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The Cross-Cultural Community Services Association

TCCSA ANNUAL REPORT | 2019 - 2020

Message from the President and Executive Director



Transition and Realignment

This is the time of year where we take a moment to evaluate our success and imperfection over the past year and make relevant changes and transitions in responses to the new circumstances and challenges.

This year, TCCSA has successfully realigned our management team under the leadership of our newly appointed Executive Director, Janice Tsoi. The management team is working closely with the Board of Directors and staff to advance the organization's ability to best meet the needs of our clients, diversifying our funding sources and strengthen partnerships.

Given the ever-changing COVID-19 pandemic situation and its impacts on the service environment, TCCSA has transitioned from in-person intensive service delivery model to a broad-based model by expanding our virtual program delivery platform. TCCSA equipped and supported our staff to adopt the necessary technology to deliver services and programs online. We also actively looked for opportunities to help the vulnerable communities during the pandemic. We are fortunate to receive the Government of Canada's funding – the Emergency Community Support Fund through United Way of Greater Toronto to deliver the "Healthy Food Basket of Connection" Project. With the collaboration with different community and business partners, TCCSA is committed to prepare and deliver 600 food baskets with healthy and nutritious groceries to the eligible lower-income seniors and those having any underlying medical conditions.

TCCSA has secured a 5-year contribution agreement with Immigration, Refugees and Citizenship Canada early this year. We shall be able to launch the new Community Connections program and special services supporting newcomers with unique barriers. Besides, we are adding new human resources to expand our support to a more diverse clientele and special groups facilitating them to engage and connect with other Canadians. With the dedication and support from our amazing team of staff, we are able to deliver programs and services with excellence helping newcomers to integrate, develop sense of belongings and transit to become a contributive Canadian.

In 2019, there was a breakthrough for TCCSA in serving the youths with the funding from the Ontario Trillium Foundation. Despite the unprecedented impact of COVID-19 and emergency closures across Canada, this project has developed good practices, wisdom, collaborative partnerships and resources in providing cultural competency training to ethnic immigrant youths to enhance their knowledge and skills to handle the barriers they face growing up in a multi-ethnic multi-lingual society. The project has expanded our capacity in developing services for the younger generations in the years to come.

After pausing to ponder and plan, a thorough strategic planning exercise was completed with the funding support from Canadian Heritage. TCCSA was proud to announce its renewed vision, mission, and values earlier. The strategic directions guiding us for the next five years (2020-2025) are set as follows:

- **Building** TCCSA's organizational capacity progressively in serving diverse communities
- **Strengthening** TCCSA's human capital to sustain its success and nurture continuous development of the organization
- **Improving** TCCSA's program development and delivery infrastructure to meet the needs of the target groups and communities proactively
- **Enhancing** TCCSA's profile and image through effective communication and brand building
- **Ensuring** TCCSA's financial sustainability

Our past journey had been fueled by tireless and generous work of TCCSA's Board of Directors, staff, volunteers, members, and community partners; supported by our funders and donors.

Our accountability to the community will be sustained, and we shall continue to play the role in building the strong TCCSA legacy in settlement and community service.

We appreciate your unceasing support for TCCSA and look forward to keeping connected with you through our stories and news on our website and social media platforms.

Nelson Cheng
President

Janice Tsoi
Executive Director

Settlement Services



To Target Client-Centred and Diversified Services

TCCSA's Settlement Services support immigrants and refugees integration into the social, economic and cultural life of Canada. The program is funded both by the Federal and Ontario government. Our settlement team plays a key role in empowering immigrants and refugees to successfully integrate and resettle in Canada by offering them with a wide range of services including in-house and itinerant services, one-on-one needs assessment & orientation, group sessions, and community connections.

There had been a significant and challenging year of 2019-2020. The most rewarding aspect of our settlement services is that we could help immigrants reach their full potential and developed their sense of belonging in the community. Our newcomer senior group celebrated its 10th year anniversary. Most members stayed in the group together for the whole ten years and some members demonstrated their talents to showcase in the community events. Settlement services also worked with stakeholders, community partners, and volunteers to share the responsibilities of addressing social issues and promoting diversity to immigrants and refugees so as to provide them with a prosperous path throughout the immigration journey.

