

2013 2014

COSTI ANNUAL REPORT



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PRESIDENT'S REPORT



I am extremely proud of our work and efforts this year and look forward to sharing our "blueprint" for the future over the next few months.

Bruno M. Suppa

I am pleased to report that 2013/2014 saw significant progress in the strategic plan set by the Board the previous year, a priority and main focus for Board and management staff.

In order to align services with strategic priorities, an examination of agency programs is underway with an aim to improving data collection methods in monitoring client and program outcomes. In addition, the development of an agency-wide volunteer program for more effective use of volunteers is nearing completion and expected to be launched in the coming year.

As noted in the Executive Director's Report, overseas and online services are important in reaching clients early in their settlement journey. Discussions have been held with current partners to determine the extended applicability of settlement and employment support services to immigrants overseas.

Diversifying COSTI's funding base was another strategic objective. New fee-based programs were introduced, key non-traditional funding sources were identified, and targets for fees revenue were reviewed and expected to increase in the coming year. In addition, staff undertook a full review of financial management processes to ensure that COSTI's management control systems are solid.

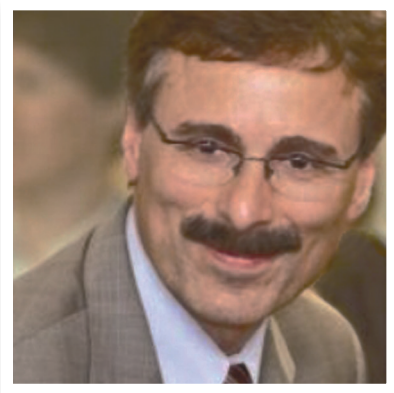
The Board also initiated a Board governance review, risk mitigation planning, and the development of a succession plan for members of the Board and key staff positions.

Members of the Board have also been fully engaged in COSTI's visioning process with the assistance of consultants from Blueprint Business Architecture, a strategic planning firm who kindly donated their services and expertise. Over the last year, numerous focus groups were conducted with staff and clients externally and internally, paving the way to working with Blueprint. They were faced with the challenge of defining our complex work in a compelling way to our various stakeholders.

I am extremely proud of our work and efforts this year and look forward to sharing our "blueprint" for the future over the next few months. Our Board volunteers and our staff devote countless hours to ensure that COSTI not only grows and thrives as an organization, but never loses sight of what matters most, ensuring that the individuals that we serve and come to us for assistance, not only thrive, but become engaged members of our community.

Bruno M. Suppa
President

EXECUTIVE DIRECTOR'S REPORT



Working with government and service partners to develop new and more effective responses to the changing needs of newcomers is an important aspect of COSTI's work.

Mario J. Calla

Krishna Tapa and Surmeet Kaur, contacted COSTI's Online Counsellor, Rena Du, from India. They had heard about our pre-arrival services through the Canadian Immigrant Integration Program (CIIP), an overseas service for immigrants approved to immigrate to Canada. They started preparing for their job search online. Since they were interested in settling in the Mississauga area, Rena connected them to our Employment Services Centre in Mississauga. Surmeet had her first appointment within ten days of landing and Krishna met with COSTI's counsellor within five days. Each found employment in their field within two months as a result of the early intervention. Krishna works in the banking and insurance field and Surmeet in marketing and advertising.

It is well understood that the longer it takes an internationally trained professional to find work in Canada, the less likely it is that he or she will ever work in his or her area of expertise. This reality has created a whole cohort of international talent whose potential is lost to Canada. In an effort to address this timing issue, Citizenship and Immigration Canada funded the CIIP to initiate the settlement process before immigrants leave their native country. Delivered in partnership with Colleges and Institutes Canada, COSTI is the destination service provider for Ontario. The Online Counsellor works with clients to match their needs with services available within COSTI, as well as in the community they hope to settle in once they arrive here. In 2013/2014 over 2,000 immigrants received online services overseas from COSTI and the program's positive results have it designated for expansion.

COSTI's Online Services are in high demand from overseas clients. The flexibility of enrolling and taking workshops at any time of the day is what initially attracts registrants to our Online Services, but it is the resources available to them that they find most useful, particularly as they near

the end of the immigration process. Electronic Job Search, Starting Your Own Business, Writing a Winning Resume and Cover Letter are the most popular workshops. Many have commented that the workshops give them a head start to their job search.

Working with government and service partners to develop new and more effective responses to the changing needs of newcomers is an important aspect of COSTI's work. In 2013/2014 senior staff worked towards achieving key strategic objectives to explore service delivery opportunities outside of Toronto, including international opportunities, along with developing strategic alliances and expanding existing partnerships with colleges, universities and hospitals to address new and emerging needs. Additionally, various revenue generation strategies were explored to support existing and new programs.

The diversity of our staff, seventeen service locations offering multiple services and a client information system that allows staff from any office location to view the service history of a client and seamlessly pick up service, are all key components of COSTI's holistic approach in expediting the integration of immigrants.

