

## 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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A United Way Member Agency



# ANNUAL REPORT 2011/2012



# PRESIDENT'S REPORT

60 years of providing vital services to newcomers... What a testament to COSTI's longevity and commitment to the newcomer community.



***“Let’s celebrate this important milestone together and continue striving for a place and home where everyone is treated with dignity and respect.”***

Bruno M. Suppa

Our agency’s history has evolved considerably and is truly unsurpassed. And what an evolution it has been...From early days as an organization dedicated to supporting Italian immigrants with critical resettlement services such as housing, employment and job training to present day, COSTI has become one of Canada’s largest multicultural organizations, serving over 39,000 individuals.

Today, the organization runs a total of 17 centres located across the City of Toronto, and Regions of Peel and York. Our services include: orientation and settlement support; language and skills training; employment services; programs for youth, persons with disabilities, women, seniors and individuals with mental health challenges. COSTI also coordinates the Job Search Workshops, Orientation to Ontario and Problem Gambling Prevention programs, initiatives that are province-wide in scope.

I am very proud of COSTI’s role in the community and prouder still of the many success stories we can share in this year’s Annual Report. Stories that come from people like Grace, Wieslaw, and Oluseyi. While I would like to think we had a small part in their achievements, it is their drive and determination to build a better life that enabled them to reach their goal. Their success is COSTI’s and Canada’s success.

Thanks to the commitment of staff and our dedicated volunteer board members, COSTI continues to be a viable and vibrant organization. Our strong partnerships and collaborations with over 200 community agencies, colleges, hospitals and school boards, and the generous support of our donors give us the momentum to continue growing our services.

As we move ahead into a new decade, we embrace the coming months of new strategic planning, an exercise that will challenge us as we move forward to continue building and improving upon an already strong foundation.

Let’s celebrate this important milestone together and continue striving for a place and home where everyone is treated with dignity and respect—one in which newcomers have the ability to use their skills, learn new ones, and attain self-sufficiency in Canadian society.

Bruno M. Suppa  
President

# EXECUTIVE DIRECTOR'S REPORT



Most of COSTI’s success can be attributed to the fact that it has always looked to the future while being grounded in the present.

Mario J. Calla

In the early 1950s, a small group of dedicated volunteers would go down to Union Station to greet the Italian immigrants arriving by train from Halifax. They would take these new arrivals up to Mount Carmel Church where they would be provided with a meal while calls were made to find them accommodations. Often they would follow up with these families to connect them to jobs. By 1952, this grassroots network of volunteers had developed into the Italian Immigrant Aid Society (IIAS).

In 1962, another organization, COSTI, was founded to focus on the training and skills upgrading needs of Italian immigrants. Subsequently, COSTI and the IIAS found that together, their complementary missions would have a more powerful impact on the settlement and integration of newcomers. They merged into what we now know as COSTI Immigrant Services, a multicultural organization dedicated to the settlement of newcomers.

As our President’s report notes, on this our 60th Anniversary we can look back with pride on what we have accomplished. But much of COSTI’s success can be attributed to the fact that it has always looked to the future while being grounded in the present. With that in mind, COSTI’s Board completed a Strategic Plan earlier in the year, with an aim to guide and strengthen COSTI over the next three years. The Strategic Plan focuses on the following five priority areas:

Provide leadership on issues affecting the full settlement and integration of immigrants and refugees and advise legislators and policy-makers on how policies impact on immigrants and refugees.

Develop innovative and effective service responses that address the changing needs of immigrants and refugees by improving existing programs and creating new responses.

Enhance COSTI’s capacity and promote operational excellence by measuring the effectiveness of its services, developing efficient and sustainable programs and by investing in its employees through engagement and professional development practices.

Secure a sustainable future by diversifying its funding base, ensuring effective services and providing value for services rendered.

Distinguish COSTI by communicating a clear set of values about its services and mission.

These are challenging times for settlement services and for newcomers. COSTI’s 60-year history will inform the implementation of this Strategic Plan and will form a solid foundation to build for the future.

Mario J. Calla  
Executive Director

# COSTI & THE COMMUNITY

## COSTI CONTINUES TO INVEST

in collaborative efforts that contribute to effective 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 across the greater Toronto area, 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 the Ontario Council of Agencies Serving Immigrants (OCASI), Ontario Network of Skills Training & Employment Programs, 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 the 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.

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.

*COSTI has been working with the South Asian Women's Rights Organization (SAWRO) by acting as a formal Trustee for various grants, as well as providing governance and program development, guidance and support.*

*Program participants and Board members join Sultana Jahangir, Executive Director of South Asian Women's Rights Organization (second from right) at a community roundtable in an effort to build capacity to support Bangladeshi women in Crescent Town.*



## PARTNERSHIP & COLLABORATION

is key to the successful integration of newcomers.

### JOB SEARCH WORKSHOPS (JSW)

JSW programs are provided by community agencies across the province. Delivered in both official languages, JSW programs are offered in 18 cities, at 38 organizations and 62 sites across Ontario. COSTI provides program development, promotion, and staff training support to these agencies in the delivery of the program.

