

# Annual Impact Report

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2022–2023



## Table of Contents

Message from the CEO	3
Message from the President of the Board	4
Mission, Vision, Values	5
Our Impact	6
Building Future-Ready Skills: Education	10
Enabling Economic Independence: Employment	12
Building Community Supports: Social Services	15
Accelerating Humanitarian Response: Refugee Services	18
Service Locations	23
Supporting an Effective Ecosystem: Collaboration and Partnerships	24
Donors, Contributors & Funders	27
Financial Statement	30
Our Volunteers	32
Looking Forward	34
Board of Directors	35

## Message from the CEO

This year has been a remarkable journey of growth, resilience, and incredible commitment, as we continued to advocate for and deliver on issues that matter the most—advocating for affordable housing, promoting employment and skills training programs to ensure everyone can prosper in Canada, leading educational initiatives and conversations against gender-based violence, sharing best practices in settlement, and profiling the achievements of many diverse communities.

For over 70 years, our work at COSTI has been grounded in ensuring newcomers and diverse communities are empowered to succeed and fulfill their full potential, and last year was no different. Our motto is “Accelerating Engagement”, and this is what we did.

Last year, 437,180 newcomers were welcomed to Canada, with roughly 42% landing in Ontario. I am proud that COSTI has played a role in welcoming many of these families and individuals in the Greater Toronto Area. Through our work, we continuously responded to humanitarian crises by supporting and effectively settling immigrants and refugees; rising to support the skills and labour shortage by assisting clients to be better positioned for the labour market and by securing meaningful employment to lead independent lives; and providing excellence in trauma-informed, wrap around services, providing clients and communities with a one-stop place for diverse needs, including mental health, gender-based violence, housing, supports for international students, youth programs, life skills, bridging and training programs, amongst many more.

As part of our commitment to equity, diversity, and inclusion (EDI), we continue to model inclusion by embedding EDI into our policies, practices and initiatives. We also continue to develop our understanding of current and historical relationships with Indigenous Peoples as part of our commitment and responsibilities for Truth and Reconciliation with Indigenous Peoples.

As we celebrate our accomplishments, let us also remember that our work is far from over. There is still much to be done, and together, we can continue to make a meaningful difference in the lives of those we serve.

COSTI’s work is only possible thanks to the continuous collaboration and support of our team, board, community partners, donors, volunteers, and the communities we serve. Your unwavering commitment to our mission fuels our determination to empower people from diverse communities to achieve their full potential. We are deeply grateful for your ongoing support and look forward to strengthening these partnerships in the years to come.

Thank you for your continued trust and support. It is an honour to lead this remarkable organization, and I am excited about the journey ahead as we strive to create a more inclusive and prosperous future for all.

Meegwetch,

With gratitude,



**Samina Sami**  
Chief Executive Officer

## Message from the President of the Board

This past year marked another incredible year at COSTI, and on behalf of the Board of Directors, I am exceedingly proud of the growth and accomplishments that the organization has achieved.

Over the past year, COSTI has remained steadfast in its commitment to serving our diverse communities, fostering resilience, and creating opportunities for new beginnings. As we reflect on our achievements, we are reminded of the power of collaboration and the impact that can be achieved when we come together with a shared purpose.

In the face of economic challenges such as rising cost of living, the challenging housing supply, and global issues, I am proud of the COSTI team who continued to work diligently in assisting vulnerable newcomers with their settlement journeys in Canada.

As external factors continue to shift, COSTI continues to evolve and adapt, to address the needs of the community we serve, under the leadership of CEO Samina Sami, who completed her first full year at COSTI in July 2023. Samina's passion, vision, and innovative thinking continue to inspire her team as they focus on our organization's growth and success.

I would also like to acknowledge the dedication of COSTI's Board of Directors—a diverse, exceptionally talented, and passionate group of leaders, including Dr. Michael Yelland, who this past August, celebrated 50 years of service to COSTI's Board. Michael's commitment and passion are an inspiration, and his work has been foundational to COSTI's success.

Of course, COSTI's accomplishments would not be possible without the dedication and passion of our incredible team, partners, and volunteers. Their unwavering commitment to our mission has been instrumental in driving continued success and inspiring positive change within our communities.

Looking forward, we are filled with optimism and a renewed sense of purpose. We remain dedicated to our mission of creating opportunities for individuals and families as they settle in Canada, and our successes will continue to grow and evolve with the changing needs of our community. With the support of our community, we are confident that the coming year will bring further progress, innovation, and positive change.

On behalf of COSTI's Board of Directors, I would like to extend my deepest gratitude to all of you who have championed our cause and worked with us to advocate for and empower those in need. Your belief in our mission and trust in COSTI fuels our determination to continue making a difference and creating lasting impact.



**Pina Alberelli-Arone**  
President



## Mission

To empower people from diverse communities to succeed and achieve their full potential by providing educational, employment and social services.

## Vision

A prosperous and inclusive Canada built on the success of every individual.

## Values

**Leadership:** We stand and take action for positive change in our community.

**Diversity:** We value and respect each person's differences and unique contributions.

**Empowerment:** We acknowledge the potential of every person and facilitate their growth and self-sufficiency.

**Compassion:** We support and care for each other.

**Excellence:** We are committed to high standards in all we do.

**Innovation:** We embrace change, support continuous improvement and encourage new solutions.

**Accountability:** We do what we say we will.



# Our Impact

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As we celebrate another successful year, we reflect on COSTI's rich 70 plus year history of unwavering support for newcomers on their settlement journeys. Our commitment to the community has only grown stronger, expanding to embrace not only newcomers to Canada but all those in need.



At COSTI, we have always striven to keep our focus on what truly matters: our clients and our community. We are dedicated to being responsive and adaptive to their evolving needs. In this spirit, we have adopted an integrated, holistic approach that encompasses settlement, housing, employment, language and skills development, as well as social services.

This one-stop shop approach enables our clients to view COSTI as their primary destination community, where they can access a comprehensive array of services. By embracing this approach, we aim to instill our clients with the confidence and convenience they deserve throughout their newcomer journeys. Most importantly, it fosters a sense of comfort and community during what can often be a challenging and solitary experience.