We are proud to report that we have delivered a total of 28,204 units of service in our four Centres to 9,221 unique individuals during 2019-2020.

Quotes from our clients:

"It's so good to have TCCSA around to provide all sorts of information. I know nothing when I just came to Canada and TCCSA is so helpful."

"TCCSA provides remarkable settlement services to me. It is trustworthy."

"TCCSA enables me to make the best decision with the provision of their updated settlement information. This helps me adapt to the Canadian mosaic."



Education and Language Training



Language Instruction for Newcomers to Canada (LINC) Program:

“Strive for Excellence”

LINC Programs at TCCSA offer language training to eligible clients to strengthen their ability to communicate in English and become familiar with various aspects of life in Canada. We had a very successful year in the last fiscal year 2019-2020. Over 1,200 English learners attended our 32 classes at our four locations, ranging from Literacy level to CLB 8. During this year, we promoted close to 300 students to higher levels. Our skill-based evening class which focused on workplace English helped over 50 learners to not only enhance their knowledge in Canadian employment and culture but also improve their job-seeking skills for their career paths in the future.

“Together We Grow & Blossom”

In addition to formal language training that we offered to newcomers, TCCSA also offered support services to learners, namely Care for Newcomer Children (CNC) services and transportation assistance for eligible learners. The support services greatly enhanced the accessibility of language training opportunities for newcomers and gave them peace of mind in knowing that their children were in good hands while they were learning in classes. To complement classroom learning and to facilitate the social integration of newcomers, we also provided learners with various co-curricular activities including cultural celebration events, field trips, and guest speaker sessions.

Quote from LINC student Ivy:

“I learned a lot in the LINC class and my teacher helped me a lot in English to make my life better now. Studies life skills from LINC, I can deal with many things from bank, Canada services, emergency by myself now; also, learned a lot of about Canada information and benefit as well.”

Santa Claus visiting a classroom



A Workshop for LINC Students



Community Services



In the past year, our Community Development program continued to support seniors, women, young parents, and children to integrate and contribute to the society through a variety of activities and events.

Regular workshops, field trips, support groups, English conversation circles and interest classes such as Taichi and Yoga classes allowed participants to gain new knowledge, maintain their physical and mental fitness, and build social network in a welcoming environment. And because of COVID-19, our EarlyON program had implemented more virtual parenting activities to support parents, caregivers and their children.

Our Saturday Chinese School has expanded considerably with more than 70 students. Our curriculum has been revised and updated to maximize the learning potential of students and to enhance their learning skills. These improvements helped children further develop their interest in learning the Chinese language and culture through fun and interactive approaches.

We celebrated the Multiculturalism Day in June 2019 by hosting the TCCSA Fun Day at the Dragon City Mall, with cultural and artistic exhibition, booth displays and performances. The event enhanced participants' understanding of the diversity of Canada, and helped them learn about different cultures, their history and their contribution to our society.

Parents' Feedback:

"Thank you! My nieces had a great time in your summer camp, they like the teachers and the programs are so much fun that they want to come back next year"

"I'm so happy to be able to participate in this summer camp. During this time, the children learned a lot about fellowship, math, drawing, etc., and the interpersonal relationship has become more and more harmonious. The teachers are responsible and the children have fun. If it can be extended for two more weeks, it will be perfect. I look forward to the next summer."



Syrian Program



Hard work is rewarding, it will turn hope into reality.

TCCSA Syrian Program is funded by Immigration, Refugees and Citizenship Canada. Its objective is to facilitate the integration of Syrian newcomers by overcoming their language and cultural barriers through delivering a variety of services, including language training, professional workshops, after-school programs, kids summer camp, settlement and counselling services.

