



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



Annual
Report
2003/2004





President's Report

Throughout its 53 years of service, COSTI has been successfully providing essential and relevant services to the immigrant community. Our initial motto of "Integration Through Education" focused on programs organized for the purpose of instructing and educating newcomers to Canada.

As the wave of immigrants changed from decade to decade, so too have our services. As an agency, COSTI has always strived to meet new challenges with effective and supportive services. As a result, COSTI has developed a new motto to echo this mandate, and today we say we are "Meeting the needs of a diverse society"; diverse because our city continues to welcome immigrants from every

corner of the world, and because Toronto has come to represent one of the most culturally diverse cities in the world.

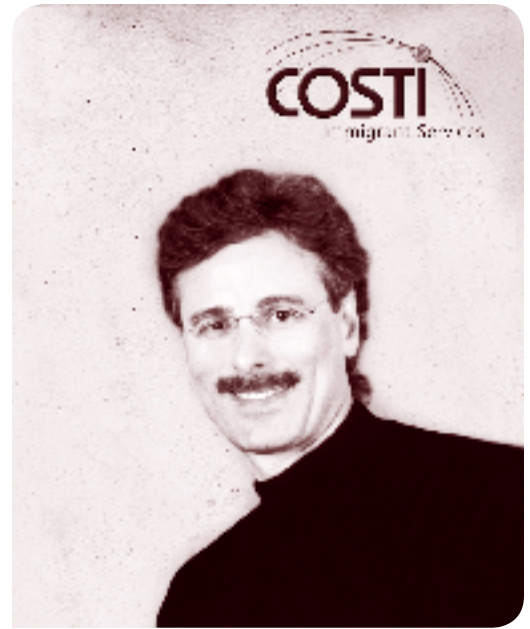
COSTI has been at the forefront at all times, adapting to change with every new group of immigrants. As the 20th century came to an end, the demographics of the immigrant population changed, and so too did our programs. The Centre for Foreign Trained Professionals & Tradespeople is just one example of how we are meeting the needs of the immigrant community.

COSTI has also moved north, and has established service centres in York Region. Services have also expanded as far west as Mississauga, and east to Scarborough. Throughout our expansion, we have always worked with the same philosophy: to service the immigrant community wherever they settle.

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

A handwritten signature in black ink, reading "Bruno M. Suppa". The signature is written in a cursive, flowing style.

Bruno M. Suppa
President



Executive Director's Report

Up until the 1980's, research showed that immigrants' incomes caught up to, and, over time, exceeded the average earnings of Canadian-born workers. More recent research is showing a disturbing trend over the 1990's of higher unemployment and underemployment amongst immigrants and average earnings that are 20% to 25% lower than those of Canadian-born workers.

The irony in this is that Canada has never had in its history a better educated and more highly skilled cohort of immigrants. 62% of immigrant adults have a post-secondary education compared with a Canadian average of 43%. Many have professional credentials. The problem seems to be the requirement by employers for Canadian experience and the reluctance to recognize credentials acquired abroad.

Accessing relevant jobs is the number one challenge facing immigrants today. COSTI has been rising to this challenge with a number of interventions.

- The two Centres for Foreign Trained Professionals and Tradespeople operated jointly by COSTI and Humber College, and funded by Human Resources and Skills Development Canada (HRSDC), obtained employment for over 267 individuals in their field of expertise. This intensive four-week training program has delivered consistently positive results in placing participants in relevant jobs for the past eight years.
- Through the provincially funded Job Connect program, internationally trained individuals accessing our Toronto and Vaughan locations received: sector-specific information and terminology training; one-on-one consultations with an Employment Specialist and Job Developer; free academic credential assessments; and seminars on Professional Standards, including licensing and regulations. Last year, 1,400 newcomer professionals secured employment.
- ProConnect, a new program in York Region funded by HRSDC, is designed to address the specific needs of newcomers to obtain meaningful employment by providing career counselling and planning, employability training, and exposure to the Canadian work environment.
- In partnership with WIL Employment Connections and Waterloo Region District School Board, a new website, SkillsInternational.ca will connect employers across Ontario with internationally educated professionals seeking employment. This site is the first of its kind in Canada and is funded by the Ontario Trillium Foundation.
- The Newcomers Connecting to Trades Apprenticeship Resources (NeCTAR) project is a partnership project between ACCESS, JVS Toronto, and COSTI. Designed to facilitate the access of Internationally Trained Tradespeople to apprenticeship and employment opportunities through improved provision of service delivery, its aim is to develop training materials and provide training to community-based agencies that will enhance their capacity to provide appropriate services to Internationally Trained Tradespeople. Training will be delivered to 200 community-based agency staff in the GTA, Ottawa and Windsor. NeCTAR is funded by the Ministry of Training, Colleges, and Universities.
- Funded by the City of Toronto and developed by COSTI, the Newcomer Professionals Program is a seven-week full-time program for newcomer professionals who are in receipt of social assistance. Participants receive job search training, advanced English, computer training and work experience. 79% of clients enrolled were successfully placed in their field of work in 2003.