In the spirit of innovation, commitment, and community, we look forward to another year of providing vital support and making a difference in the lives of those we serve. Thank you for joining us on this remarkable journey.

## Services were accessed

**119,225**

times

**17**

service locations

**4**

service pillars

**38**

programs offered

**10**

women-focused programs

**60%**

women and girls served

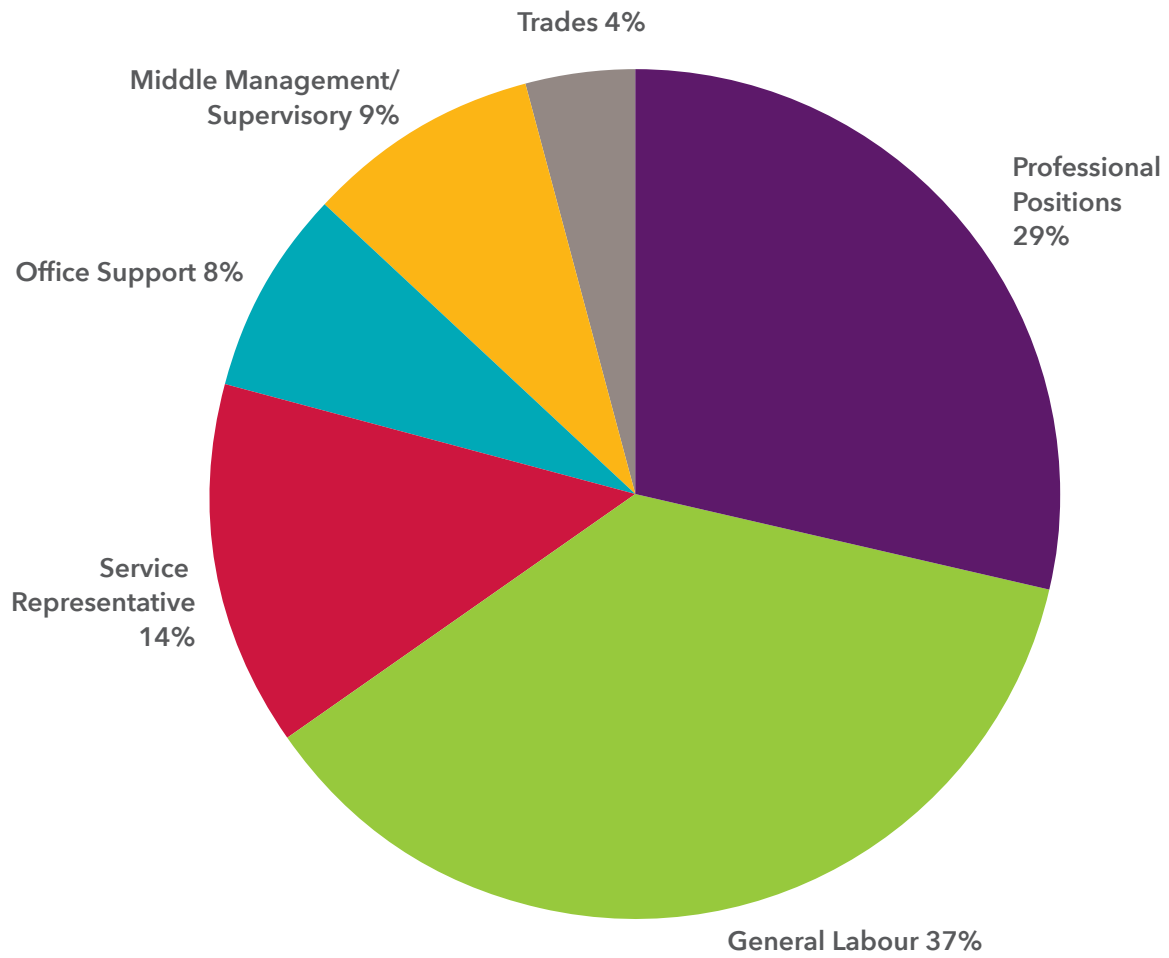
**380+**

partnerships/  
collaborations

**16,269**

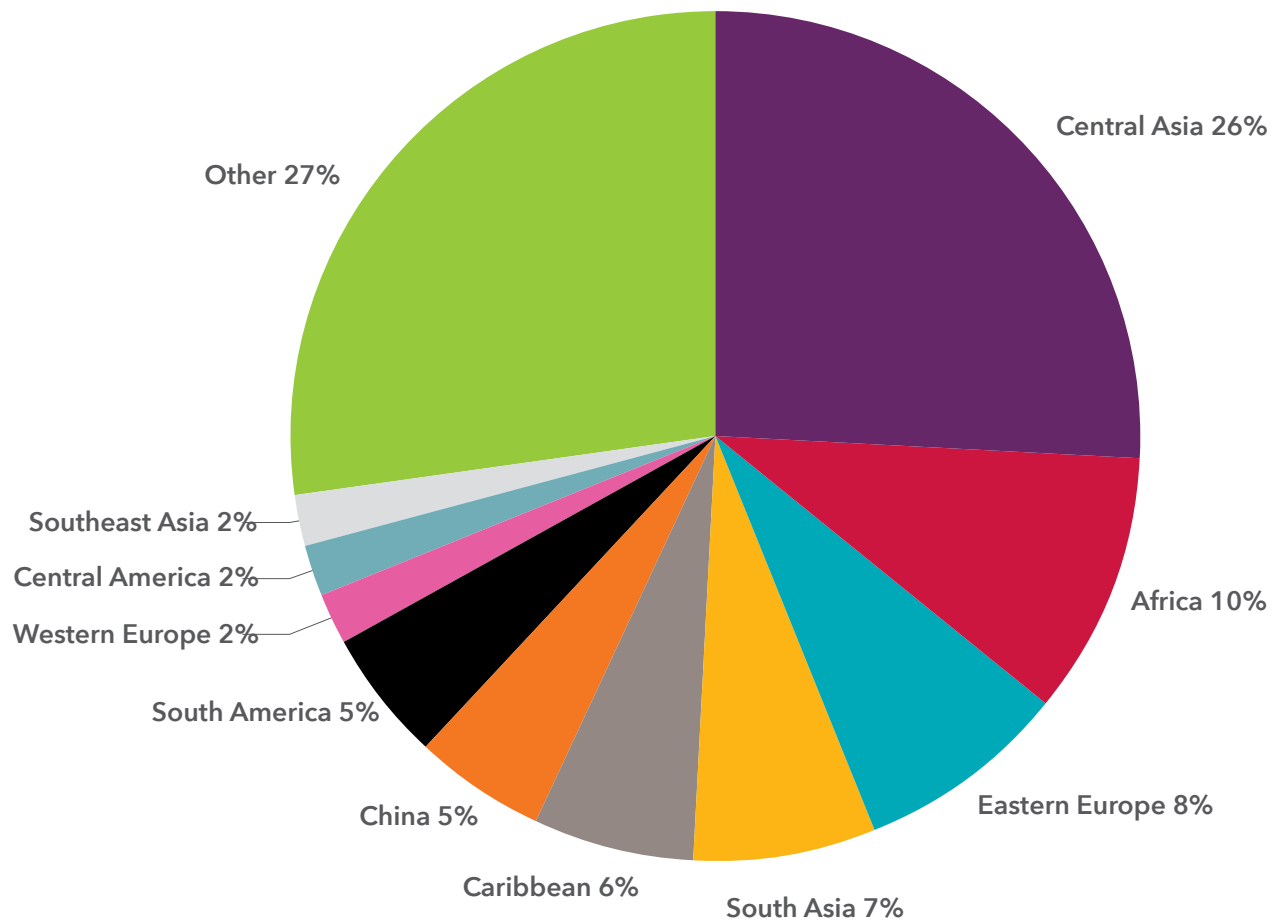
volunteer hours contributed

## Professional Skills our Clients Bring to Canada





## Clients Country of Origin





OUR SERVICES

# Building Future-Ready Skills: Education

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## Overview

English language and skills training are key elements to integrating into Canadian society. Through COSTI's Education Services Division, newcomers can receive these essential services to facilitate their settlement. As part of our commitment to effectively meet the changing needs of newcomers and community landscape, our language and skills training programs continue to evolve.

In 2022/23, we continued to digitize and modernize the delivery of our Education Services programming. We installed interactive equipment in our classrooms, introduced an online learning portal, offering virtual and hybrid programming options.

In the past year, COSTI worked with 3,827 Education Services clients, equipping them with the tools and skills needed to successfully integrate into

Canadian society. These services encompassed language training, skills development, and up-skilling opportunities. Committed to equity, diversity and inclusion, COSTI takes pride in providing specialized programs for women, offering a secure and supportive environment for participants to build confidence, learn, and enhance their skills. Notably, in the previous year, 78% of our Education Services clients were women.

# 3,827

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**clients served through  
Education Services**

**5,282**

services provided to  
Vaughan Welcome  
Centre clients

**2,962**

Language Instruction for  
Newcomers to Canada  
(LINC) students services

**133**

Skills & Language  
Training sessions  
delivered

## Client Story

### Accelerating settlement and integration through language and skills training

When Jason arrived in Canada from Shanghai, China in March 2022, he knew that learning English was a key component for his successful integration into his new Canadian life. To achieve this, Jason joined COSTI's Language Instruction for Newcomers to Canada (LINC) program to develop English language skills as part of his settlement journey. Jason started his studies in September 2022, and has made significant progress, he has now attained the Canadian Language Benchmarks (CLB) level 2-3. By learning alongside fellow students who shared his enthusiasm for English, Jason thrived in a secure and interactive classroom environment. This setting empowered him and his classmates to improve their listening and speaking abilities with confidence. Through personalized language exercises and tailored assistance matching his proficiency level, Jason has gained the self-confidence to develop and apply his English language skills.