### NEIGHBOURS, FRIENDS AND FAMILIES (NFF)

NFF is a province-wide public education campaign that raises awareness of the signs of spousal abuse so that those close to an at-risk spouse can recognize the signs of abuse and know what actions to take in response. COSTI participated in the public awareness campaign and delivered culturally and linguistically sensitive training to community workers at participating community agencies working with immigrants and refugees.

### ORIENTATION TO ONTARIO (O2O) PILOT PROGRAM

A bilingual initiative, O2O was designed to ease the transition of newcomers by providing access to standardized information about settling in Ontario and connecting newcomers to community services shortly after arrival. O2O is being piloted by ten community agencies across the province. COSTI, in partnership with College Boreal and OCASI, provides program development and evaluation, promotion and staff training to support the delivery of the program.

### PROBLEM GAMBLING

COSTI provides advice and expertise on newcomer problem gambling issues to service providers who provide mental health and addiction services to ethno-cultural communities who are in need of specialized and linguistically appropriate treatment and services. In 2011/12, a Problem Gambling Youth Calendar Art Contest was held to increase awareness amongst youth.

### WELCOME CENTRE IMMIGRANT SERVICES

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. Core services provided at each of the five Centres by a partnership of agencies include: settlement and integration services; language training and enhanced language training; accreditation and qualifications assistance, and employment supports.



# MEETING THE NEEDS of English language learners.

As a new immigrant from Nigeria, one of my major fears was not knowing whether I would be able to find employment based on my international training as a professional teacher and health care provider. Enrolling in COSTI's Enhanced Language Training (ELT) program in Brampton erased those fears.

While enrolled in the ELT program, I learned and gained an understanding about the Canadian workforce and workplace culture. The six-week job placement allowed me the opportunity

to gain valuable Canadian work experience in my fields of specialization. I learned from the training that there is specific sector language and terminology and also learned about the Canadian and Ontario labour market.

My Job Developer helped me develop targeted résumés and cover letters and provided me with various interview techniques and tips to enhance cold calling. She also worked with me on how to

network with colleagues and prospective employers within my field and helped me identify suitable job leads. The training also allowed me the opportunity to upgrade my computer skills and improve my knowledge of Microsoft Office.

As I progressed through the program, my English proficiency improved, as did my confidence and self-esteem. After completing my work placement, I continued to explore further opportunities in

*Oluseyi Sanyaolu, Jacquie Quinnell, Manager COSTI ELT Program in Peel, and Miranda Boffo, ELT Job Developer.*

the health care field and completed an eight-month course in the Personal Support Worker field.

My initial fears upon arrival were unfounded. While I was determined to succeed, the training I received through the ELT program, as well as the advice provided by my Job Developer allowed me to pursue my dream here in Canada. I am proud to say that I am now an Ontario Certified Teacher, as well as a Member in good standing with the PSW Registry in Ontario!

**Oluseyi Sanyaolu**  
*Former Participant, Enhanced Language Training, Vodden Centre, Brampton*

**6,750 newcomers improved their language skills by attending English language classes, Literacy, Grammar in Conversation, Pronunciation, Oral and Communications Skills classes.**

## I came to Canada from Vietnam for my children.

I have three boys and I knew that for them to live a better life, we would have to leave our country. I am a Civil Engineer. I had work, but the standard of living in Vietnam is very low. I didn't know what to expect when we arrived. I knew that Canada had people from different cultures, but I did not expect to feel so lonely. Because I spoke no English, I could only speak to other Vietnamese people. Canadians were closed off to me because they could not understand me.

I realized I needed to learn English if I wanted to feel less lonely.

I enrolled in the English language classes at COSTI's North York location. This past year we have learned so much. One of my favourite things that we learned was about Canadian Human Rights. Canada is such a great country. It believes and protects everyone that lives here.

I am thankful for my teacher who takes the time to show me how to pronounce words correctly.

Canadians are very busy and polite and will not point out my pronunciation mistakes to me, but my teacher takes the time to correct me. I have learned to speak, read and write English. I look forward to coming to class every day. I have made friends and don't feel lonely any more.

My goal is to learn as much as I can and pass this knowledge on to my children, so that they become successful in their adult life, in their new country and home, Canada.

**Thi Thu Nhi Tran**  
*English Language Class Student Language and Skills Training Services, North York*

## LANGUAGE & SKILLS TRAINING SERVICES

### LANGUAGE TRAINING

English language instruction at all levels and enhanced English language training in the administration, customer service, health care, accounting and finance fields, including language terminology, job search and placement.

### SKILLS TRAINING

Skill and special courses, including computer courses, citizenship acquisition courses, orientation and referral.

### OCCASIONAL CHILDCARE

Child-minding for clients accessing services at the Welcome Centre.

