

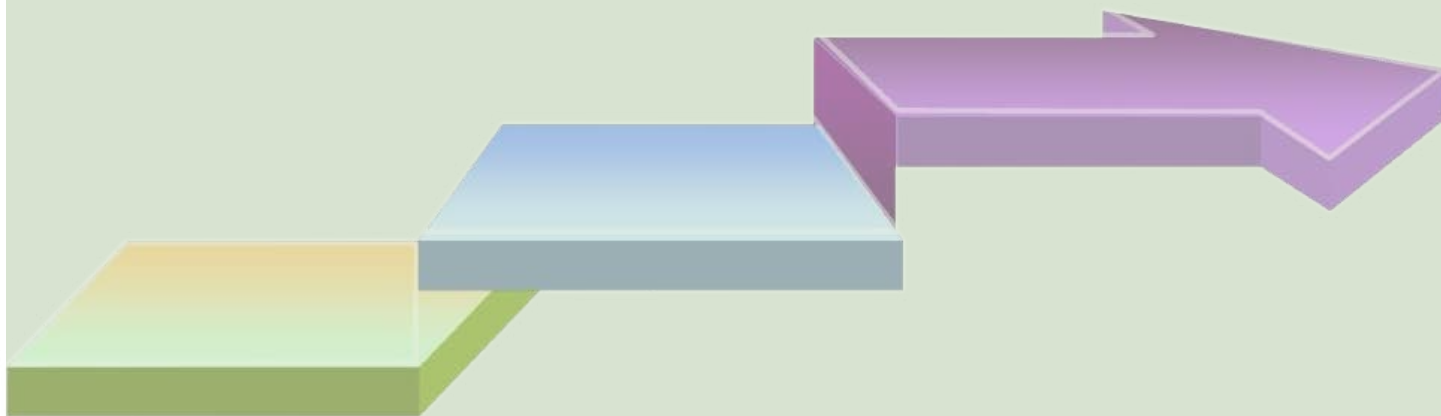


TCCSA

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The Cross-Cultural Community Services Association

## TCCSA ANNUAL REPORT | 2018 - 2019



# Message from the President and Executive Director



## Redefining TCCSA

Over the past four and a half decades, The Cross-Cultural Community Services Association has evolved from its humble beginnings into a multi-service and diverse community organization that serves over 13,000 immigrants and refugees each year. As we celebrated our 45th anniversary in 2018, we not only looked back at our achievements but also took the opportunity to reflect upon our own strengths and weaknesses. We felt that it was a good time to learn from our 45 years of experience and “redefine” how TCCSA should deliver services to best respond to the emerging needs of the communities we serve.

TCCSA’s Board of Directors continued to take a leadership role and worked with the management team to achieve our strategic goals in building the capacity of the governance, the competence of organization management; as well as developing and implementing a fund diversification and partnership development strategy. With the support of our new Interim Senior Director for Capacity Development, Mr. Danny Mui, TCCSA is laying the groundwork of building a strong infrastructure and human capital that can support further service development and delivery.

In 2018/19, we provided holistic services and support to our clients by working with more community partners, including grassroots organizations and United Way of Greater Toronto. These partnerships allowed our clients to receive much-needed help and access in a wide range of areas such as family counselling, legal information, and employment support, in addition to the settlement information and language training that TCCSA provides. Our Language Instruction for Newcomers to Canada (LINC) also offered employment and workplace communications-focused classes to help newcomers tackle major challenges they face when looking for jobs. Our Syrian initiatives continued to support refugee families who had experienced war and trauma to rebuild their lives in Canada. Many of these children have shown great improvement in their school work and gained exposure to Canadian culture.

The changing environment in which we work, coupled with the financial constraints of limited funding, will continue to challenge us to devise innovative solutions and creative programming in order to meet community needs. But with our renewed vigor and energy, we have the capacities to meet these challenges head-on. In fact, in September of 2019, TCCSA will begin a new project funded by the Ontario Trillium Foundation to develop and deliver a unique cultural competency program for ethnic immigrant youth to enhance their knowledge and skills to capitalize on their cultural resources to handle the barriers they face in a growing multi-ethnic and multilingual society.