Mario J. Calla
Executive Director

COSTI & THE COMMUNITY

COSTI'S WORK IN THE COMMUNITY CONTINUES TO BE A HIGH PRIORITY. THROUGH ACTIVE PARTICIPATION IN LOCAL, PROVINCIAL AND NATIONAL COMMITTEES, ADVISORY AND WORKING GROUPS AND AD HOC COALITIONS, WE HAVE REPRESENTED THE VOICE OF IMMIGRANTS, REFUGEES AND THE IMMIGRANT SERVING SECTOR IN PLANNING AND COORDINATION, PUBLIC POLICY, RESEARCH AND PUBLIC EDUCATION.

There is a need to develop and implement effective, broadly-based and coordinated strategies to address the many factors that impact the ability of newcomers to effectively integrate into Canadian society. Employment barriers, social barriers, the inability of institutions to effectively serve diverse populations, personal and family difficulties resulting from the immigration adjustment process, lack of representation in decision-making and elected bodies, and the lack of access to public information are key issues that COSTI works to address with community leaders.

64% of individuals who came to COSTI for help were not fluent in English; 10% had 8 years or less of school education; 79% of clients between the ages of 25 and 64 were on low or fixed incomes.

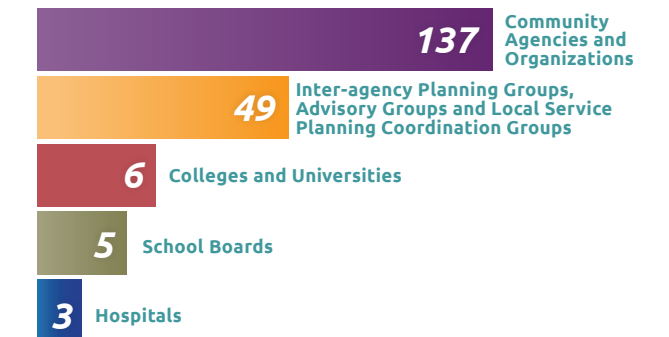
COSTI's over-arching goal is to create conditions that enable newcomers and vulnerable populations to become valued and contributing members of society. COSTI's leadership team works to promote public policies that facilitate the integration of newcomers and support newcomer communities to build internal leadership and capacity.

2013/2014 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:





Dorothy Solate, General Manager of Program and Community Development for COSTI (third from front right), shares information with government delegation from Korea visiting COSTI to learn about services available to newcomers in Ontario

COSTI & THE COMMUNITY

COSTI supported the continued development of local community groups, such as the South Asian Women's Rights Organization, serving Bangladeshi women in Scarborough, and worked with hundreds of partner organizations to coordinate the Job Search Workshops Program, Problem Gambling, Orientation to Ontario pilot project and the Welcome Centre Immigrant Services network in York Region. Collaborative and innovative approaches to service delivery allows COSTI and key partners, the opportunity to meet the needs of underserved communities and also develop internal capacity to build, enhance and sustain services.

COSTI is proud to have been a part of key organizations including the Toronto Region Immigrant Employment Council (TRIEC), the Consortium of Agencies Serving Internationally-Trained Persons (CASIP), Local Immigration Partnerships in Toronto, Peel and York Region, Ontario Council of Agencies Serving Immigrants (OCASI), the Service Delivery Advisory Group to the Ministry of Training, Colleges and Universities, JOIN, the National Settlement Council, Canadian Council for Refugees, and the Resettlement Adaptation Program Working Group.

COSTI currently works with over 200 planning groups, community agencies, hospitals and school boards in the delivery of services.

PARTNERSHIP AND COLLABORATION IS KEY TO THE SUCCESSFUL INTEGRATION OF NEWCOMERS

A PATH TO HOME: SUPPORTING HOUSING NEEDS FOR NEWCOMERS

A Path to Home: Supporting Housing Needs for Newcomers is a national pilot project funded by the government of Canada and coordinated by YMCA. The objective of the pilot is to reduce the visible and invisible barriers faced by newcomers by providing a case management and holistic approach to services that not only assist individuals with access to housing, housing stabilization and eviction prevention; but also address additional needs or services that individuals new to Canada may face, such as locating English classes and medical care in their community.

JOB SEARCH WORKSHOPS (JSW)

JSW programs are provided by community agencies across the province. Delivered in both official languages, JSW programs are offered in 23 cities, at 43 organizations and 63 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 woman abuse so that those close to a woman at-risk 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 upon arrival. O2O is being piloted by ten community agencies across the province. COSTI, in partnership with College Boreal, OCASI and George Brown College, provided 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 in need of culturally and linguistically appropriate treatment and services. In 2013/2014, a Problem Gambling Calendar Art Contest was held to increase awareness about responsible gambling.

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. 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.