## LOCATIONS

**CORVETTI EDUCATION CENTRE**  
760 College Street  
Tel: 416-534-7400

**ENHANCED LANGUAGE TRAINING SERVICES, BRAMPTON**  
10 Gillingham Drive, Suite 109A      227 Vodden Street East, Suite 3  
Tel: 905-451-7147      Tel: 905-459-6700

**LANGUAGE AND SKILLS TRAINING SERVICES, NORTH YORK**  
1700 Wilson Avenue, Suite 206  
Tel: 416-244-9980

**WELCOME CENTRE IMMIGRANT SERVICES, MARKHAM NORTH**  
8400 Woodbine Avenue, Suites 102-103  
Tel: 289-846-3645

**WELCOME CENTRE IMMIGRANT SERVICES, MARKHAM SOUTH**  
7220 Kennedy Road  
Tel: 905-479-7926

**WELCOME CENTRE IMMIGRANT SERVICES, NEWMARKET**  
16655 Yonge Street, Unit 26  
Tel: 289-841-3032

**WELCOME CENTRE IMMIGRANT SERVICES, RICHMOND HILL**  
9325 Yonge Street  
Tel: 289-842-3124

**WELCOME CENTRE IMMIGRANT SERVICES, VAUGHAN**  
9100 Jane Street, Building H  
Tel: 905-761-1155

# OPPORTUNITIES FOR HOPE

For many newcomers, the combination of lack of English language skills and computer skills, plays a significant role in their ability to access information and to gain an understanding of the variety of services available to help them through their settlement process.

Ilona arrived in Canada with her two children to join her husband who had been living here for a few years. Shortly after their arrival in Canada, her husband left the family. She experienced tremendous stress and pressure resulting from countless practical issues that she had to deal with on her own. She had never had to deal with any financial and organizational issues, because her husband took care of everything.

Having heard about COSTI from her friends, Ilona came to COSTI because she needed help, had limited English and felt more comfortable communicating with someone who spoke the same language.

Recognizing that Ilona had limited English language skills and that she was unaware of the services available to her by government and community organizations, COSTI's Settlement Counsellor at the Vaughan Welcome Centre provided her with supportive counselling and assistance with filing applications for Legal Aid, Child Tax Benefits, Income Tax and Social Housing.

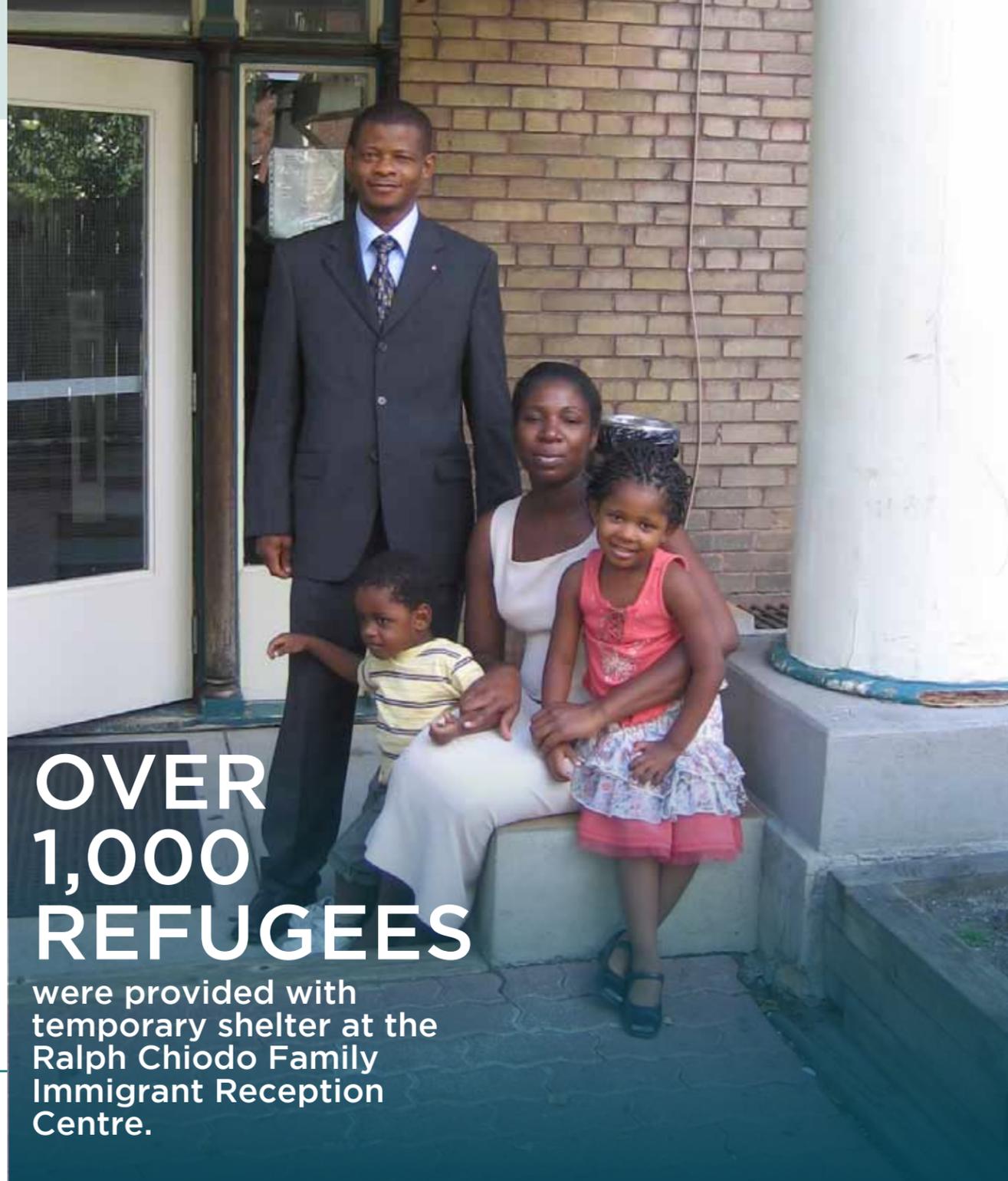
Ilona also registered for English language classes offered at the Welcome Centre because she