As always, our mission and vision could not be accomplished without the commitment and dedication from our Board, staff, volunteers, community partners, as well as the generosity of our funders and donors. We would like to take this opportunity to offer our sincerest gratitude to them.

**Nelson Cheng**  
President

**Peter Chiu**  
Acting Executive Director



# Settlement Services



## To Thrive in a Time of Changes

TCCSA's Settlement Services are funded by both the Federal and Ontario government. The objective is to assist newcomers and convention refugees to make informed decisions and successfully integrate into Canadian society through delivering a variety of in-house and itinerant services, including one-on-one needs assessment & orientation, group sessions, and community connections, etc.

The 2018-2019 fiscal year was both a challenging and rewarding one for us. Thanks to the synergy and teamwork as well as the sturdy support from our devoted volunteers and collaborative partners, we were able to work together to deal with all the emerging issues and problems encountered, and turned things around in a positive and productive way.

We can proudly report that a total of 35,157 units of service at our four Centres were provided to 13,155 unique individuals during 2018-2019 fiscal year. Based on the results of our client surveys, 99.8% of the clients' needs were satisfactorily met by timely receiving TCCSA's Settlement Services.



### Quotes from our clients:

"I'm very grateful that TCCSA provided me very useful information after my landing. With all those useful information, I can have my new life well planned ahead."

"TCCSA offers me great help and support. All newcomers should make use of these services and supports to smoothly go through their immigration journeys".



# Education and Language Training



Language Instruction for Newcomers to Canada (LINC) Program:

## Transforming Lives One Step at a Time – Improving Your English is the 1st Step

TCCSA's LINC Program is funded by Immigration, Refugees and Citizenship Canada. Our LINC Program covered a range of Canadian Language Benchmark levels from literacy to level 8, and with a different monthly settlement themes that helped our learners to integrate into the Canadian society and enhance their ability to better handle challenges they might encounter. Our learners' primary objectives in attending LINC classes are to improve their language skills in order to function well in their daily lives and enhance their ability to handle all issues independently in a real world setting.



To complement classroom learning and facilitate the social integration of newcomers, our language training programs also provide students with various extra-curricular activities including cultural celebration events, guest speaker sessions and field trips; among which, the one visit to the Legislative Assembly of Ontario was particularly inspiring where the LINC learners attended the Ontario Parliament while it was in session.

In the 2018-2019 fiscal year, TCCSA offered a total of 32 classes, last year alone, we have received 978 new student referrals to our LINC classes, and, 679 learners were progressed to at least one benchmark higher in various language skills.

"I ate out by myself last week. I ordered food in English, during dinner. I asked the waiter for more water, then I paid for the bill and left. I usually ate out with my wife or daughter before I learned English in Canada, because I needed a translator. Now, I can do lots of things alone." Quote from one of the students.

TCCSA also offered support services to learners, such as Care for Newcomer Children services and transportation assistance for eligible clients. In 2018-2019, we have received 133 children referrals. Without support services, the accessibility of language training opportunities would be greatly reduced.





# Community Services



## To Enhance Newcomers' Full Participation in the Community

TCCSA's Community Services are funded by the United Way Greater Toronto, City of Toronto, and Ontario Early Years. Its goal is to develop community-based programs to deal with the identified issues, needs, and problems faced by all members of the community, including children, youth, adults and seniors who are from different backgrounds such as citizens, refugees, permanent residents, international students. These programs were delivered in the format of interest classes, summer camps, Chinese school, workshops, field trips, visits, volunteering and youth leadership trainings, community fairs/events, etc.

In the past fiscal year, TCCSA's Community Services held various kinds of multicultural and festive activities and events. In addition, Ontario Early Years (EarlyON) program was delivered at our Toronto location to better serve and support numerous young parents and their children.

The 2018-2019 fiscal year was an exciting one. Over 800 visits were made by young parents and their children to the Ontario Early Years (EarlyON) program, and the enrolment of our Chinese School doubled that of the previous year.

Our Community Services were well received and overwhelmingly supported by service users, which were demonstrated in their active participation in our programs and activities, as well as their continuous support by renewing TCCSA membership and their generous donations to our various centers.