COORDINATING THE NEEDS OF ENGLISH LANGUAGE LEARNERS

MASSUME HUSSEIN'S JOURNEY FROM AFGHANISTAN TO CANADA WAS A LONG ONE, HAVING TRAVELLED THROUGH KABUL AND THEN PAKISTAN BEFORE ARRIVING IN CANADA. AS A MOTHER OF TWELVE CHILDREN AND HAVING LOST MANY OF HER RELATIVES KILLED BY THE TALIBAN, SHE WAS DETERMINED TO GIVE HER CHILDREN A FUTURE THAT WAS BRIGHT AND FILLED WITH OPPORTUNITY.

When I first arrived, I could not speak a word of English, so communicating was very difficult. My daughter had broken her hand and I didn't know how to talk with the cab driver. I had to use sign language to get to the hospital and to speak with the doctor. I was happy that she was getting treatment for her hand but very sad that I could not express my thanks to the doctor.

On the way home, I could not explain to the cab driver how to get home so we became lost. It took over five hours to get home. I said to myself that this would never happen again. I needed to learn English so that I could communicate with people and become independent.

I found out about the Welcome Centre in Vaughan on the computer and the rest, as they say, is history. I began taking Language Instruction for Newcomers to Canada (LINC) classes at Level 2 and now I am proud to say that I have advanced to Level 6! I enjoy coming to class and learning about Canada, the city and also technology. Now that I can read English, I enjoy going on the computer and looking up information on my own, without anyone's help. My son told me the other day that he can't believe that he has to now share his laptop with me...something that he would never have imagined. In fact, I surprise myself sometimes!

The Welcome Centre here at Vaughan is one big family. The teachers are very supportive and the manager takes time out of her day to come to class and wish everyone a good morning! Everything I need is here, from support groups to income tax clinics. I am blessed to be here in Canada.

While it was hard for me early on, all of my children and I are doing very well. Two have graduated from university and the rest are close to finishing university and college. My dreams are coming true for them, and for me. I am continuing with my studies and plan to pursue my own business, to open a childcare at home.

Massume Hussein
*Language Instruction for Newcomers to Canada, Level 6
Vaughan Welcome Centre*

5,160 men and women improved their English language skills by attending English language instruction classes at all levels, including Literacy, Pronunciation and Grammar in Conversation classes.



**80% OF
ENHANCED**
Language Training
participants successfully
found employment in
their professional field.

LANGUAGE & SKILLS TRAINING SERVICES

LANGUAGE TRAINING

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

SKILLS TRAINING

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

CARE FOR NEWCOMER CHILDREN

Child-minding support for LINC students and for clients accessing services at the Welcome Centres.

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

Massume Hussein



2,800 SENIORS participated in activities outside of their homes, attending workshops, events, English language classes, support groups and taking part in recreational activities.

Liberata Rocco

INCREASING INDEPENDENCE AND REDUCING ISOLATION

LIKE MANY ITALIAN IMMIGRANTS WHO ARRIVED IN CANADA IN THE LATE 50'S, LIBERATA AND HER CHILDREN WERE SEPARATED FROM HER HUSBAND WHO WOULD TRAVEL BACK AND FORTH FOR WORK FROM TORONTO TO HAMILTON, WHERE THEY SHARED A HOME WITH HER SISTER. SEVERAL YEARS LATER, AS THE FAMILY GREW, THEY MOVED TO SCARBOROUGH AND THEN TO THE JANE AND WILSON AREA WHERE LIBERATA RAISED HER FAMILY WHILE FIRST WORKING AS A SEAMSTRESS AND THEN FOR A LARGE GROCERY STORE CHAIN. SHE REMAINS LIVING IN THE SAME AREA TODAY.

I lost my husband seventeen years ago, but I never feel alone. I find that as seniors, my friends and I need more help than in the past. Depression is always a problem. Reading helps to relieve stress and lessen depression, I only wish that I had been able to study English more formally when I first arrived. I enjoy sharing my passion for reading and speaking English with other members at the Elderly Persons' Centre. We always encourage and support one another.

Coming to the Elderly Persons' Centre almost every day, makes me feel alive, I am always wanting to learn more and the workshops and field trips satisfy my curiosity. I look forward to attending future workshops at the Centre. Although I am 81 years old, I still enjoy learning new things and have even more curiosity than when I was young!

When I first came to Canada, like so many of us back then, I did not ask for help. I now know that it's okay to make mistakes, we all make mistakes. It was a mistake not to ask for help. I am happy for newcomers today, they have a better start in their new country.

Liberata Rocco
Participant, Elderly Persons' Centre

97% of seniors surveyed at the Elderly Persons' Centre expressed a high degree of satisfaction with services provided. An average of 60 people attend the Centre daily.

Bosnian seniors coordinated and hosted the 7th Annual Organic Food Festival in the Bosnian community garden, which COSTI helped them to establish.