understood that she needed to speak and write English well in order to secure a job. Because of the many services available in one location, her counsellor was able to coordinate the assessment of her academic credentials and inform her of the licensing process in Ontario for her profession. Ilona also received information about further education for her daughter and connecting her son to Settlement Workers in the Schools for support and guidance.

Today, Ilona continues with her English language studies and is involved in her local community.

**6,700 immigrants received assistance with their settlement and adjustment through supportive counselling, information and referral, interpretation and assistance in the completion of government forms.**

*Former residents of COSTI's Ralph Chiodo Family Immigrant Reception Centre stop by to visit staff and friends.*



# OVER 1,000 REFUGEES

were provided with temporary shelter at the Ralph Chiodo Family Immigrant Reception Centre.

## SETTLEMENT SERVICES

### ART THERAPY PROGRAM

Directed to the psycho-emotional needs of refugee children and youth and offers traumatized refugee children the opportunity to express themselves through art.

### CLIENT SUPPORT SERVICES

Government-sponsored refugees receive life skills, assessment, information and referral, group orientation, interpretation, advocacy, completion of government documents, supportive counselling and case management.

### COMMUNITY CONNECTIONS

Matches volunteers with newcomers to facilitate settlement and integration, to help establish social and professional networks, English Conversation Circles, and assistance in learning about community services and resources.

### SERVICES FOR REFUGEES

Government-assisted refugees receive temporary accommodation and a range of initial settlement services, including orientation, completing applications for essential documents (OHIP, SIN), medical referrals, housing acquisition and life skills support. Refugee Claimants are provided with temporary accommodation, settlement services and housing assistance.

### SETTLEMENT SERVICES

Services include assessment, orientation, referral, information, interpretation, completion of government documents, advocacy, supportive counselling for new immigrants and settled immigrants. The Canadian Immigration Integration Project (CIIP) provides information and referral and initial orientation online to overseas clients to help them prepare for settlement and employment processes prior to arrival in Canada.

## LOCATIONS

### BRAMPTON EMPLOYMENT SERVICES

10 Gillingham Drive  
Tel: 905-459-8855

### CORVETTI EDUCATION CENTRE

760 College Street  
Tel: 416-534-7400

### NORTH YORK CENTRE

1700 Wilson Avenue, Suite 114  
Tel: 416-244-0480

### MISSISSAUGA EMPLOYMENT SERVICES

6750 Winston Churchill Blvd., Unit 8A  
Tel: 905-567-0482

### RALPH CHIODO FAMILY IMMIGRANT RECEPTION CENTRE

100 Lippincott Street  
Tel: 416-922-6688

### WELCOME CENTRE IMMIGRANT SERVICES, MARKHAM NORTH

8400 Woodbine Avenue, Suites 102-103  
Tel: 289-846-3645

### WELCOME CENTRE IMMIGRANT SERVICES, RICHMOND HILL

9325 Yonge Street  
Tel: 289-842-3124

### WELCOME CENTRE IMMIGRANT SERVICES, VAUGHAN

9100 Jane Street, Building H  
Tel: 905-761-1155

### VAUGHAN CENTRE

7800 Jane Street, Unit 9  
Tel: 905-669-6967



**11,015 INDIVIDUALS**  
accessed employment services through six COSTI locations in the City of Toronto and Regions of Peel and York.

## OPPORTUNITIES FOR SUCCESS

I immigrated to Canada in 1984. For seventeen years, I worked in medical sales. In March 2010, I was laid off because of a shortage of work. When I began looking for work, I was very disturbed to learn that the educational and employment requirements for my field of work had changed and that I would now require a degree in order to secure a similar job in my field—a degree that would require three years of full-time study—a choice that would place a great deal of financial stress on me.