Quote from one of the clients, "Thank you! My nieces had a great time at summer camp. They love both the teachers and the programs so much that they wish to return next year."



# Syrian Program



## Overcoming Challenges and Changes for a Better Life in Canada

The goal of TCCSA's Syrian Program is to facilitate the successful integration of Syrian newcomers by helping them overcome their language and cultural barriers. The program assists Syrian newcomers in adapting to the Canadian style of living by offering language training, professional workshops, after-school programs, kids summer camp, settlement and counselling services.

Through all our services, we understand it is very challenging for Syrian newcomers to acclimate within Canada. There are many obstacles in front of them, for example, learning a new language, adapting to a new culture and environment, the lack of social support, to experience their first Canadian winter, etc. Our organization has tried our very best to support and encourage them to build more confidence in a new country.

In the 2018-2109 fiscal year, we have assisted over 100 newcomer families and we are proud to report that 73% of our LINC students have progressed their English level in our program.

"I heard people say life is so easy in Canada, to me it isn't. When I first came here, I had a little English and no family or friends. I am very happy with TCCSA, the teacher and staff helped me and supported me and I am so glad that I am with level 4 now. I feel that I have a better ability to participate in many social conversations to discuss basic needs and most importantly I can apply for citizenship. Again, thanks to my teacher and all the staff for their support, it really helped me a lot to achieve my goals." Quote from one of the students.



Also, we are pleased to say that every child who attended our afterschool program have improved on their school work and gained exposure to Canadian culture through our program based on our parent's surveys.

"Thank you for helping my child to improve and learn more, I thank you very much and insist that your program keep efforts to make my son develop his skills and get better". Quote from one of the parents.



# Activities...



*Senior group*



*Toy drive*



*Family activities*

*Learn-To-Camp with  
Parks Ontario*



# Auditor's Report



## THE CROSS-CULTURAL COMMUNITY SERVICES ASSOCIATION Statement of Financial Position As at March 31, 2019

	2019	2018
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents (note 3)	\$ 540,245	\$ 378,148
Accounts receivable	16,464	80,087
Contributions receivable	163,907	250,253
Government remittances recoverable	47,250	56,522
Prepaid expenses	152,263	115,132
	920,129	880,142
<b>CAPITAL ASSETS (note 4)</b>	194,539	277,175
	<b>\$ 1,114,668</b>	<b>\$ 1,157,317</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	\$ 78,519	\$ 127,038
Deferred contributions (note 6)	265,472	302,632
	343,991	429,670
<b>NET ASSETS</b>		
Unrestricted	770,677	727,647
	<b>\$ 1,114,668</b>	<b>\$ 1,157,317</b>

Prepared by:

**WINNIE WONG**  
CPA Professional Corporation



# Auditor's Report



## THE CROSS-CULTURAL COMMUNITY SERVICES ASSOCIATION

### Statement of Operations and Changes in Net Assets

#### For the year ended March 31, 2019

	2019	2018
<b>REVENUE</b>		
Government funding and other contributions:		
Citizenship and Immigration Canada	\$ 3,775,862	\$ 3,783,307
United Way	91,970	182,964
Ministry of Citizenship and Immigration of Ontario	144,418	144,614
Human Resources and Skills Development Canada	15,043	27,378
City of Toronto	27,795	27,220
OEYC Designated Services	30,443	24,570
Amortization of deferred contributions	96,354	108,543
	<b>4,181,885</b>	<b>4,298,596</b>
General contributions and fundraising activities:		
Fundraising and donations	34,167	170,371
Program delivery - other	29,947	21,775
Membership fees	5,017	6,919
	<b>69,131</b>	<b>199,065</b>
	<b>4,251,016</b>	<b>4,497,661</b>
<b>EXPENSES</b>		
Salaries and wages	2,994,876	3,057,353
Rental (note 7)	787,735	799,391
Program delivery - other	71,841	148,419
Travel expenses	84,786	115,029
Office expenses	68,841	70,005
Utilities	57,358	50,954
Advertising and promotion	11,376	15,441
Professional fees	34,414	10,337
Amortization of capital assets	96,759	126,332
	<b>4,207,986</b>	<b>4,393,261</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>43,030</b>	<b>104,400</b>
Net assets, beginning of year	727,647	623,247
<b>NET ASSETS, END OF YEAR</b>	<b>\$ 770,677</b>	<b>\$ 727,647</b>



# Thank You

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The Cross-Cultural Community Services Association would like to acknowledge the outstanding contributions, commitment, and dedication from our Board of Directors, staff, volunteers, community partners, and the generous support from our funders and donors.”