In the 2019-2020 fiscal year, we assisted over 100 newcomer families and the LINC students were really eager to learn the new language and Canadian culture to integrate into Canadian society.

"It is very hard to be back to school and attend LINC classes in the evening after coming back from work, but I have to achieve level four so I can apply next to get my Canadian citizenship. I am so happy that my English is improving and I feel so lucky to get a part time job and be able to speak to customers." Quote from one of the LINC students.

Furthermore, our after-school program has assisted 32 children and we are pleased to report that every child that attended our after-school program, has improved on their school work and gained exposure to Canadian culture.

"Teacher, look at my report card it says that I am doing great. Look at my grades they are all A's and B's". Quote from one of the after-school students.

"May god bless you teacher, my daughter report card is excellent, thank you". Quote from one of the parents.

We would like to share with everyone a poem written by one of our after-school students with assisted by the tutor:

My Home (Poem about Syria)

My house in Syria
Was burned to the ground
But from the ashes
New life was found

What's the difference between a house and a home?
A house is made with bricks
A home is build with ethics
My home is unbreakable
That no bombs can destroy
My home has beautiful values
Kindness and faith is our joy

I brought my home with me to Canada
We're generous to our guests
We're kind to our neighbours

We can build our future together
Without hating each other
With more wisdom and knowledge
More kindness and courage



Activities...



Senior group



Community Project



*Cultural Competency Training
at Jean Vanier Catholic High School*



*MP Mary Ng's Visit to
TCCSA - York Centre*



*MP Jean Yip's Visit to
TCCSA - Scarborough Centre*



*The youth use milk bag and weave
sleeping mats for developing countries*

Auditor's Report



THE CROSS-CULTURAL COMMUNITY SERVICES ASSOCIATION

Statement of Financial Position

As at March 31, 2020

	2020	2019
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents (note 3)	\$ 479,461	\$ 540,245
Accounts receivable	13,413	16,464
Contributions receivable	264,934	163,907
Government remittances recoverable	51,995	47,250
Prepaid expenses	147,827	152,263
	957,630	920,129
CAPITAL ASSETS (note 4)	141,688	194,539
	\$ 1,099,318	\$ 1,114,668
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 89,054	\$ 78,519
Deferred contributions (note 6)	220,606	265,472
	309,660	343,991
NET ASSETS		
Unrestricted	789,658	770,677
	\$ 1,099,318	\$ 1,114,668

Prepared by:

WINNIE YU 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, 2020

	2020	2019
REVENUE		
Government funding and other contributions:		
Citizenship and Immigration Canada	\$ 3,838,879	\$ 3,775,862
United Way	-	91,970
Ministry of Citizenship and Immigration of Ontario	143,552	144,418
Human Resources and Skills Development Canada	32,879	15,043
City of Toronto	28,405	27,795
Purchase of Services	32,948	30,443
Canadian Heritage & Celebration and Commemoration	51,374	-
Ontario Trillium Foundation	51,498	-
Amortization of deferred contributions	73,246	96,354
	4,252,781	4,181,885
General contributions and fundraising activities:		
Fundraising and donations	22,625	25,784
Program delivery - other	40,937	38,330
Membership fees	3,701	5,017
	67,263	69,131
	4,320,044	4,251,016
EXPENSES		
Salaries and wages	3,044,656	2,994,876
Rental (note 7)	793,274	787,735
Program delivery - other	108,061	71,841
Travel expenses	91,029	84,786
Office expenses	69,531	68,841
Utilities	52,884	57,358
Advertising and promotion	13,981	11,376
Professional fees	45,993	34,414
Bad debt	8,000	-
Amortization of capital assets	73,654	96,759
	4,301,063	4,207,986
EXCESS OF REVENUE OVER EXPENSES	18,981	43,030
Net assets, beginning of year	770,677	727,647
NET ASSETS, END OF YEAR	\$ 789,658	\$ 770,677



Thank You

We would like to express our sincere appreciation for the contribution and support received from our funders, donors, partners, volunteers and staff.