I didn't know where to go next. I tried to find a new job on my own—networking, checking employment websites—without success. I learned about the employment support services offered by COSTI and decided to speak to an Employment Consultant. Through a series of counselling engagements, my counsellor helped me realize that I could draw upon my previous experience in Poland as an auto parts clerk. I felt that I still had transferable skills, especially customer service, good dexterity and general knowledge of the automotive sector. The Labour Market research I conducted confirmed that Automotive Service Consultants were in high demand and that I could sustain long-term employment in this field.

I was optimistic about this opportunity and new direction. In order to gain a complete understanding of the field, both practically and theoretically, I required some additional training and studying. Together with my Employment Consultant, I completed an application for the Second Career program, a provincial program

that gives laid-off workers an opportunity to return to school and upgrade their educational skills. My application was accepted and in 2011, I completed a course at the Automotive Training Centre and received my certificate.



*Wieslaw Pietraszek, former Caledonia Employment Services client and Anthony De Giorgio, COSTI Employment Consultant.*

I am proud to say that after a few months, I found a job as an Auto Service Advisor/Consultant with Hyundai Canada. My success and confidence could not have happened without the financial support received from the Ministry of Training, Colleges and Universities and the guidance and generosity of the Employment Consultants at Caledonia Employment Services. Their guidance and support made a difference at a crucial time in my life.

*Wieslaw Pietraszek*

## EMPLOYMENT SERVICES

### EMPLOYMENT SERVICES

Career Assessment and Planning, Job Search and Placement, Job Maintenance Support 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 and training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

### LIFE SKILLS TRAINING

A four-week workshop to develop basic life skills and career exploration options. Services for residents of York Region or social assistance recipients include career planning, résumé development, interview skills and creation of a personal job search plan.

### 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. An Employment Resource room is available for specific job search techniques and tools, and a Virtual Library listing key websites related to employment research and job search.

### ONTARIO WORKS

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 group pre-employment training program, individual job placement and follow-up support.

### 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 available.

### SPECIALIZED EMPLOYMENT & TRAINING SERVICES

Addresses vocational and training needs for adults with physical, medical and emotional barriers to employment.

## LOCATIONS

### BRAMPTON EMPLOYMENT SERVICES

10 Gillingham Drive, Suite 300  
Tel: 905-459-8855

### CALEDONIA EMPLOYMENT SERVICES

700 Caledonia Road  
Tel: 416-789-7925

### JANE STREET HUB

1541 Jane Street  
Tel: 416-645-7575

### MISSISSAUGA EMPLOYMENT SERVICES

6750 Winston Churchill Blvd., Unit 8A  
Tel: 905-567-0482

### VAUGHAN EMPLOYMENT SERVICES

7800 Jane Street, Unit 1  
Tel: 905-669-5627

### WESTON EMPLOYMENT SERVICES

35 King Street, Suite 106  
Tel: 416-588-2240

# OPPORTUNITIES FOR SUCCESS

## IMPROVING COMMUNICATION and English language skills in the workplace

In working with COSTI, we have discovered that Crane Payment Solutions and COSTI share the same corporate values and vision, focusing on customer needs and the development of innovative solutions to help customers and clients grow. The Language Training at the Workplace (LTW) program is an example.

Committed to improving communication and English language skills in the workplace, Crane has worked with COSTI staff to develop a language training curriculum that fits our business needs. Over the last year, the LTW program was offered on-site in the workplace and addressed the English language needs of forty-five key staff employed in Engineering, IT and Software Testing at Crane Payment Solutions.

The excellent job done by the Instructors is evident in the exceptionally high attendance rate that we observed throughout the in-class instruction. Their highly graded teaching methods, student involvement and passion was clear, given the progress made by all participants at the end of the program.

Our experience has been very positive and rewarding. We recognize that the financial support received from Citizenship and Immigration Canada in making the LTW program available to our employees is an indication of the federal government's commitment to both newly arrived and settled immigrants.

***Nailya Garipova***  
***Human Resources Manager***  
***Crane Payment Solutions***

## 2011/2012 SNAPSHOT - SERVICE PARTNERS

Partnership and collaboration amongst 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.

Following is a breakdown of our various partners:

**53** Inter-agency Planning Groups, Advisory Groups and Local Service Planning Coordination Groups

**135** Community Agencies and Organizations

**6** Colleges and Universities

**5** School Boards

**3** Hospitals



# FOCUSING ON CUSTOMER NEEDS

and the development of innovative solutions to help customers and clients grow.

# WOMEN OF COURAGE



**17,000 WOMEN** came to COSTI for employment support services; to upgrade their computer skills and improve their English language proficiency; access housing, settlement services and counselling.

Before enrolling in the Women of Courage program, I felt a little hopeless about so many things in my life. Many things had gone wrong and I had reached a point of almost giving up on the thought of ever being the career woman I had always dreamed of, or achieving my academic goals. I was concerned that I could not afford the financial resources required to achieve them and was tired of working in jobs that did not give me any satisfaction. I felt like I was wasting my years and could never achieve the financial security that I needed to be independent.

