assessment, counselling, pre-employment training, job maintenance, group workshops, and employment placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals.

**Employment Resource Centre:** 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/copier, video library, audio tapes, written materials. Workshops and individual assistance available.

**Summer Jobs Service Program:** 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 Resource Centre.

**Family and Settlement Services:** Individual, marital, and family counselling for Italian Canadians, completion of government documents, translation, advocacy, access to income security programs.



COSTI's  
computer and  
skills training  
courses offer yet  
another range of  
options from which  
clients can  
select the most  
appropriate  
intervention.



# Funders

## Government of Canada Citizenship and Immigration Canada

- Resettlement Assistance Program
- Immigrant Settlement and Adaptation Program
- Job Search Workshops Program
- Language Instruction for Newcomers to Canada

## Department of Canadian Heritage

- Family Violence Initiative

## Human Resources Development Canada

- Employment Assistance Services
- Summer Career Placement
- Targeted Wage Subsidy Program

## Government of Ontario Ministry of the Attorney General

- Victim Services Division

## Ministry of Citizenship, Culture and Recreation

- Newcomer Settlement Program

## Ministry of Community and Social Services

- Community Service Unit
- Ontario Disability Support Program

## Ministry of Health and Long Term Care

- Long Term Care Division
- Ontario Substance Abuse Bureau

## Ministry of Training, Colleges, and Universities

- Job Connect
- Summer Jobs Service

## Workplace Safety and Insurance Board

## City of Toronto

- Community Services Grants Program
- Ontario Works
- Homelessness Initiatives Fund

## Catholic Charities

## Gambling Research Council

## Government of Italy

## Toronto Catholic District School Board

## United Way of Greater Toronto

## United Way of York Region

## Foundations

- Maytree Foundation
- The Counselling Foundation of Canada
- Toronto Star Fresh Air Fund
- Trillium Foundation

The many  
dedicated  
volunteers and  
competent  
staff have given  
COSTI the  
opportunity to  
carry on its  
original motto of  
“integration  
through  
education”.

COSTI hilft Neulinge justieren  
nach Kanada für über 50 Jahre.

# Service Partners



Partnerships  
with institutions  
allowed COSTI  
to bring to  
newcomers the  
specialized  
skills and  
resources  
of those  
organizations.

## Agencies

Abrigo

Accessible Community  
Counselling and Employment  
Services (A.C.C.E.S.)

African Community Services of  
Peel

Alternative Youth Centre for  
Employment

Arab Community Centre of  
Toronto

Brampton Neighbourhood  
Centre

Canadian Arab Federation

Canadian Mental Health  
Association, Toronto Branch

Career Navigators

Catholic Community Services of  
York Region

Catholic Cross Cultural Services

Catholic Family Services of  
Toronto

Catholic Immigration Centre

Centre for Equality Rights in  
Accommodation

Centre of Excellence for  
Research on Immigration and  
Settlement (C.E.R.I.S.)

Centre for Information and  
Community Services

Centro Anziani

Chinese Community Services

Chinese Family Services of  
Ontario

Community MicroSkills  
Development Centre

Crèche Child and Family Centre

CultureLink

Davenport Perth Neighbourhood  
Centre

Delta Family Resource Centre

Dixie-Bloor Neighbourhood  
Services

Durham Region Unemployed  
Help Centre

Ethnoracial Coalition: Access to  
Addiction Services

Family Service Association of  
Toronto

Flemingdon Neighbourhood  
Services

Folk Arts Council of St. Catharines

Greek Orthodox Family Services  
and Counselling Wife Assault  
Program

Halton Multicultural Council

Hispanic Development Council

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Women Against Abuse

Immigrant Women's Health  
Centre

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Intercede

Jamaican Canadian Association

Jewish Family and Child Services  
of Toronto

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Job Skills

JobStart

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Local Agencies Serving  
Immigrants

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Malton Neighbourhood Services



# Service Partners

## Agencies

Metropolitan Toronto Police  
Midaynta  
Multicultural Council of Windsor Essex County  
Multicultural Inter-Agency Group of Peel  
National Congress of Italian Canadians – Toronto District  
Neighbourhood Information Post  
North York Women's Shelter  
Ontario Council of Agencies Serving Immigrants (O.C.A.S.I.)  
Ottawa-Carleton Immigrant Services Organization  
Ottawa Chinese Community Service Centre  
Partners for Access and Identification  
Polycultural Immigrant and Community Services  
Punjabi Community Health Centre  
Reena  
Rehabilitation Network Canada  
Rexdale Women's Centre  
St. Christopher House  
St. Stephen's Community House

Settlement and Integration Services Organization  
Share the Warmth  
Skills for Change  
South Asian Family Support Services  
South Asian Women's Centre  
Sudbury Multicultural/Folk Arts Association  
Tamil Eelam Society of Canada  
Thorncliffe Neighbourhood Office  
Thunder Bay Multicultural Association  
Toronto Fire Department  
Toronto Public Health Department  
Toronto Social Housing Connections  
Victoria Childcare Services  
Vietnamese Association of Toronto  
Villa Charities  
Windsor Essex County Family Y.M.C.A.  
Woman Abuse Council of Toronto  
Woodgreen Community Centre of Toronto

Working Women Community Centre  
Y.M.C.A. Newcomer Information Centre  
Y.M.C.A., Toronto  
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Youth Employment Services

## Colleges

George Brown College  
Humber College  
Seneca College

## Hospitals

Humber River Regional Hospital  
Toronto Hospital

## School Boards

Toronto Catholic District School Board  
Toronto District School Board  
York Catholic District School Board  
York District School Board

By subcontracting other agencies from Windsor to Ottawa, COSTI was able to provide newcomers with job search workshops and family violence prevention education.

Palīdz jaunpienākušiem adaptēties  
Kanādā vairāk kā 50 gadi.



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Duke ndihmuar për më shumë se 50 vjet  
të porsaardhurit për tu sistemuar në Kanada.

# 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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