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. In addition, workshops and information sessions are offered to Chinese and South Asian communities.

LOCATIONS

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

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

OPPORTUNITIES FOR SUCCESS

HAVING SPENT MANY YEARS WORKING FOR LARGE BUSINESSES AS A SALES AND MARKETING SPECIALIST, DENISE LIVOTTI DECIDED TO PURSUE HER PASSION FOR COOKING GOOD FOOD AND TEACHING OTHERS TO DO THE SAME. SHE LEFT THE CORPORATE WORLD AND FOUNDED PETITS CHEFS ACADEMY INC., AN EDUCATIONAL COOKING SCHOOL SPECIFICALLY DESIGNED FOR CHILDREN AND FAMILIES, WITH THE VISION OF INSPIRING CHILDREN AND PARENTS TO DISCOVER THE FUN, VALUE AND JOY IN COOKING HEALTHY AND NUTRITIOUS FOOD.

Like any small business, the first year was devoted to developing and marketing Petits Chefs Academy Inc. As demand grew, I realized I needed help in order to meet client requests, but didn't have sufficient capital to invest in hiring staff.

Through my efforts in sourcing out organizations that could help me with my needs, I was lucky enough to meet Claudia Valcarcel, Business Liaison from COSTI's Vaughan Employment Services. Claudia took the time with me to review all of the various options available to a small business looking to expand and hire. I was surprised to learn about the numerous options available to employers through Employment Ontario, Summer Jobs Service and the Youth Employment Fund – from training incentives through to providing apprenticeship opportunities.

Once I registered and completed the necessary paper work, I was ready to hire. Vaughan Employment Services staff worked with me to match the right candidate profile with the job duties. Since that time not only has Petits Chefs Academy Inc. expanded, but I have hired two employees!

One of my business mottos is 'everybody has to start somewhere and it's best to start early.' My experience has been that COSTI shares the same motto, helping small businesses and companies just starting out, with their human resource needs, as well as giving young adults and newcomers to Canada, their first experience in the business world here in Ontario!

Denise Livotti, Owner, Petits Chefs Academy Inc.
Employer working with Vaughan Employment Services



Denise Livotti and Melissa Bucci (right), employee hired through Summer Jobs Service

1,500 unemployed and underemployed individuals accessed our interactive online e-facilitated workshops to help improve their job search skills. Workshops are accessible at any time.

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

Employment preparation workshops to develop life and management 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 who face multiple barriers and cannot 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.

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

ONTARIO WORKS

Employment preparation workshops provide 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 of persons with disabilities who face difficulties in accessing and finding employment.

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

ABOUT OUR DONORS

JOHN SPINA, FORMER BOARD MEMBER AND VICE PRESIDENT OF COSTI, HAS BEEN COMMITTED SINCE 1989 TO SUPPORTING INITIATIVES FOR CHILDREN AND YOUTH. COSTI'S ANNUAL GOLF TOURNAMENT BEGAN UNDER HIS LEADERSHIP AND PERSONAL INVOLVEMENT AND CONTINUES TODAY, FOURTEEN YEARS LATER. AN ONGOING LEAD SPONSOR FOR THE TOURNAMENT, JOHN BELIEVES IN PRACTICING WHAT HE PREACHES, UNDERSTANDING THAT AS REVENUES FROM TRADITIONAL FUNDING SOURCES DECREASE, REVENUE FROM CORPORATE INVOLVEMENT AND DONATIONS, AS WELL AS FUNDRAISING EVENTS MUST INCREASE IN ORDER TO CONTINUE PROVIDING THE UNIQUE SERVICES THAT COSTI OFFERS TO CHILDREN AND YOUTH.



John Spina

The Annual Golf Tournament started off small, but today we net well over \$25,000 per year. Over the years, we have managed to raise over \$250,000 through this one annual event. We really wouldn't be able to operate the Art Therapy program for refugee children or our youth track and athletic programs, where youth build leadership skills through dialogue, coaching, and mentoring opportunities, without the tournament.

Given my personal and life-long dedication to youth and sports, one of my most thrilling moments was when I heard that three of the youth that participated in our recreation and track program made it to the last Olympics! A proud day for me and others involved in the program.

I am humbled that my law firm Davies Spina Falquez LLP has been able to sponsor the tournament throughout the years, but its success stems from the help of individuals and businesses who share the same passion and commitment to youth engagement: Adams & Miles; Vittoria Adhami; Allstream Inc.; Bellissimo Law Group; Canfirst Capital; Capo Sgro LLP; CV Romeo; Elka Industries; Everlast Aluminum Products; FDM Contracting; FTD Construction; From Now On Life Coaching; Hub International Sinclair Cockburn; International Brotherhood of Electrical Workers, Local 353; International Union of Operating Engineers, Local 793; Italian Savings & Credit Union Ltd.; Brett and Supriya James; Leader Courier; LIUNA Local 183; Frank Mendicino; Optimal Assessments and Consulting Inc.; Plumbers Supply; Pristine Printing; Leo Sdao; Pinedale Properties; Michele Sparling; Ron Tapley; Jim Tulk; Truster Zweig; Wealthworks Financial; and Michael Yealland. I must also acknowledge the support and commitment of my fellow Board Members and COSTI's extremely dedicated managers, staff and volunteers who worked tirelessly to make the tournament a success.