When I heard about the program, I saw an opportunity for my life to turn around. It was a chance for me to go out on my own and pursue my dreams. I felt like my life was never going to change. I was going through a cycle of failures and frustrations. I had given in to a man who ended up making me feel like a loser and I would never be able to manage on my own because of my dependence on him. It felt like my life was in his hands and without him I could never make it.

The Women of Courage program has had a great impact on my life. It has made me the strong woman I am today. I now challenge myself to do better, to become better, to believe in myself and understand that I am worth more than what any man sees in me. Through this program, my life took a turn for the best. The support I received

*Woman of Courage participant, Grace Wangari, second from left, receives recognition award from Mario J. Calla, COSTI Executive Director (left), COSTI Vice President Vittoria Adhami, third from left, and Janet Hallett, COSTI General Manager. Grace participated in the COSTI Women of Courage program operated in partnership with Humber College.*

from COSTI and my Instructors made me gain the courage to become who I never thought I could be. My life has been changed as a result. I am now an independent woman who is not afraid to reach for what I believe in. I now know that I can achieve a lot more than I ever thought possible. I now know and understand my value and worth as a woman, I have the courage to say NO and walk away from anyone or any situation that makes me feel anything less than the strong woman God designed me to be.

I completed my internship with Avery HR in Mississauga and was hired as an accountant/payroll administrator. I am now in charge of accounting and payroll. I handle everything from accounts receivable, accounts payable, financial reporting and payroll for four branches. The company has grown from two to four branches and I have had the pleasure of growing with the company as I build my experience.

I am still continuing my studies at Humber College. Since graduating from the Computerized Accounting Certificate program, I have taken eight more courses at Humber as a Continuing Education student, working towards the three year Advanced Accounting program, on my path towards a CGA designation.

I am really grateful to COSTI for giving me the wings to fly and motivating me to soar higher. I attribute all my success to COSTI. I am eternally grateful for the opportunity to reach for my dreams and become a strong woman of courage.

*Grace Wangari*

## SERVICES FOR WOMEN

COSTI's programs and services for women are designed with the goal of addressing systemic and personal barriers that impact on immigrant women and provide a supportive environment that move women from a situation of dependency and isolation to a more empowered state.

Workshops for immigrant women in topics relevant to their wellbeing: health, parenting, domestic violence, etc. COSTI's **Trauma Group for Spanish-speaking Women** offers individuals and group counselling for Spanish-speaking women and their children experiencing trauma. 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. Located in the Region of Peel, **Pathways to Success** provides low-income women opportunities to explore self-employment and stabilize their personal family/households.

### MOTHERS IN MIND

Provides group counselling to Spanish-speaking women and their children who have experienced violence and trauma in various forms. Offered in partnership with Child Development Institute.

### 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. Offered in partnership with Humber College.

## LOCATIONS

### BRAMPTON EMPLOYMENT SERVICES

10 Gillingham Drive  
Tel: 905-459-8855

### CALEDONIA CENTRE

700 Caledonia Road  
Tel: 416-789-7925

### CORVETTI EDUCATION CENTRE

760 College Street  
Tel: 416-534-7400

### FAMILY AND MENTAL HEALTH SERVICES

1700 Wilson Avenue, Suite 105  
Tel: 416-244-7714

### MISSISSAUGA EMPLOYMENT SERVICES

6750 Winston Churchill Blvd., Unit 8A  
Tel: 905-567-0482



## COSTI'S YOUTH LEADERSHIP PROGRAM

in partnership with I Be Fast Track Club, has been in operation for just over ten years. For many of the youth, the program is seen as a sanctuary from poor neighbourhoods and parents who were not available to them due to household and work commitments.

The program assists participants in many ways, the most obvious being athletically, where we work with good athletes and make them better, and in some cases, even great! All participants

receive assistance based on their individual needs. Some are given academic support through the homework help club, while others receive counselling on intergenerational issues as well as substance abuse, crime prevention and nutrition.

Many of the youth are very intense, with school officials often contacting COSTI's General Manager of Youth Services instead of the parents to work through issues at school. Kana, mother of a program participant commented "I am thrilled with the seminars the COSTI program puts on. My daughter is taking

**927 children and youth received support, guidance, and mentoring opportunities through their participation in homework clubs, recreation activities, workshops, and counselling on intergenerational issues, substance abuse, crime prevention and nutrition.**

better care of herself and has begun to eat healthy food as a result of the prevention and nutrition seminars. She is now influencing what we buy to eat and getting her brothers to eat better as well. The coaches are great and have nurtured and trained my daughter and have been positive influences in her life."

The majority of the youth participate in the Youth Leadership/Track program for a minimum of two years. Program staff work with youth pursuing post-secondary education by helping them with scholarship

applications, work plans and résumé writing. In many cases, the General Manager acts as intermediary with the schools by promoting their academic and athletic abilities with universities in an effort to secure scholarships.