## Programs

### Language Training

English language skills training and development for newcomers to Canada, including instruction, enhanced training, and language tests.

**Learn more:** [Language Services](#)

### Digital and Media Literacy Training

Digital literacy and skills training for individuals to improve their proficiency in computer applications and skills in specialized software, including but not limited to Microsoft Office, Google Workspace, graphic design tools, and more.

**Learn more:** [Skills Training](#)

### Women-Specific Training

Training and skills development to assist women in moving from a situation of dependency and isolation to a more empowered state, such as life skills, digital media literacy, entrepreneurship, and more.

**Learn more:** [Women](#)



**When I joined school last year, my listening, speaking, reading, and writing score was 1, 1, 4, 1. I believe that with the help of the teachers and the school, I can graduate from LINC Level 4 in three years, and then successfully obtain Canadian citizenship."**

– Jason, LINC student



OUR SERVICES

# Enabling Economic Independence: Employment

## Overview

Empowering people with the tools to succeed is at the core of what we do at COSTI. Our Employment Services Division offer supports necessary to help individuals get job-ready. From training to goal setting and résumé writing to networking and confidence building to connecting to the right employers; COSTI helps newcomers to successfully enter or re-enter the labour market.

Programs like our Expressway Cybersecurity Bridging program and Pathways to Early Childhood Education help internationally trained newcomers bridge employment gaps. Individuals get help with job search, career planning and employment

preparation, and can gain valuable temporary Canadian work experience through mentoring programs for newcomers with professional experience, to reconnect with their careers.

COSTI's Employment Services Division works with individuals to develop career plans, provide networking opportunities and job fairs, and help youth to gain practical experience. As part of our work, COSTI has built relationships with over 230 employer partners, and in 2022/23, successfully helped 70% of job seekers in COSTI's community secure employment.

## Client Story

### Accelerating the pathway to Canadian work experience

A pre-school teacher in her home country of Sri Lanka, Hasala encountered some challenges in securing employment after arriving in Canada. There was a language barrier, she had no previous Canadian experience, and she was unfamiliar with navigating the Canadian job search landscape. She needed to better understand how to prepare a resume, cover letter, prepare for an interview, improve her English language communication skills, and enhancement training in working with children in a Canadian daycare setting.