In addition to these initiatives, COSTI is involved in advocating for changes to public policies that contribute to the barriers faced by newcomers. COSTI works closely with the Toronto Region Immigrant Employment Council, the Consortium of Agencies Serving Internationally Trained Persons and the Policy Roundtable Mobilizing Professionals and Tradespeople, to name a few. A solution to this problem will result in a much improved quality of life for the community as a whole.


M. J. Calla
Executive Director



Programs & Services

Settlement, Housing, Counselling and Support Services



Marina is a 57 year old Russian immigrant with two adult sons. Prior to immigrating to Canada, Marina was the victim of a brutal sexual assault that left her with serious mental health issues. Experiencing culture shock, severe marital discord and living with an abusive son, Marina could not cope and tried to commit suicide.

While Marina was in the hospital, a worker contacted the COSTI North York Centre requesting a Russian-speaking Settlement Counsellor. COSTI assisted in interpreting for the case manager and public health nurse. Staff also worked with a Russian-speaking counsellor at the Barbra Schlifer Commemorative Clinic

to help Marina deal with the emotional and physical trauma she experienced back in her home country.

COSTI was able to secure a unit in a supportive housing environment for Marina. After she made the difficult decision to leave her husband, staff assisted her with completing and filing the necessary documents. Since our intervention, Marina feels better about herself and her life – she says that she feels “safe” now.

The number of clients who receive **settlement services** at our Toronto and York Region locations continues to grow. A total of 12,011 clients came to COSTI seeking assistance with documentation, information, referral, counselling, interpretation and advocacy. Access to legal services continues to be a barrier for many of our clients. There is an increasing demand for services to seniors among the Russian community as well as an increasing number of immigrants in the Independent category seeking services – primarily in the areas of employment, résumé writing and professional accreditation.

With the support of Citizenship and Immigration Canada, the COSTI **Reception Centre** continues to provide temporary accommodation and initial settlement services to government assisted refugees from around the world.

The need in the community for counselling and mental health services has been growing significantly. COSTI's **Family and Mental Health Services** provided assistance and supportive counselling to 1,784 individuals, an increase of 11.5% over last year. COSTI is working closely with community agencies and hospitals to ensure that clients are able to receive the clinical services necessary to help them cope and deal with abusive relationships and mental health issues.

12,893 clients received services from the **Housing Help** program. Newcomers and women from ethno-racial minorities continue to be among the major groups most affected by the barriers to obtaining affordable housing. Staff continue to provide housing search assistance and crisis interventions, information and referral, and educational workshops.

Programs & Services

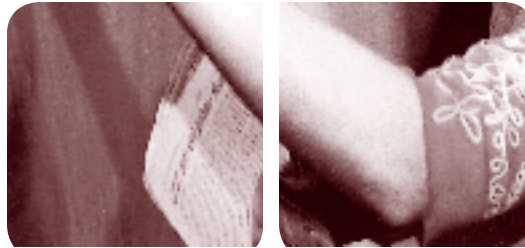
Language Instruction and Skills Training

Stella and Pablo immigrated from Colombia to Canada in August 2003. When the couple arrived, they immediately began studying English at COSTI's Language and Skills Training Services location in Richmond Hill.

Stella and Pablo were highly motivated and positive students who made significant progress in their language skills through the Language Instruction for Newcomers to Canada (LINC) program. They started at Level 4 and were promoted to Level 5 within two months. In Level 5 they continued to improve in their speaking, listening, and writing skills – learning to write effective résumés and cover letters. They learned about the Canadian workplace and the job search process, and, as a result, were able to market themselves – interviewing and networking with confidence.

Both Stella and Pablo made excellent progress in their language skills, and realized a level of confidence that allowed them to shift rapidly into their areas of expertise and continue pursuing and developing their careers. When Stella graduated from LINC Level 5, she began working at Catholic Community Services of York Region as a Job Search Workshop Administrator. After three months of valuable Canadian work experience Stella found a job in her profession – marketing. Pablo was hired by a private school as a Spanish Teacher. He was promoted to Education Liaison.