Funding Sources

Immigration, Refugees and Citizenship Canada

Employment and Social Development Canada

Department of Canadian Heritage

Ontario Ministry of Children, Community and Social Services

Ontario Trillium Foundation

City of Toronto

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

Corporate Sponsorships and Private Donations

Vision A robust and inclusive Canada built on the actualization of potentials and full integration of its diverse communities.

Mission To enhance the well-being and resilience of diverse communities by strengthening competencies and fostering participation through effective and professional human services.

Values *Respect*
Ensure everyone is heard, valued and treated fairly

Inclusivity
Appreciate diversity and foster a sense of belonging

Creativity
Innovate for problem solving and continuous improvement

Collaboration
Foster mutual respect, fairness and synergistic collaboration

Accountability
Pursue excellence and conduct business in a responsible and effective manner

Board of Directors



History

President

Nelson Cheng

1973
Founded as Toronto Chinese
Community Services Association

1st Vice President/Treasurer

Scott Au

1976
Registered as a non-profit and
charitable organization

2nd Vice President

Kei Leung

1984
Became a member of the
United Way of Greater Toronto

3rd Vice President

Jennifer Shen

1988
TCCSA Chinese School founded

Secretary

Emily Cheng

1990
Peel Centre opened

1997
York Centre opened

Directors

Nick Cai

Andy Cheung

Allan Fok

Ray Huen

Gabriel Lam

Jeff Leung

Kenny Tsui

Dr. Yingya Wu

Sam Yang

2003
Became a member of the
United Way of York Region

2006
Scarborough Centre opened

2007
Agency name changed to
"The Cross-Cultural Community
Services Association"

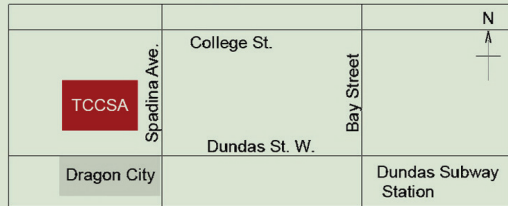
2017
Toronto Centre moved to
302 Spadina Avenue

2018
Celebrated TCCSA's 45th Anniversary

Our Locations

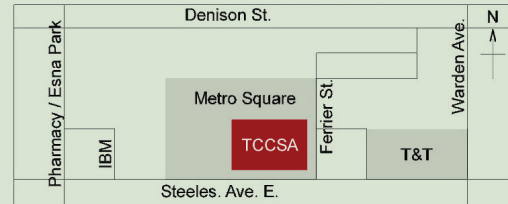
Toronto Centre

302 Spadina Avenue, Unit 206, Toronto, M5T 2E7
Tel: 416-977-4026 Fax: 416-351-0510



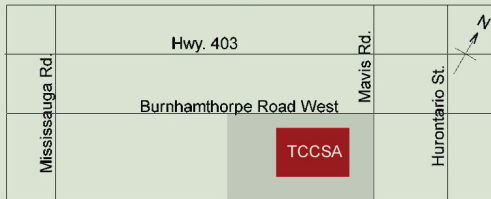
York Centre

Metro Square
3636 Steeles Avenue E., Unit 213A, Markham, L3R 1K9
Tel: 905-948-1671 Fax: 905-948-9997



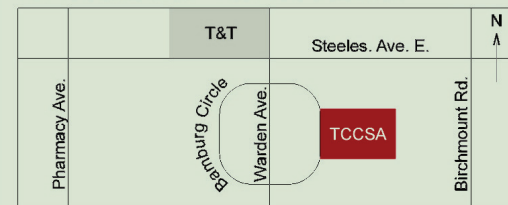
Peel Centre

720 Burnhamthorpe Rd. W., Unit 2, Mississauga, L5C 3G1
Tel: 905-615-9500 Fax: 905-615-0622



Scarborough Centre

325 Bamburgh Circle, Unit A107, Toronto, M1W 3Y1
Tel: 416-502-9500 Fax: 416-502-2900



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