In January 2023, an opportunity for Hasala to join COSTI's Pathways to Early Childhood Education (ECE) for Internationally Trained Professionals Program became available, and she started the 12-week program, four of which would be paid work placement, giving her the Canadian knowledge and work experience needed.

Hasala's experience, skills development and learning throughout the program, boosted her confidence and readiness to apply for a job. Shortly after graduating from the program, she was hired as a supply Early Childhood Assistant (ECA) at a childcare centre, and two months later, she was offered a full-time position.

Looking forward, Hasala is preparing to apply for an ECE Apprenticeship program, and eventually get her diploma.

# 5,214

clients served through  
Employment Services

# 86%

of participants in Employment  
Programs for Newcomers and  
Internationally Experienced  
Professionals secured  
employment

# 231

employer partners



**All the time and efforts I invested in joining this program has paid off," Hasala commented. "No words can express my gratitude; I am happy with my job and the people I am working with."**

- Hasala, Pathways to Early Childhood Education graduate

## Programs

COSTI's Employment Services programs help to close employment gaps through essential skills and language training, short-term and first-Canadian work experiences, career exploration, and more.

### Employment Services

Individuals access information on careers and occupations, local job market, training opportunities and job search strategies to find and successfully maintain employment. Resources include computerized job banks, internet access, fax/photocopier, video library, audio, and written materials.

**Learn more:** [Employment Services](#)

### Employment Programs for Newcomers and Internationally Trained Professionals

These programs bridge employment gaps by providing training and pre-employment assistance for internationally trained professionals.

**Learn more:** [Employment Services](#)

### Career Planning and Assessment

Career exploration, planning, and counselling to help unemployed and under-employed individuals secure employment and achieve self-reliance and income independence.

**Learn more:** [Career Assessment and Planning Services](#)

### Youth Employment Services

Delivering job placement, short-term work experience, and mentoring opportunities for youth to gain real-world experience, build connections and gain leadership skills.

**Learn more:** [Employment Services](#)







OUR SERVICES

# Building Community Supports: Social Services

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## Overview

As a leader in Canada's settlement sector, COSTI plays a pivotal role in facilitating the successful integration of newcomers and established immigrants into their new Canadian lives in the Greater Toronto Area.

COSTI'S Social Services Division provides language and culturally specific programs and services tailored to newcomers, refugees, and individuals in need of assistance in the areas of settlement, housing, family and mental health, domestic violence, seniors, youth, women, and more.

In 2022/23, COSTI's settlement services supported 4,262 individuals. As the issue of affordable housing continues to grow, our services are essential in assisting those in need. In the past year, our housing programs helped over 3,700 people who were either homeless or at risk of homelessness, aiding them in securing permanent housing. Additionally, we provided temporary shelter to over 5,000 individuals.

In April 2022, we proudly introduced our Ukrainian Housing Host program, which facilitated temporary housing for 310 families and extended settlement services to an additional 1,145 Ukrainian individuals.

As a delivery partner of Orientation to Ontario (O2O)/International Student Connect (ISC), COSTI partners with settlement agencies and educational institutions to offer workshops and digital resources to international students and newcomers with diverse immigration statuses. The bilingual program is designed to meet the settlement needs of international students, further enhancing their transition to life in Canada.

**6,501**

housing-related  
support services  
delivered

**5,073**

people who  
received  
temporary shelter  
and support  
services

**1,358**

Ukrainian  
individuals  
supported  
through  
settlement  
services

**11,963**

O2O and ISC  
webinars accessed

**4,262**

individuals  
helped through  
settlement  
services

## Client Story

### Journey of Resilience: Two Newcomer Families' Path to Success in Canada

In June 2023, Liudmyla arrived in Canada from Ukraine, with her two young daughters and elderly mother. Seeking temporary housing, Liudmyla was connected to volunteer housing host Rebecca through COSTI's Housing Host program, who herself was new to Canada, having arrived from the United States a few months prior. Rebecca welcomed Liudmyla and her family into her home with open arms and homemade kalach, a Ukrainian traditional bread.

Despite language barriers, tragedy, and separation—Liudmyla lost her brother in the war, and her husband was still fighting in Ukraine—she and her family were determined to overcome their hurdles and succeed in Canada. Working with her COSTI counsellor, Liudmyla and her family developed a comprehensive plan for their integration into Canadian society, received access to vital services, and Liudmyla was assisted with securing employment.

Six months prior to Liudmyla's arrival in Canada, her cousin Siergie and his 12-year-old son had arrived in Canada from Ukraine after Siergie had tragically lost his wife during the second week of the war. Siergie spoke little English and was unable to secure employment up until that time.

With COSTI's help, the cousins were connected and Siergie was assisted with securing employment. Liudmyla and Siergie combined their resources and found an apartment for their families. With assistance and guidance from COSTI, they were able to navigate lease agreements, banking and insurance processes, and through furniture donations, they were able to set up their new home.

In just two months, the two families achieved considerable progress. Liudmyla's two daughters and Siergie's son have integrated into their new Canadian lives, making new friends at their schools, and improving their English skills. Together, they continue their journey of settlement and integration into Canada.



**My family and I are extremely thankful to the COSTI team for your empathy, understanding, and ability to support those in need. Compassion, help, and kindness were extended to my family when we needed support, safety, and shelter the most, and I extend my sincere gratitude to the team that have made a big difference in our lives."**

– Liudmyla, Ukrainian Housing Host program client

## Programs

**COSTI's Social Services Division provides a range of language-specific and culturally responsive programs and services for newcomers, refugees, and individuals in need of assistance.**

### Domestic Violence

These programs help to empower and increase safety for newcomer and refugee women and their children. Newcomer women and their dependents who are at risk or have experienced abuse in their relationships have access to language-specific and responsive counselling.

**Learn more:** [Violence Against Women](#)

### Family and Mental Health Services

Provides access to family and mental health support for individuals, couples and families experiencing emotional and psychological distress through counselling, education, advocacy, community development, and more.