We need to work together to empower youth to build a better future for themselves and society. Supporting COSTI and its youth programs has been a very powerful and practical way for me to have a real impact in what would have otherwise been nothing more than an unrealized desire or wish. Thank you COSTI for giving me the opportunity to make a contribution to the cause.

John Spina
Former Board Member and Vice President of COSTI

DONORS & CONTRIBUTORS

A NOTE OF APPRECIATION AND THANKS TO THE FOLLOWING DONORS AND CONTRIBUTORS FOR THEIR SIGNIFICANT SUPPORT OF COSTI AND ITS SERVICES.

5,000+

AstraZeneca Canada Inc.
CHIN Radio/TV International
Ralph and Rose Chiodo

Dolce Publishing Inc.
Grace Fusillo-Lombardi

1,000+

Vittoria Adhami
Allstream
Anonymous
Bellissimo Law Group
Ben & Jerry's - Vaughan Mills
Canfirst Capital

Compass Creative Media
CV Romeo
Davies Spina Falquez LLP
Pattison Outdoor Advertising
Trattoria Spinello

500+

El Convento Rico Ristorante
Frank Iacobucci

Michael Yealland

300+

June Abordo
Kevin Caines
Ivelyses Castellanos
Diana Churman
Climatep Systems
Everlast Aluminum Limited

Jaspal Gabria
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Jason Vandyken

\$200+

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Climatep
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Dominion Lending Centres
Ahmad Dorya
Dalia Elvie
Sandra Ferguson

Muna Gedi
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Tulio Gomez
Rejeanne Hillier
HUB International Sinclair Cockburn
IC Savings (Italian Canadian Savings & Credit Union)
Lydia James
Michelle King
Leonard Goldberg Professional Corp.
Sandra Mahar

Parkside Design Inc.
Carroll Pearce
Jose Romero
S. Sangmo
Carina Sicurella
Felecia Simpson
Sussex Strategy Group Inc.
Twin Contracting
Wealthworks Financial
Veris Wilson
World Education Services

\$100+

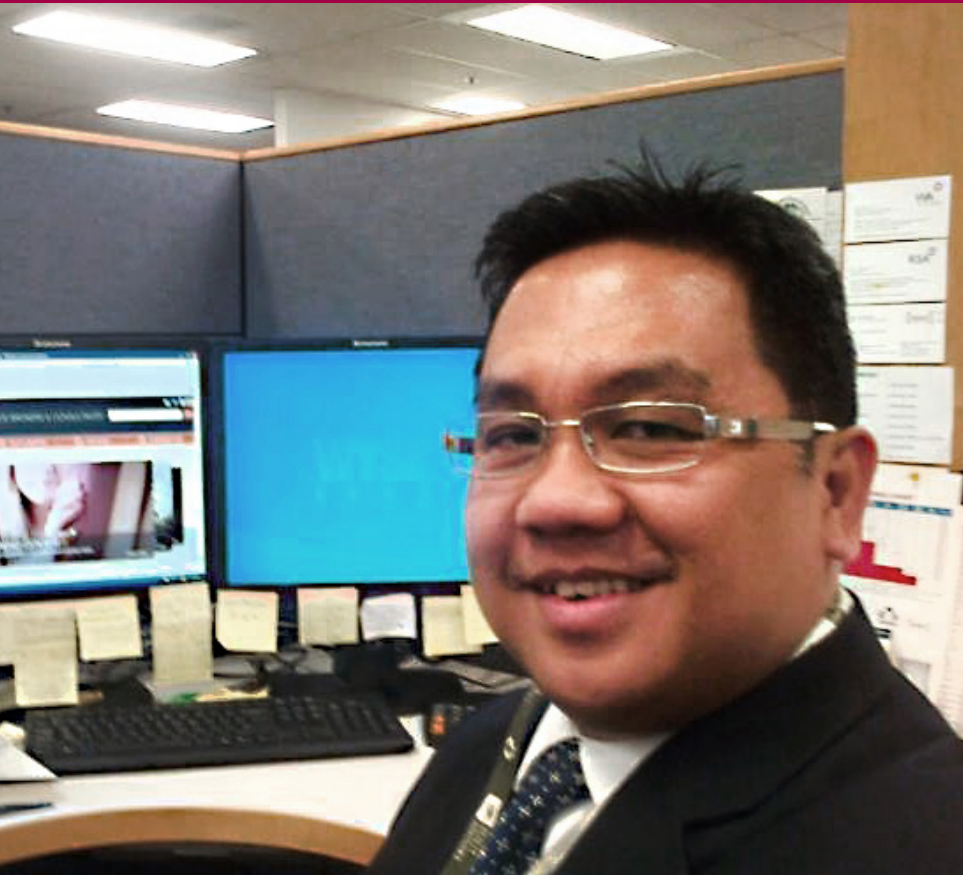
Helen Abogadil
Judy (Yodit) Abraham
Kennedy Acheampong
Cheryl Adoranti
Nancy Agtarad
Asia Alli
Anonymous
Herman Austin
Vinnette Bailey
Janis Bannister
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Andrew Baxter
Wellington Bryan
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Julita Cabogoy
Wendy Carswell
Maria Casale
Channy Chey
Annmarie Chin
Climatep Systems
Anne Marie Clune