Language instruction represents a key stage in the settlement process for newcomers and a stepping stone to higher education, meaningful employment, and successful careers. 10,994 individuals accessed accreditation courses, the LINC program funded by Citizenship and Immigration Canada, and **English as a Second Language (ESL)** classes funded by the Ministry of Education. 270 individuals registered for **computer and skills training** courses. English language instruction is offered at five COSTI locations in Toronto and York Region.





Programs & Services

Employment Services



Christian and his wife arrived from Brazil on Valentine's Day 2002. Although trained as an engineer, Christian's most recent experience involved website content management and internet database marketing. Like many clients, Christian believed his primary barriers to employment were his lack of Canadian experience and his language skills. But in a saturated IT job market, he was at a disadvantage.



After working for over a year in survival jobs, Christian became increasingly disappointed. He found out about COSTI's Centre for Foreign Trained Professionals & Tradespeople (CFTPT) program through a newspaper ad and decided to attend an orientation. Christian successfully completed the self-assessment portion of the program, had his credentials assessed independently and also attended English pronunciation

workshops to help him with his English. Employment Consultants worked with him to develop a detailed career workplan and introduced him to creative job search strategies. Christian soon began attending interviews directly related to his field. Two weeks after completing the program, Christian called CFTPT staff to announce his success. He was offered a position with an organization that he discovered during the networking component of the CFTPT program. Christian is currently working for a government agency as a Web Specialist and is responsible for managing their website and online marketing activities. He described a sense of relief at hearing the phrase "you can start next Monday!"

The role of COSTI's employment services is to assist individuals in overcoming systemic or personal barriers, and to help them achieve their personal goals. Supports range from information and referral, to counselling, training, and placement. This year, services were expanded in the areas of specialized services for internationally trained professionals and for at-risk youth in recognition of the high levels of unemployment experienced by these communities. The **ProConnect** program in York Region and the expansion of **Job Connect** services to internationally trained individuals were two new initiatives in 2003. The **Kickstart** program for youth was another new initiative demonstrating excellent results for high-risk youth.

COSTI recognizes that the success of our programs depends on our ability to build bridges to employment opportunities on behalf of our clients. To this end, COSTI has reached out to over 1,800 employers over the past year and placed a total of 9,524 persons in jobs. By connecting our clients to employers, people are provided an opportunity to demonstrate and contribute their skills, motivation and abilities.

Youth Services

Termaine Harris – 1st Place, Boys 11-12, 100 metre race; Carlisle Stanford – 1st Place, Boys 13-14, 100 metre race; Resia Duncan, Chanel Kellyman, Elisha McLean, and Iman Blackman – 2nd Place Girls 13-14, 100 metre relay. These six youth – all involved in COSTI's On the Right Track for Life program were selected to participate in the Hershey North American Track and Field Finals in Hershey, Pennsylvania. Their parents, when informed of this achievement were bursting with pride. The competition, the biggest and most important to date for the youths, gave them an opportunity to demonstrate the skills they learned over the winter months, and to compete with the best age-class athletes in North America. The On the Right Track for Life program helped them to build strength, develop poise under pressure, and good sportsmanship.

Programs & Services

One of the youth attending the program, and diagnosed with Attention Deficit Disorder, has improved his ability to focus significantly, and is now participating in workshops as well as regular practices.

The On the Right Track for Life program, uses sports as a basis for engaging at-risk youth, specifically visible minorities and low income youth between the ages of 15 and 19. The program helps youth to build their confidence, leadership skills, and teamwork capacities. One of the components is the track and field event. The response to the program has been overwhelming, helping over 450 at-risk youth in 2003/04.

Youth employment programs offer youth seeking employment individual counselling, on-the-job training, summer jobs, and apprenticeships. Last year, 1,631 youth were successful in finding employment. COSTI continues to operate a children's **summer day camp** at the North York Centre, and **childcare services** for parents attending English language instruction.



Problem Gambling Services

Domenico is a 70 year old man who enjoyed going to the casino with his wife about once a month. Their excursions were an opportunity to spend time together, play the slot machines and, if they won anything, brag about it to friends. They spent about \$100 a month on this recreational activity. About eight months ago, Domenico's wife passed away. His excursions to the casino increased to once a week and his spending averaged \$400 to \$500 per month. On his pension, this represented a significant portion of his monthly income. Domenico was lonely and depressed. He was distracting himself from his situation by frequenting the casino. Speaking little English, Domenico received counselling in Italian. The counselling helped him reconnect with estranged family and friends to replace the need to frequent the casino. Domenico further reduced his isolation by frequenting COSTI's Elderly Persons' Centre.