**Learn more:** [Family and Mental Health Services](#)

### Gambling, Gaming and Technology Use Services

COSTI's Gambling, Gaming and Technology Use program helps to prevent and/or reduce harm caused by problem gambling and gaming, to individuals and families of newcomer ethno-cultural communities.

**Learn more:** [Problem Gambling Services](#)

### Ukrainian Housing Host Program

This program offers initial settlement services to newly arrived Ukrainian families by connecting them with carefully screened hosts or alternative temporary accommodations.

**Learn more:** [Announcement Details](#)

### Housing Support Services

Provides a wide range of housing supports to low-income clients, clients identified as marginalized, homeless, at risk of homelessness, under-housed, or fleeing domestic violence, including helping to secure permanent housing and to stabilize individuals and families in existing housing, prevent evictions, and offer crisis intervention.

**Learn more:** [Housing](#)

### Orientation to Ontario/International Student Connect

Delivers standardized information and orientation services across Ontario in partnership with settlement agencies and educational institutions through workshops and digital resources to international students and newcomers with all immigration statuses.

**Learn more:** [Orientation to Ontario](#)

### Seniors Services

Offers programs that promote the active engagement of our aging population within the community, fostering connections and equipping seniors with essential digital literacy skills to stay in touch with loved ones and peers.

**Learn more:** [Seniors](#)

### Settlement Services

Provides newcomers and settled immigrants in the Greater Toronto Area with assistance in settling successfully and making informed decisions about life in Canada. Newcomers receive support such as needs-assessments, one-on-one counselling, information, referrals, orientation, interpretation, and more.

**Learn more:** [Settlement / Citizenship](#)

### Women's Services

Enable the full and equal participation of women in all facets of our communities and help women of diverse backgrounds and experiences to overcome economic, health, legal and cultural barriers.

**Learn more:** [Women](#)

### Youth Services

These programs focus on helping youth find employment, explore career paths, and gain leadership experience. There are also initiatives for newcomer youth that focuses on emotional support and healing, as well as holistic supports to participate, develop and integrate successfully into Canadian living.

**Learn more:** [Children and Youth](#)







OUR SERVICES

# Accelerating Humanitarian Response: Refugee Services

## Overview

As global issues and crises continue to force individuals and families to flee their homes, COSTI continues to respond to the humanitarian needs of refugees in Canada. Through our comprehensive assistance, including initial temporary housing, information, orientation and a range of other life-changing social supports, we enable displaced individuals and families to resettle and establish a sense of community in the Greater Toronto Area.

Last year, COSTI continued to operate its three core Refugee Services programs: Resettlement Assistance Program, Client Support Services, and Hostel Services,

servicing government-assisted refugees, refugee claimants, inner-city families, victims of domestic violence, and chronically homeless families and individuals.

In 2022/23, COSTI's Resettlement Assistance Program and Client Support Services supported 4,416 refugees, as well as 2,154 refugee claimants through our Hostel Services. These crucial services help to facilitate the integration and settlement process of newcomers, enabling individuals to independently access government, health, and community services.

**6,855**

**newcomers supported through Refugee and Social Services**

**4,416**

**government-assisted refugees supported**

**2,154**

**refugee claimants supported through Hostel Services**

**4,262**

**individuals secured permanent housing**

**3,638**

**housing support services delivered through Refugee Services**

## Client Story

### A Meaningful Journey to Settlement in Canada

After arriving in Canada in May 2022, Farid and his family received support through COSTI's Resettlement Assistance Program. Through sessions with his dedicated counsellors, Farid received valuable insights, practical advice, and a clear roadmap to achieve his general and professional settlement and professional milestones. The guidance he received was tailored to his strengths, skills, and aspirations, making the entire process personalized and purposeful.

As part of his settlement journey, Farid participated in COSTI's Enhanced Language Training program, where he received help and guidance in creating his Canadian resume and cover letter, and learning Canadian business language training, pre-employment preparation, and more, as he began his professional career in Canada. Farid has now achieved his professional goals and is working as an Information and Employment Counsellor in the social services sector.



**I am grateful for the wonderful community COSTI has created and the impact they have been making in people's lives. The team is extremely knowledgeable and helpful and have truly made a difference in my life throughout the settlement process for me and my family here in Canada."**

– Farid, COSTI Resettlement Assistance Program client



## Programs

**COSTI's Refugee Services division offers three core programs to support settlement in the Greater Toronto Area and provide comprehensive support for refugees in Canada.**

### Client Support Services

Supports the integration into Canadian society for government-assisted refugees (GARs) who have transitioned from temporary accommodation and settled in the Greater Toronto Area through client support services such as information, orientation, and referrals; mental health support, interpretation, government document assistance, supportive counselling and more.

**Learn more:** [Client Support Services](#)

### Hostel Services

Provides temporary shelter and supportive services to refugee claimants, Ukrainian new arrivals and unhoused families, in securing permanent housing.

**Learn more:** [Hostel Services](#)

### Resettlement Assistance Program (RAP)

Provides government-assisted refugees arriving in Toronto with temporary accommodation, initial settlement services, information, and referral to federal and provincial services, and assists in securing permanent housing.

**Learn more:** [Refugee Services](#)





# Service Locations

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## **Corvetti Education Centre**

760 College Street  
416-534-7400

## **Employment Services, Brampton**

10 Gillingham Drive, Suite 300  
905-459-8855

## **Employment Services, Mississauga**

6750 Winston Churchill Boulevard,  
Unit 8A  
905-567-0482

## **Employment Services, Toronto**

2301 Keele Street, Unit 102  
416-789-7925

## **Employment Services, Vaughan**

3100 Rutherford Road, Suite 102  
905-669-5627

## **Employment Services, Weston**

1885 Weston Road  
416-588-2240

## **Enhanced Language Training Services, Brampton**

10 Gillingham Drive, Suite 109A  
905-451-7147

## **Enhanced Language and Skills Training Services, South Brampton**

7700 Hurontario Street,  
Building D, Unit 601  
905-459-6700

## **Family and Mental Health Services**

1700 Wilson Avenue, Suite 105  
416-244-7714

## **Language and Skills Training Services, North York**

1700 Wilson Avenue, Suite 206  
416-244-9980

## **North York Centre**

1700 Wilson Avenue, Suite 114  
416-244-0480

## **Ralph Chiodo Family Immigrant Reception Centre**

100 Lippincott Street  
416-922-6688

## **Welcome Centre, Markham North**

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

## **Welcome Centre, Markham South**

7220 Kennedy Road, Unit 8  
905-479-7926

## **Welcome Centre, Newmarket**

16655 Yonge Street, Unit 26  
289-841-3032

## **Welcome Centre, Richmond Hill**

9325 Yonge Street, Unit 31A  
289-842-3124

## **Welcome Centre, Vaughan**

9100 Jane Street,  
Building H, Units 56-67  
905-761-1155

# Supporting an Effective Ecosystem: Collaboration and Partnerships

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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.