A proud moment for COSTI was when three of the youth who participated in the COSTI/I Be Fast Track Program qualified for the Olympics! Aaron Brown, Melissa Bishop and Tremaine Harris represented Canada at the 2012 Olympic Games in London.

*Program participants attend Ontario Hershey Track Day. Iman Blackman, Chanel Kellyman, Resia Duncan, Elisha McLean, COSTI General Manager Craig Blackman, Carlisle Stanford and 2012 Olympic Games Athlete Tremaine Harris. (left to right)*

## CHILDREN & YOUTH SERVICES

### SUMMER JOBS SERVICE

Provides high school, college and university students with employment preparation skills and summer job placement services. Year-round services are also available through COSTI's Employment Ontario service centres.

### YOUTH LEADERSHIP PROGRAM

Empowers youth by encouraging and building leadership skills through positive engagement in physical activities and sports, healthy eating, and dialogue on issues such as risky personal behaviours for youth between the ages of 13 and 24.

### YOUTH MENTORING

Program matches out-of-school unemployed youth with older mentors. Mentors provide advice and coaching on career planning and life skills. Accelerate program enables at-risk youth 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.

### YOUTH SETTLEMENT SERVICES

A four-week employment preparation workshop provides orientation, referral, information, interpretation, completion of government documents, advocacy and supportive counselling for immigrant youth between the ages of 16 and 24 who need assistance. Youth Community Connections focuses on youths' recreational and social needs as well as promoting respect, addresses issues such as conflict and anger management, racism and sexism through mediation activities, education and community engagement activities. The program builds character and enhances the mentorship skills of the participants.

### YOUTH LEADERSHIP PROGRAM/ I BE FAST TRACK CLUB POST-SECONDARY EDUCATION SUCCESS

56 program participants moved on to post-secondary education.

18 received scholarships ranging from \$22,000 to \$48,000 to attend universities and colleges in the United States, including Coffeerville College, Cornell, Princeton and the University of Southern California.

38 young adults excelled in Canadian universities and colleges. 10 attended the University of Windsor, while others were accepted by the Universities of British Columbia, Guelph, Western Ontario, Ottawa, Ryerson and UofT. Centennial and Seneca Colleges welcomed 15 students combined.

## LOCATIONS

### BIRCHMOUNT STADIUM

(April to July and September to October)  
100 Birchmount Road  
Tel: 647-827-1462

### VARIETY VILLAGE

(November to March)  
3701 Danforth Avenue  
Tel: 416-367-2828, ext. 270

### CALEDONIA CENTRE

700 Caledonia Road  
Tel: 416-789-7925

### VAUGHAN CENTRE

7800 Jane Street, Unit 1  
Tel: 905-669-5627

### VODDEN CENTRE

227 Vodden Street East, Suite 3  
Tel: 905-459-6700

# HOUSING SERVICES



**2,400 FAMILIES & INDIVIDUALS**  
in the City of Toronto and York Region  
received support in finding or improving  
their housing.

## A worried young

**woman** with no English skills, walked into COSTI's Housing Help office. She had all the reasons in the world to be worried. Her husband was very sick and had to quit his job. She was worried about the rent. She was all alone in Canada, taking care of her ill husband, her two children, and also working survival jobs on the weekend. Maria was on the brink of a nervous breakdown. She needed immediate assistance.

Program staff immediately assessed Maria's housing situation. Based on her husband's illness, letters of support were written to Housing Connections requesting that her family be considered for priority.

After a few months, Maria and her family secured rent geared to income housing. Unfortunately, Maria's husband passed away. Although still grieving, Maria was focussed on improving her children's life. She registered for English language classes and completed all levels.

Eager to gain work experience, Maria came back to COSTI and volunteered her time. Focused and hardworking, she provided administrative support services to staff and clients. Her experience allowed her to gain confidence and return to school where she enrolled in a one-year program in the tourism industry.

Today, Maria works successfully as a Travel Agent with a prominent travel agency.

## HOUSING SERVICES

### HOUSING HELP PROGRAM

Housing search assistance, eviction prevention, housing stabilization, crisis intervention, information, referral, educational workshops for tenants and landlords, Rent Bank and Low-Income Energy Assistance Program and an Identification clinic. The Housing program provides meaningful volunteer work experience, mentoring and workplace training to people who are homeless or in danger of becoming homeless in an effort to increase their housing and employment opportunities.

### LOCATIONS

#### NORTH YORK CENTRE

1700 Wilson Avenue, Suite 114  
Tel: 416-244-0480

#### WELCOME CENTRE IMMIGRANT SERVICES, VAUGHAN

9100 Jane Street, Building H  
Tel: 905-761-1155



## FAMILY AND MENTAL HEALTH SERVICES

### FAMILY COUNSELLING

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

### PROBLEM GAMBLING SERVICE

Culturally and linguistically appropriate counselling for individuals experiencing gambling problems. Services are available to individuals and family members of Hispanic, Italian, and Portuguese background.