Donald Copeland
Melba Copland-Baksh
Anthony Coxall
Paula Da Ponte
Satyajit Das
Michelle Davenport
Bolly Delasiiagas
Dorothy Dennis
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Taramattie Dhanna
Sunita Dhiman
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Marco Inacio
Nadira Jasmin
Bing Jing
Michelle John
Salay Kabba
Lavanya Kalaichevli
Yogaranthan Kangthah
Dusty King

FROM HOPE TO OPPORTUNITY

COSTI PROVIDES ONLINE COUNSELLING TO IMMIGRANTS OVERSEAS ONCE THEY HAVE BEEN APPROVED TO IMMIGRATE TO CANADA AND PRIOR TO THEIR DEPARTURE THROUGH THE CANADIAN IMMIGRANT INTEGRATION PROGRAM (CIIP). COSTI'S ONLINE COUNSELLOR FOR THE CIIP, RENA DU, WORKS WITH PROVINCIAL REGULATORY BODIES AND INSTITUTIONS SUCH AS PROFESSIONAL ENGINEERS ONTARIO, CGA ONTARIO, CENTRE FOR INTERNATIONALLY EDUCATED NURSES (CARE), GLOBAL EXPERIENCE ONTARIO, AND HEALTH FORCE ONTARIO, TO HELP PROFESSIONALS COMING TO CANADA UNDERSTAND THE LICENSING APPLICATION PROCESS IN ONTARIO AND HELP THEM TO ACCESS THE SERVICES THEY NEED TO QUICKLY FIND EMPLOYMENT IN THEIR FIELD.



A financial professional from the Philippines, I began communication with the CIIP Orientation Officer in 2010.

I worked with COSTI and Rena Du, CIIP Online Counsellor, so that I could begin to prepare for the licensing exam before I arrived to Toronto with my family. Rena was there to help me understand what steps I needed to take to find a job in my field and to guide me through the overwhelming number of services that were available to me when I arrived – information on housing, employment, schools and education, medical and banking institutions.

I wrote and passed the Ontario Licensure exam for Life Insurance (LLQP) as well as Mutual Funds (IFIC). With the professional license, I was able to find employment as a financial advisor with an insurance company in a few short months and then moved on to another firm where I became a top sales performer. I am now in a management position with one of Canada's largest insurance companies!

Having access to professionals in the social service field and all the necessary information before coming to Canada helped me to integrate much more quickly. I was ready to start work from the moment I landed. It was an amazing experience.

I made the best decision of my life to bring my family to Canada. It was not easy of course, there were many challenges, but as long as you remain focused and work hard, you will be able to achieve the life you want to provide for your family.

Paul Pioquinto
Former Client, CIIP

Delivered in partnership with Colleges and Institutes Canada (formerly the Association of Canadian Community Colleges), the CIIP provides free pre-departure orientation to Federal Skilled Workers, Provincial Nominees and their spouses and adult dependents at the final stages of the immigration process. It prepares newcomers for their economic integration to Canada, back in their country of origin. Individuals attend a one-day orientation workshop, an individual planning session with an Orientation Officer, and connect with an Online Counsellor based in Canada, all within their home country.

As the Ontario Settlement Partner for CIIP, COSTI receives client referrals from CIIP offices operating in China, India, Philippines and the United Kingdom, serving a total of 25 countries.

COSTI provides information, planning and online support to individuals prior to their arrival in Canada. We provide information on housing, the Ontario school system, workers' rights, credential assessment and other settlement requirements. We also make referrals to connect newcomers to other services they may need.

Over 2,000 individuals received pre-arrival services from COSTI's CIIP Online Counsellor.

8,200 newcomers came to COSTI for help with their settlement process in Ontario. They received counselling and help with accessing government services, completing government forms, housing assistance, translation and interpretation, and referral to services in the community.

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.