COSTI is proud of its collaborative partnerships with influential organizations, such as the Toronto Region Immigrant Employment Council (TRIEC), Local Immigration Partnerships in Toronto, Peel, and York regions, Canadian Council for Refugees, the Peel Newcomer Strategy Group, the Peel Refugee

Re-Settlement Working Group, the Newcomer Employment Round Table, and the Resettlement Adaptation Program Working Group. These partnerships contribute to our mission of serving and empowering our community.

**380+**

partnerships/  
collaborations

**10**

research projects

**29**

colleges and universities

## Select Partners:



## Select Collaborations:

### International Student Connect Program / Étudiants internationaux se connectent

The International Student Connect (ISC) project is an Ontario Government supported bilingual initiative, designed to identify and develop an appropriate service response to meet the settlement needs of International Students. COSTI leads ISC in collaboration with francophone partner CSCHN, 16 SDAs, and 23 Educational Institutions. Its objective is to support the successful settlement and integration of IS by increasing their knowledge about the settlement process, improving their access to resources and supports, enabling access to information about immigration options to transition to permanent residency, and facilitating their readiness to develop a post-graduation settlement transition plan. It represents an innovative collaboration between settlement service providers and post-secondary institutions.

ISC provides international students and accompanying family members with settlement information on over

30 topics through 1-2 hour Let's Connect sessions or one-on-one services Service Delivery Partners at the educational institutions' locations/online.

[Learn more International Student Connect | International Student](#)

### Orientation To Ontario (O2o) / L'Ontario, c'est chez

Orientation to Ontario / L'Ontario, c'est chez moi (O2O) is a bilingual program funded by Immigration, Refugees and Citizenship Canada and the Government of Ontario. O2O has been designed to expedite and facilitate the settlement of newcomers to Ontario and help them make better-informed choices. The program offers a client-centered standardized approach for providing information and orientation services in Ontario with a network of 31 partners serving newcomers, francophones, refugees, women, youth, LGBTQ+ clients in 45 communities in hybrid, virtual and in-person formats.

## COLLABORATIONS & PARTNERSHIPS

The print and digital resources (Workbook, Factsheets, Webinars on YouTube, Settlement Plan, Multilingual Chatbot ArriveON App) cater to different learning styles. In addition, O2O serves as a launchpad for settlement services.

### Planning For Canada

Provides services to economic and family class immigrants before their arrival into Canada. COSTI is a Provincial Advisor of this initiative, helping immigrants prepare for their move, settlement, and employment in Canada. This program is led by Colleges and Institutes Canada, the Canadian Immigrant Integration Project (CIIP) aims to consolidate and expand the delivery model of online advisory services to individuals overseas. The project employs a coordinated model that fosters more effective partnerships among key stakeholders in the settlement sector, college partners across the provinces and employment support organizations.

### Success – AEIP

The Active Engagement Integration Project (AEIP) operated by SUCCESS, continues to provide both settlement and employment essential one-on-one guidance, planning, and assistance to clients before they arrive in Canada. AEIP's assessment and planning provide clients destined for Canada with a tailored personalized plan and connect them with partners on the ground across Canada. COSTI is proud to partner with SUCCESS in delivering settlement, referral and advice services to clients destined for Ontario while still overseas in their country.

COSTI provides pre-departure support to overseas individuals destined to arrive in Ontario. Services include information and referrals to community agencies, educational institutions and employment support organizations across Ontario.

### Welcome Group Model

Since 2021 COSTI has partnered with the Together Project in delivering a standardized model of volunteer engagement with government-sponsored refugees. The Together Project connects refugee newcomers and Canadians to build stronger, more integrated communities through three program areas: matching, community and research. The Together Project developed the "Welcome Group" model in close partnership with COSTI. The model builds on existing family matching programs and connects Canadians with government-sponsored refugees and refugee claimants from all countries of origin who arrive at COSTI's Ralph Chiodo Family Immigrant Reception Centre and temporary hotel accommodations.

With the ever-changing settlement and labour market environment, COSTI will leverage its research capacity and employ a systematic process to ensure quality standards and programs. COSTI's focus will remain firmly on identifying client's individual and family needs, service gaps and engaging partners to establish an ecosystem that provides a holistic wrap-around approach; one that is flexible and supportive in ensuring a comprehensive compendium of services and connections for our clients.





# Donors, Contributors & Funders

We are incredibly grateful to all those who choose to support COSTI and enable us to continue our vital work with newcomers and refugees. Our sincere thanks for your invaluable contributions, unwavering support, and constant inspiration.