### LOCATIONS

#### FAMILY AND MENTAL HEALTH SERVICES

1700 Wilson Avenue, Suite 105  
Tel: 416-244-7714

#### VAUGHAN CENTRE

7800 Jane Street, Unit 9  
Tel: 905-669-6967



## SENIORS' SERVICES

Organizational support provided to the Canadian Italian Family Assistance Association (CIFAA) and 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.

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 is designed to provide socialization, reduction of social isolation and mutual support in the settlement process.

### LOCATIONS

#### CORVETTI EDUCATION CENTRE

760 College Street  
Tel: 416-534-7400

#### NORTH YORK CENTRE

1700 Wilson Avenue, Suite 114  
Tel: 416-244-0480





# CLIENTS SERVED 2011/2012

DEMOGRAPHICS		
CATEGORIES	DESCRIPTION	PERCENTAGE
AGE	Children and Youth (Up to age 20)	22%
	Adults (21 to 65)	73%
	Seniors (Over 65)	5%
GENDER	Female	57%
	Male	43%

DEMOGRAPHICS		
CATEGORIES	DESCRIPTION	PERCENTAGE
COUNTRY OF ORIGIN	Middle East (Iran, Iraq, Afghanistan)	15%
	South Asia (India, Pakistan, Sri Lanka, Bangladesh)	14%
	China	11%
	Caribbean (Jamaica, Cuba, St. Vincent, Trinidad & Tobago)	9%
	Africa (Nigeria, Ghana, Ethiopia, Somalia, Eritrea)	8%
	South America (Colombia, Brazil, Ecuador, Guyana, Argentina, Peru)	8%
	Central America (Mexico, El Salvador)	8%
	Eastern Europe (Russia, Romania, Albania, Serbia, Turkey, Ukraine)	7%
	Southeast Asia (Philippines, South Korea, Vietnam)	7%
	Other	7%
	Western Europe (Italy, Portugal, United Kingdom)	6%

### Employment Services

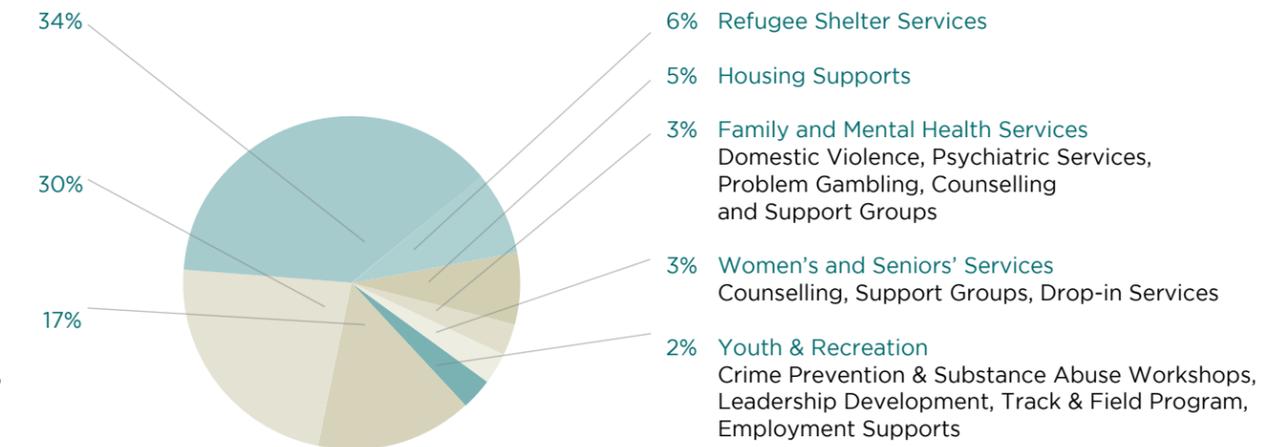
Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports, Resource and Information, Online Services, Specialized Employment Training

### English Language Instruction and Skills Training

English Language Classes, Enhanced Language Training, Computer Courses

### Settlement Counselling, Community Planning/Coordination, Public Education, Policy Development

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



# THANK YOU

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 six decades.

## BOARD OF DIRECTORS

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## FUNDERS

### GOVERNMENT OF CANADA

#### Citizenship and Immigration Canada

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

#### Human Resources and Skills Development Canada

- Summer Career Placement
- Youth Skills Link

#### 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
- Orientation to Ontario

#### 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 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

### YORK REGION

- Community and Health Services Department

### ASSOCIATION OF CANADIAN COMMUNITY COLLEGES

### TORONTO CATHOLIC DISTRICT SCHOOL BOARD

### UNITED WAY TORONTO

### UNITED WAY OF YORK REGION

### YMCA TORONTO

### FOUNDATIONS

- CHUM Charitable Foundation
- Community Foundation of Mississauga
- George Cedric Metcalf Charitable Foundation
- The BLG Foundation
- Toronto Community Foundation