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 Immigrant 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

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

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

RALPH CHIDO 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

INVESTING IN THE FUTURE

COSTI'S YOUTH SERVICES HAVE BEEN DESIGNED AND DEVELOPED WITH THE UNDERSTANDING THAT ALL YOUNG PEOPLE HAVE THE RIGHT TO BE PROVIDED WITH SUPPORT, GUIDANCE AND OPPORTUNITIES. THROUGH OUR YOUTH COMMUNITY CONNECTIONS, MENTORING, SETTLEMENT, EMPLOYMENT AND RECREATION PROGRAMS, COSTI STAFF WORK TO ENSURE THAT ALL YOUTH, REGARDLESS OF PERSONAL BARRIERS, ARE PROVIDED WITH EQUAL ACCESS TO THE SERVICES AND SUPPORTS THEY NEED TO ACHIEVE THEIR GOALS AND DREAMS, AND TO GROW INTO CARING, COMPETENT, AND HEALTHY ADULTS.

WE FOCUS ON A HOLISTIC APPROACH TO OUR YOUTH-AT-RISK AND RECREATION PROGRAMS, AIMED AT INCREASING ACCESSIBILITY TO A RANGE OF ATHLETICS, RECREATIONAL/HEALTHY LIVING TRAINING FOR CHILDREN AND YOUTH WHO ARE NEWCOMERS FROM MINORITY COMMUNITY, IN A CROSS-CULTURAL FORMAT, WITH THE INTENTION OF HELPING THEM TO BE MORE ACTIVE PARTICIPANTS WITHIN THEIR COMMUNITIES.

2,993 young men & women received employment support services, including placement.

I have a visual impairment and I joined the Connections Programs to get fit, become part of a group, meet new friends and learn how to compete in track and field. I was given good physical training and coaching.

The program allowed me to leverage other funding to help with my training and this has led me to being able to achieve a number 11 ranking in the world in the 200 meter sprint event.

I look forward to qualifying and competing at the Parapan Am Games in 2015 and representing Canada.

George Quarcoo, Participant, Toronto Foundation, Vital Youth (Connections) Program



OVER 800 YOUTH were engaged in our youth-at-risk program. 95% of youth felt they learned new ways of expressing themselves and were given a new direction away from street life and away from risky behaviour.

Craig Blackman, General Manager, 2015 Pan Am Mascot, and George Quarcoo

CHILDREN & YOUTH SERVICES

PLAYING FOR KEEPS

Provides micro grants of \$50 to youth to develop and host one-day physically active events and recreation projects in the community. Activities engage youth, develop their leadership qualities and increase their community awareness and connections.

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 MENTORING

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

YOUTH EMPLOYMENT FUND

Provides unemployed youth and young adults between the ages of 15 and 29 interested in long-term employment, with one-on-one job search assistance and the opportunity to learn and build new skills through placements and on-the-job training.

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 and seniors come together to grow, cultivate and cook vegetables from a community garden. This exciting initiative engages participants in a dialogue and activity where they will gain a better understanding of their similarities and differences and come to value the importance of both generations.

YOUTH SETTLEMENT SERVICES

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.

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

TRANSFORMING LIVES

ONE PERSON AT A TIME

I can say that empowering women through education is the best weapon we can have. After all the things we've been through before and after the course, I can honestly say that I was able to gain my life back. It opened doors for me that may not have been accessible otherwise.

Program Participant
Women of Courage Program

3,500 WOMEN WERE PROVIDED WITH TRANSLATION AND INTERPRETATION SERVICES, ORIENTATION, ASSISTANCE WITH COMPLETING GOVERNMENT DOCUMENTS, AND SUPPORTIVE COUNSELLING SERVICES.

3,100 TOOK THE FIRST STEP TOWARDS THEIR INDEPENDENCE BY REGISTERING FOR ENGLISH CLASSES AND COMPUTER TRAINING COURSES AT COSTI.

1,800 WOMEN WERE ABLE TO SECURE AFFORDABLE HOUSING AND A SAFE HOME FOR THEIR CHILDREN.

OVER 1,200 WOMEN RECEIVED COUNSELLING TO HELP THEM COPE WITH DOMESTIC ABUSE, ATTENDED SUPPORT AND TRAUMA GROUPS, OR PARTICIPATED IN THE LIFESKILLS, PATHWAYS TO SUCCESS, OR WOMEN OF COURAGE PROGRAMS.



Operating with the shared objective of developing the full and equal participation of women in all facets of our communities, COSTI staff help women of diverse backgrounds and experiences in overcoming economic, health, legal and cultural barriers.

SERVICES FOR WOMEN

The goal of COSTI's programs and services for women is to address 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. Immigrant women have access to workshops in topics relevant to their wellbeing: health, parenting, domestic violence, etc. COSTI's Trauma Group for Spanish-speaking Women offers individual and group counselling for Spanish-speaking women and their children experiencing trauma. The Lifeskills Counselling Program provides 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 and family situation.