## Donors & Contributors

**\$90,000+**

Muslim Welfare of Canada

**\$30,000+**

Anonymous  
Welcome to Canada Project

**\$10,000+**

Mark Knodell  
Toronto Police Services  
(Divisions: 31, 51, 53 and  
Community Officers)  
Wuxly

**\$5,000+**

Estate of Mary Cellucci  
Cavalia  
Human IT  
Ontario Council of  
Agencies Serving  
Immigrants  
The Shoebox Project  
for Women

**\$3,000+**

Anonymous

**\$2,000+**

Vittoria Adhami  
Marcella Di Poce  
IBBY Canada

**\$1,000+**

Mario J. Calla  
Marta Simona Dinescu  
Pirate Life  
The Benevity Community  
Impact Fund

**\$500+**

Anonymous  
Banana Republic  
Women's Store  
Pina Alberelli-Arone  
Gerry Alteri  
Gerry Cellucci  
Angela Girardo  
Iris Gregoriou  
Michael Healey  
Toronto International  
Film Festival  
James Tulk  
Vaughan Community

Health Centre

**\$300+**

Paul Acchione  
Refat Jiwani  
Mark Rendell

**\$200+**

Anonymous  
Angelo Delfino  
Dianne Denton  
Linsheng Ding  
Diane Denton  
iA Financial Group  
Kerry McGrath  
Maria Minna  
Mondelēz Scarborough  
Canada  
Samina Sami  
Adriana Suppa  
Michael Yealland  
Yorkland Controls

## Funders

### Government Of Canada

- Department of Women and Gender Equality
- Employment and Social Development Canada
- Immigration, Refugees and Citizenship Canada
- Public Health Agency of Canada

### Government Of Ontario

- Ministry of Labour, Immigration, Training and Skills Development
- Ministry of the Attorney General
- Ministry of Children, Community and Social Services
- Ministry of Health and Long-Term Care
- Ontario Trillium Foundation
- Ministry for Seniors and Accessibility

### City Of Toronto

### Region Of York

### The Regional Municipality of Peel

### World Skills Employment Centre

### Calabrian Benevolent Association of Ontario

### Colleges And Institutes Canada

### Success

### United Way Greater Toronto

### York Catholic District School Board

## Foundations

### Canadian Women's Foundations

### Charities Aid Foundation of Canada (c/o CyberGrants)

### La Fondation Emmanuelle Gattuso

### Milestone Foundation Inc.

### Ontario Trillium Foundation

### Peter Gilgan Foundation

### RBC Foundation

### The Bennett Family Foundation

### Tides Foundation

### Toronto Foundation

### WCPD Foundation





# Financial Statement

## Statement of Financial Position As At March 31, 2023

	Operating Fund (\$)	Capital Fund (\$)	Special Fund (\$)	Total 2023	Total 2022
<b>Assets</b>					
<b>Current</b>					
Cash (Note 3)	2,386,805	-	-	2,386,805	7,445,446
Short-term investments (Note 4)	12,000,000	-	-	12,000,000	2,000,000
Grants and Subsidies receivable	7,124,321	-	-	7,124,321	5,581,590
Miscellaneous accounts and other receivables (Note 12)	3,405,680	-	-	3,405,680	2,094,469
Receivable from MLTSD	244,789	-	-	244,789	387,283
Prepaid expenditures	1,010,592	-	-	1,010,592	850,824
Interfund balances (Note 5)	(8,471,128)	-	8,471,128	-	-
	17,701,059	-	8,471,128	26,172,187	18,359,612
<b>Capital assets (Note 6)</b>	-	7,955,021	-	7,955,021	8,572,514
	\$17,701,059	\$7,955,021	\$8,471,128	\$34,127,208	\$26,932,126
<b>Liabilities and Net Assets</b>					
<b>Current</b>					
Accounts payable and accrued liabilities (Note 7)	7,405,927	-	-	7,405,927	7,742,573
Deferred contributions (Notes 8 and 9)	8,834,886	138,725	-	8,973,611	7,297,233
Current portion of lease inducement	7,308	-	-	7,308	7,308
Current portion of mortgage payable	-	-	-	-	86,037
	16,248,121	138,725	-	16,386,846	15,133,151
Deferred contributions related to capital assets (Note 9)	-	1,015,632	-	1,015,632	1,153,548
Deferred lease inducement	34,715	-	-	34,715	42,024
	16,282,836	1,154,357	-	17,437,193	16,328,723
<b>Net Assets - Fund balances</b>	1,418,223	6,800,664	8,471,128	16,690,015	10,603,403
	17,701,059	7,955,021	8,471,128	34,127,208	26,932,126

## Statement of Operations As At March 31, 2023

	Operating Fund (\$)	Capital Fund (\$)	Special Fund (\$)	Total 2023	Total 2022
<b>Revenue</b>					
Government grants and subsidies (Schedule 1)	84,659,651	137,916	-	84,797,567	49,524,891
WCG International Consultants Ltd. (Schedule 1)	2,678,485	-	-	2,678,485	1,920,178
Fees for services (Schedule 2)	1,264,366	-	-	1,264,366	805,925
United Way Greater Toronto	808,059	-	-	808,059	777,942
Foundation grants (Schedule 1)	327,252	-	-	327,252	416,030
Partnership revenue (Schedule 1)	319,580	-	-	319,580	283,892
Income from property	242,595	-	-	242,595	238,536
Donations, memberships and fundraising	147,006	-	-	147,006	237,165
Government assistance	-	-	-	-	80,949
	<b>90,446,994</b>	<b>137,916</b>	<b>-</b>	<b>90,584,910</b>	<b>54,285,508</b>
<b>Expenses (Schedule 3)</b>					
Salaries and benefits (Note 10)	26,995,193	-	-	26,995,193	23,681,324
Program partnerships	441,987	-	-	441,987	604,952
Client program costs	45,872,731	-	-	45,872,731	20,246,578
Building occupancy	5,045,770	-	-	5,045,770	3,328,008
General	3,199,142	-	-	3,199,142	2,448,684
Office	1,900,771	-	-	1,900,771	1,327,094
Costs of goods and services sold	425,211	-	-	425,211	254,615
Amortization	-	617,493	-	617,493	532,180
	<b>83,880,805</b>	<b>617,493</b>	<b>-</b>	<b>84,498,298</b>	<b>52,423,435</b>
Excess (deficiency) of revenue over expenses	<b>\$6,566,189</b>	<b>(479,577)</b>		<b>\$6,086,612</b>	<b>\$1,862,073</b>

Commitments (Note 11)  
Contingent liabilities (Note 13)



# Our Volunteers

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COSTI volunteers are critical to the success of our programs, helping our clients in areas such as settlement support, job searching, learning about Canadian society and culture, improving language and communication skills, expanding social networks, and enhancing their ability to access community resources and services.