COSTI provides gambling treatment services in Spanish, Portuguese and Italian, and, in partnership with the Centre for Addiction & Mental Health, is able to access 19 other languages through community agencies for prevention and treatment services. In the area of prevention, COSTI is currently working with 10 different linguistic communities. With the support of the Ministry of Health and Long Term Care, COSTI has been playing a key role in a systemic approach to addressing problem gambling, that includes services through the Ontario Problem Gambling Hotline and research through the Ontario Problem Gambling Research Centre.

Seniors Services

Isolation and dependence continue to be significant challenges for seniors who have difficulty with the English language. COSTI continues to support a number of seniors' organizations such as the Canadian Italian Family Assistance Association (CIFAA) and Le Caravelle Club, by helping their members with their pension entitlements, as well as assisting with documentation needs such as Permanent Resident card applications. Spanish-speaking seniors are also supported through the group "Encuentro" which was established in 2003. 684 seniors accessed services this year, while membership enrolment at the North York Elderly Persons' Centre increased to 116.



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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.

Funders

GOVERNMENT OF CANADA

Citizenship and Immigration Canada

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

Department of Canadian Heritage

Human Resources and Skills Development Canada

- Employment Assistance Services
- Summer Career Placement
- Youth Skills Link

GOVERNMENT OF ONTARIO

Ministry of the Attorney General

- Ontario Victims Services Secretariat

Ministry of Citizenship and Immigration

- Newcomer Settlement Program

Ministry of Community and Social Services

Ministry of Children and Youth Services

- Domestic Violence, Violence Against Women Program
- Ontario Disability Support 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

Ministry of Training, Colleges, and Universities

- Access to Professions and Trades
- Job Connect
- Summer Jobs Service

The Ontario Trillium Foundation

Workplace Safety and Insurance Board

CITY OF TORONTO

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



GOVERNMENT OF ITALY

ONTARIO PROBLEM GAMBLING RESEARCH CENTRE

TORONTO CATHOLIC DISTRICT SCHOOL BOARD

UNITED WAY OF GREATER TORONTO

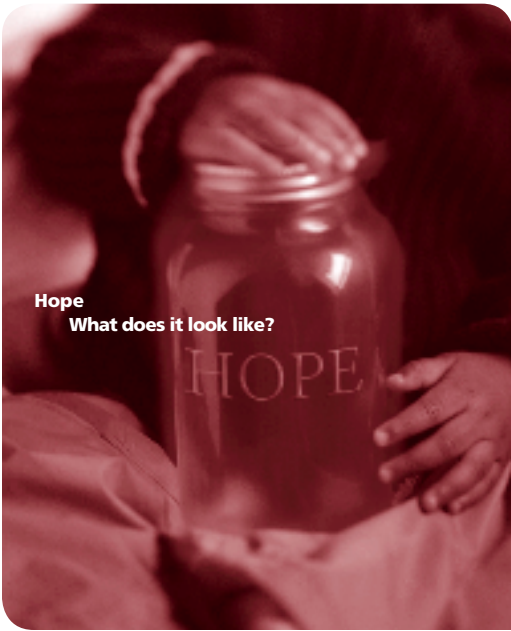
UNITED WAY OF YORK REGION

FOUNDATIONS

- The Acapella Foundation
- Children's Aid Foundation
- CHUM Charitable Foundation
- The Counselling Foundation of Canada
- F.K. Morrow Foundation
- Maytree Foundation
- Raptors Foundation
- Sir Joseph Flavelle Foundation
- Toronto Star Fresh Air Fund

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

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



Service Partners



AGENCIES

Abrigo
 Accessible Community Counselling and
 Employment Services (ACCES)
 Afghan Association of Ontario
 Afghan Women's Organization
 African Canadian Social Development Council
 African Community Services of Peel
 Agincourt Community Services
 Alternative Youth Centre for Employment
 Arab Community Centre of Toronto
 Association for Community Living