## *Funding Sources*

Immigration, Refugees and Citizenship Canada

Employment and Social Development Canada

Ontario Ministry of Children, Community and Social Services

City of Toronto

United Way Greater Toronto

EarlyON Child and Family Centres (through College-Montrose Children’s Place)

Corporate Sponsorships and Private Donations

## Vision

To facilitate the well-being of diversified communities through social services.

## Mission

To assist newcomers in adapting to Canadian life in their neighborhood and to provide support to Canadians in building a stronger community.



## Board of Directors



## History

### President

Nelson Cheng

1973  
Founded as Toronto Chinese  
Community Services Association

### 1st Vice President

Scott Au

1976  
Registered as a non-profit and  
charitable organization

### 2nd Vice President

Gabriel Lam

1984  
Became a member of the  
United Way of Greater Toronto  
1988  
TCCSA Chinese School founded

### 3rd Vice President

Kei Leung

1990  
Peel Centre opened  
1997  
York Centre opened

### Treasurer

Allan Fok

2003  
Became a member of the  
United Way of York Region

### Secretary

Emily Cheng

2006  
Scarborough Centre opened  
2007  
Agency name changed to  
"The Cross-Cultural Community  
Services Association"

2018  
Celebrated TCCSA's 45th Anniversary

### Directors

Ray Huen

Anne Long

Jennifer Shen

Liang Tang

Yingya Wu

Sam Yang

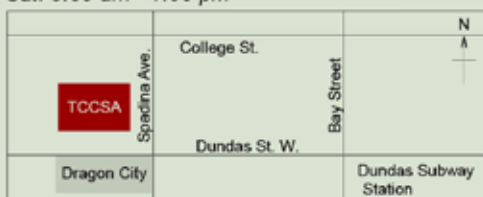




# Our locations

## Toronto Centre

302 Spadina Avenue, Unit 206, Toronto, M5T 2E7  
 Tel: 416-977-4026 Fax: 416-351-0510  
 Mon - Fri: 9:00 am - 5:00 pm  
 Sat: 9:00 am - 1:00 pm



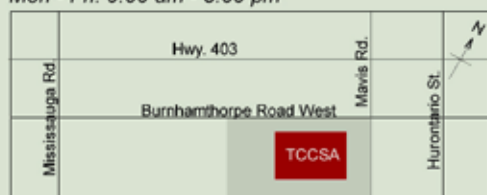
## York Centre

Metro Square  
 3636 Steeles Avenue E., Unit 213A, Markham, L3R 1K9  
 Tel: 905-948-1671 Fax: 905-948-9997  
 Mon - Fri: 9:00 am - 5:00 pm  
 Sat: 9:00 am - 1:00 pm



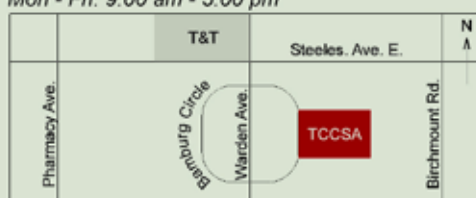
## Peel Centre

720 Burnhamthorpe Rd. W., Unit 2, Mississauga, L5C 3G1  
 Tel: 905-615-9500 Fax: 905-615-0622  
 Mon - Fri: 9:00 am - 5:00 pm



## Scarborough Centre

325 Bamburgh Circle, Unit A107, Toronto, M1W 3Y1  
 Tel: 416-502-9500 Fax: 416-502-2900  
 Mon - Fri: 9:00 am - 5:00 pm



[www.tccsa.on.ca](http://www.tccsa.on.ca)

[www.facebook.com/tccsa.on.ca](https://www.facebook.com/tccsa.on.ca)

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