In 2022/23, more than 300 volunteers contributed over 16,000 volunteer hours. Volunteer drivers delivered Welcome Packages and donations to newcomer families' homes and COSTI's shelters, volunteers read to newcomer children through the Storytelling Program,

both online and in person, and provided event support for holiday parties and donation distributions for newcomer families at COSTI's temporary housing locations.



**16,269**

volunteer Hours  
Contributed

**318**

volunteers

**252**

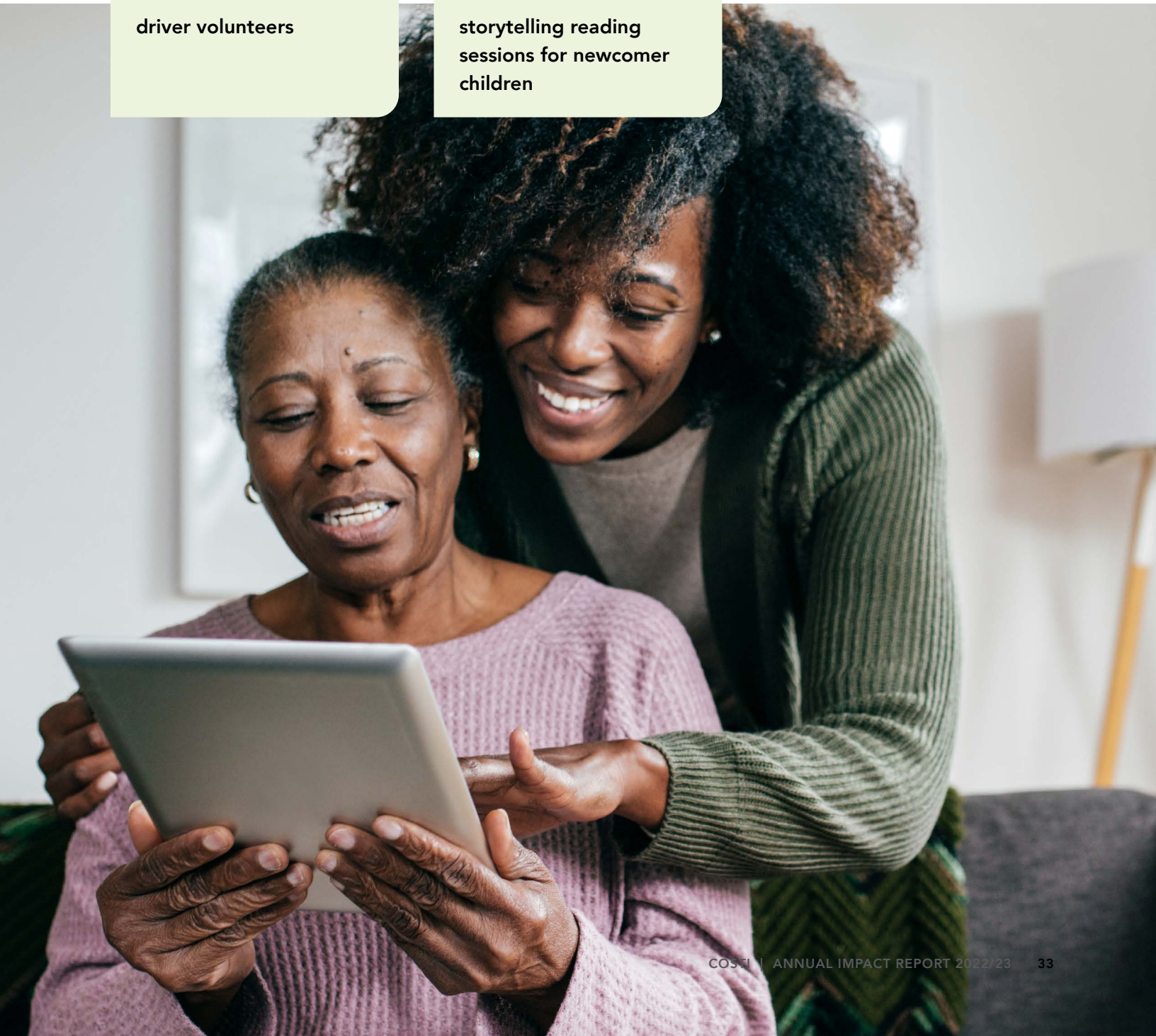
welcome packages  
delivered

**32**

driver volunteers

**24**

storytelling reading  
sessions for newcomer  
children





# Looking Forward

As we look forward, we reaffirm our commitment to building upon the foundation that we have laid. We will continue to adapt to the evolving needs of our clients and the changing landscape of our sector. We are excited to explore new avenues of innovation, collaboration, and growth and remain dedicated to providing top-quality services that make a positive impact on the lives of newcomers and vulnerable individuals.

Last year, we focused on what matters most—advocating for affordable housing policies and strategies; promoting the contributions of newcomers; leading gender-based violence campaigns; supporting international students; and hosting international delegations to share knowledge and advance models in settlement.

While we cannot predict the future, we believe in our strong mission, and we will continue to provide opportunities for success of newcomers, refugees, and individuals in need of assistance, so that we can build a stronger Canada, together.

We will continue to focus on and advocate for what matters most—from housing, to employment, to mental health supports, and beyond. We will do our best to ensure that everyone has an equal opportunity to participate in and contribute to Canadian society.

To our wonderful community, we express our heartfelt gratitude for your trust and partnership throughout this shared journey. Together, we are creating a more prosperous and inclusive Canada, and we look forward to continuing this remarkable journey alongside you.



# Board of Directors

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## EXECUTIVE

President – Pina Alberelli-Arone

Vice President – Julie Mahfouz Rezvani

Treasurer – Refat Jiwani

Secretary – Jim Tulk

Chief Executive Officer – Samina Sami

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Chuks Ezeokafor

Marcellina Galvan

Fausto Gaudio

Iris Gregoriou

Nicky Mezo

J. Toshach Weyman

Michael Yealland

## PRO BONO LEGAL SERVICES

Torys, LLP

## IMMIGRATION LAW AND POLICY ADVISOR

Bellissimo Immigration Law Group PC



**Bruno M. Suppa Head Office**

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