 Canadian Arab Federation
 Canadian Centre for Victims of Torture
 Canadian Hearing Society
 Canadian Mental Health Association,
 Toronto Branch
 Canadian Paraplegic Association
 Career Navigators
 Catholic Community Services of York Region
 Catholic Cross-cultural Services
 Catholic Family Services of Toronto
 Catholic Immigration Centre
 Centre for Information and Community Services
 Centre Francophone
 Centro Anziani
 Chinese Community Services
 Chinese Family Services of Ontario
 Community MicroSkills Development Centre
 Corbrook

Crèche Child and Family Centre
 Credit Counselling Services of Toronto
 CultureLink

Daily Bread Foodbank
 Davenport Perth Neighbourhood Centre
 Delta Family Resource Centre
 Dixie-Bloor Neighbourhood Services
 Durham Region Unemployed Help Centre

Enbridge
 Ethnoracial Coalition: Access to Addiction Services

Family Service Association of Toronto
 Flemingdon Neighbourhood Services
 Folk Arts Council of St. Catharines

Goodwill Industries
 Greek Orthodox Family Services and Counselling
 Wife Assault Program

Halton Multicultural Council
 Hispanic Development Council

Immigrant and Visible Minority
 Women Against Abuse
 Immigrant Women's Health Centre
 India Rainbow Community Services of Peel
 Inner City Angels
 Intercede

Jamaican Canadian Association
 Jewish Family and Child Services of Toronto
 Jewish Family Service of Ottawa-Carleton
 Job Skills
 JobStart
 JVS of Greater Toronto

King Edward Public School
 Kitchener Waterloo Multicultural Association

Le Caravelle
 Lebanese and Arab Social Service Agency
 Local Agencies Serving Immigrants
 London Cross Cultural Learner Centre

Dr. Salvatore Mallia
 Malton Neighbourhood Services
 Mennonite New Life Centre
 Midaynta
 Multicultural Council of Windsor Essex County
 Multicultural Inter-Agency Group of Peel

Service Partners

National Congress of Italian Canadians
– Toronto District
Neighbourhood Information Post
North York Women’s Shelter
Ontario Council of Agencies Serving Immigrants
(OCASI)
Ontario March of Dimes
Ottawa-Carleton Immigrant Services Organization
Ottawa Chinese Community Service Centre
Partners for Access and Identification
Polycultural Immigrant and Community Services
Proaction – Cops and Kids
Punjabi Community Health Centre
Rexdale Women’s Centre
St. Christopher House
St. Stephen’s Community House
Settlement and Integration Services Organization
Share the Warmth
Skills for Change
Somali Canadian Mothers for Youth
South Asian Family Support Services
South Asian Women’s Centre
Strategic Employment Solutions
Sudbury Multicultural/Folk Arts Association
Tamil Eelam Society of Canada
Thorncliffe Neighbourhood Office
Toronto Fire Department
Toronto Police Service
Toronto Public Health Department
Toronto Social Housing Connections
Vietnamese Association of Toronto
Villa Charities
Windfall Clothing Bank
Windsor Essex County Family YMCA
Woman Abuse Council of Toronto
Woodgreen Community Centre of Toronto
Working Women Community Centre
YMCA Newcomer Information Centre
YMCA, Toronto and York Region
York Neighbourhood Services
Youth Employment Services



COLLEGES

George Brown College
Humber College
Seneca College

HOSPITALS

Humber River Regional Hospital
Toronto General Hospital
Toronto Western Hospital

SCHOOL BOARDS

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



Programs & Services by Location

CITY OF TORONTO

Head Office
1710 Dufferin Street
416.658.1600

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

Caledonia Centre
700 Caledonia Road
416.789.7925

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

Centre For Foreign Trained Professionals and Tradespeople: Assists foreign trained professionals and tradespeople to find work related to their skills or

professional background. Clients are given the opportunity to assess their academic credentials, establish work search and self-marketing strategies, and receive job placement support.

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

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

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

NeCTAR: The Newcomers Connecting to Trades and Apprenticeship Resources project, provides resources and training to community front line staff to support internationally trained tradespeople to access apprenticeship.

Newcomer Professionals Program: A 12-week Ontario Works program combining job search training, business English and work placement opportunities for internationally trained professionals.

Ontario Works Employment Placement: Services for job-ready Social Assistance Recipients include assessment, a one-week group pre-employment training program, individual job placement support and followup.

Pre-Apprenticeship Programs: Prepares individuals to enter apprenticeship programs in areas that are experiencing skills shortages, through outreach and training.

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

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

Programs & Services by Location

Corvetti Education Centre
760 College Street
416.534.7400

Employment Assistance Services (OUTLET): Job search workshops and placement services for newcomers and immigrants.