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



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.

LOCATION

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



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



WHO WE HELP 2013/2014

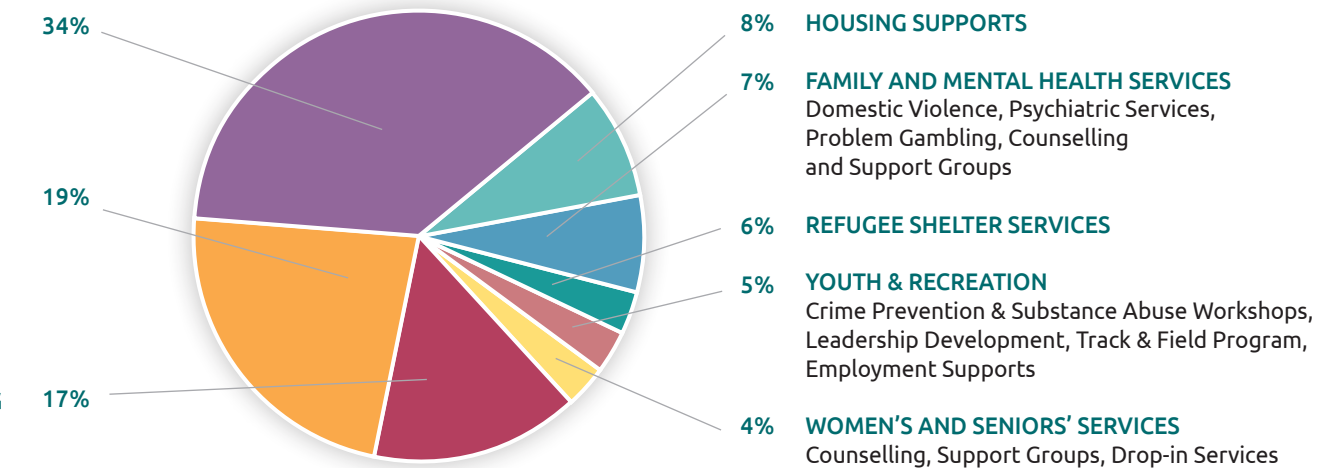
DEMOGRAPHICS		
CATEGORIES	DESCRIPTION	PERCENTAGE
AGE	Children and Youth (Up to age 20)	23%
	Adults (21 to 65)	70%
	Seniors (Over 65)	7%
GENDER	Female	58%
	Male	42%

DEMOGRAPHICS		
CATEGORIES	DESCRIPTION	PERCENTAGE
COUNTRY OF ORIGIN	Middle East (Iran, Iraq, Afghanistan)	16%
	South Asia (India, Pakistan, Sri Lanka, Bangladesh)	15%
	Caribbean (Jamaica, Cuba, St. Vincent, Trinidad & Tobago)	13%
	Africa (Nigeria, Ghana, Ethiopia, Somalia, Eritrea)	11%
	China	9%
	South America (Colombia, Brazil, Ecuador, Guyana, Argentina, Peru)	9%
	Western Europe (Italy, Portugal, United Kingdom)	9%
	Eastern Europe (Russia, Romania, Albania, Serbia, Turkey, Ukraine)	7%
	Southeast Asia (Philippines, South Korea, Vietnam)	6%
	Central America (Mexico, El Salvador)	4%
	Other	1%

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

SETTLEMENT COUNSELLING, COMMUNITY PLANNING/ COORDINATION, PUBLIC EDUCATION, POLICY DEVELOPMENT
 Canadian Immigrant Integration Project, Community Connections Program, Information and Referral, Interpretation, Documentation and Life Skills

ENGLISH LANGUAGE INSTRUCTION AND SKILLS TRAINING
 English Language Classes, Enhanced Language Training, Computer Courses



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.

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Mario D. Bellissimo

Ormston, Bellissimo, Rotenberg

PRO BONO LEGAL SERVICES

Torys, LLP

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

Employment and Social Development Canada

- Enabling Accessibility Fund
- New Horizons for Seniors
- Summer Career Placement

GOVERNMENT OF ONTARIO

Ministry of the Attorney General

- Ontario Victim Services Secretariat

Ministry of Citizenship, Immigration and International Trade

- 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
- Youth Employment Fund

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
- Toronto Employment Support Services

YORK REGION

- Community Investment Fund

COLLEGES AND INSTITUTES CANADA

PROSPER CANADA

TORONTO CATHOLIC DISTRICT SCHOOL BOARD

YORK CATHOLIC DISTRICT SCHOOL BOARD

UNITED WAY TORONTO

UNITED WAY OF PEEL REGION

UNITED WAY OF YORK REGION

YMCA TORONTO

FOUNDATIONS

- CHUM Charitable Foundation
- Children's Aid Society Foundation
- Community Foundation of Mississauga
- The BLG Foundation
- Toronto Foundation



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