Language and Skills Training Services: English language training instruction, childcare, skill and special courses, citizenship acquisition courses, orientation and referral, childcare.

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

Settlement Services: Services available to newcomers and settled immigrants who need assistance in their process of settlement.

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

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

Employment Counselling Centre, Dufferin Mall
900 Dufferin Street
416.588.2240

Employment assessment, career planning, counselling and referral services. Individuals are, if eligible, able to access skills development and training opportunities.

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

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

Problem Gambling Service: Culturally and linguistically appropriate counselling for individuals experiencing gambling problems as well as for their family members. Services are available to individuals of Italian, Hispanic and Portuguese background.

North York Centre
1700 Wilson Avenue, Suite 114
416.244.0480

Language Services: English language training, childcare, skills training, and special courses.

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





Programs & Services by Location



Settlement Services: Orientation, referral, information, interpretation, completion of government documents, advocacy, and supportive counselling for new immigrants and settled immigrants who need assistance.

Services for Seniors: Elderly Persons' Centre allows Italian seniors the opportunity to take part in daily social, cultural, recreational and educational activities.



Reception Centre
100 Lippincott Street
416.922.6688

Services for Refugees: Temporary accommodation and initial settlement services to government assisted refugees, childcare, and housing.

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

Scarborough Centre
55 Town Centre, Suite 521
416.296.9393

Employment Services: Services for job-ready Social Assistance Recipients include assessment, a one-week group pre-employment training program, individual job placement supports, and followup.

Services for Youth: The On the Right Track for Life Program provides youth with direction and helps them to build their confidence and leadership skills.

YORK REGION AND PEEL

Employment Resource Centre, Markham
4961 Highway 7
905.947.0172

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

Language and Skills Training Services, Markham
8515 McCowan Road
905.472.4688

English language training instruction, childcare, citizenship acquisition courses, counselling and referral, and computer training courses.

Language, Employment, and Skills Training Services, Richmond Hill
129 Church Street South
905.884.5235

English language training instruction, related assessment and counselling, childcare, and computer training courses.

Mentoring Program: Links internationally trained professionals with professional mentors in their field to enhance employment prospects.

Programs & Services by Location

Vaughan Centre
7800 Jane Street
905.669.5627

Employment Assessment Services: Services include: case management and skills development assessments; employment and career assessment; and counselling.

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

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

Kickstart: Young at-risk youth are able to develop life skills and identify strengths and interests in preparation for entering the labour market.

Family Counselling: Individual, marital, and family counselling in Italian.

Settlement Services: Orientation, referral, information, interpretation, completion of government documents, advocacy, and supportive counselling for new immigrants and settled immigrants who need assistance.

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

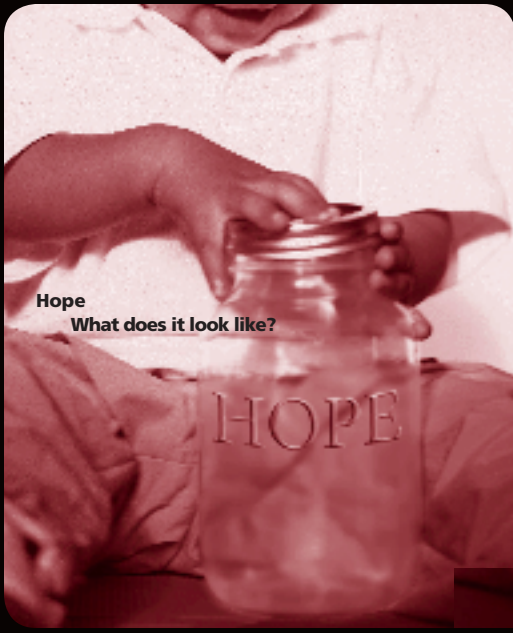
ProConnect
20 Crown Steel Drive, Unit 15
905.948.0572

Provides internationally trained professionals with information, career planning, job search training and job placements in order to gain employment in their field of expertise.

ProLink
10 Gillingham Drive, Unit 211
905.457.7740

A partnership between COSTI and Catholic Cross-cultural Services, ProLink connects professional newcomers to mentorship and work placement opportunities in Peel.





At COSTI, we understand that hope means different things to different people. By filling peoples lives with hope, we're helping build a strong and prosperous community. COSTI provides the means to a brighter future.



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Several client names that appear in this report have been changed to protect their privacy.