



TCCSA

多
華
會
The Cross-Cultural
Community Services
Association

*Embracing Change With
Resilience*



2021 – 2022

TCCSA Annual Report

ABOUT TCCSA

For more than four decades, TCCSA has been assisting thousands of newcomers to settle and integrate into the Canadian society each year.



TCCSA is operating in a tumultuous environment marked by an increasingly diverse immigrant population from new global destinations; ongoing newcomer and longer-term immigrant challenges such as under-employment, social exclusion as well as mental health and intergenerational family challenges; and a service sector facing funding challenges and an emerging need for more collaborative, creative service delivery.

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

CONTENTS

INTRODUCTION

- P1 ABOUT TCCSA
- P3 MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR
- P5 MILESTONE

OVERVIEW OF OUR SERVICES

- P6 SETTLEMENT SERVICES
- P7 LANGUAGE AND SKILLS TRAINING
- P8 YOUTH REFLECT AND RETOOL
- P9 COMMUNITY SERVICES
- P10 CONTRIBUTION TO COMMUNITY
- P11 LIVE CHAT SERVICES
- P12 TCCSA ONLINE SERVICES

FEATURES

- P13 SPECIAL EVENTS
- P14 BOARD OF DIRECTORS
- P15 AUDITOR'S REPORT
- P17 OUR OFFICES
- P18 TCCSA STRATEGIC DIRECTIONS & THANK YOU NOTES



MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

“Embracing Change with Resilience”

This moment in time has proven that when we work together, we are able to make a difference. Despite the unprecedented challenges of this past year, TCCSA has demonstrated that resilience and dedication will strengthen the communities we serve.

With the support from our funding partners, including the Immigration, Refugees and Citizenship Canada and Ontario Trillium Foundation, TCCSA has adjusted effectively with new ideas and versatile as well as innovative programming in response to the challenges of the global pandemic. We ensured that essential and pertinent services were delivered to our community with quality continuously. In every decision we made, we put the well-being of our clients, volunteers, staff, and the community at the forefront.

In 2021, there was a breakthrough for TCCSA in serving ethnic youths by helping them overcome barriers to employment. With the new support from the Government of Canada’s Youth Employment and Skills Strategy, we have launched a new program to support the youths to develop a wide range of skills and knowledge to enhance their chance of getting their first positive work experience, experiencing success in the workplace and becoming a community leader in the future. This Youth Employment Project launched at the onset of the pandemic and continued to grow as an important service to our youth who were unable to find meaningful employment. The goal of this program has been sustained, long-term quality employment for 45 youths and to support local businesses. The program has reached out to 500 employers in a variety of industries such as retail, restaurants, manufacturing, non-profits, professional services, and trade skills.

Through the collaboration with our partners, we were able to create synergy and strengthen programs and services to serve the community at large in the area of anti-racism, and also combating the negative impacts of the COVID-19 pandemic.

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Moreover, with the support from United Way Greater Toronto, TCCSA continued to deliver a variety of relief programs to the less resourceful groups with immediate needs during the pandemic, these programs include “We Care” and “Healthy Food Basket of Connections”. We have delivered face masks and grocery cards to low-income people who could purchase the grocery online and receive the grocery in the comfort of their own homes.

While encountering all the challenges of the past year, TCCSA has developed a practical plan for the reopening and preparing for the evolution of our services to the communities in the “post-pandemic new normal”. One new focus of service development will be sustaining the mental well-being of the newcomers.

TCCSA staff continued to deliver on our programs with resilience and dedication. Incorporating all the public health and safety measures, our staff rose to the challenge and never missed a beat. Their extraordinary efforts and times were greatly appreciated.

TCCSA could not accomplish all these important tasks for the community without the unwavering support from our Board of Directors, staff, funding partners, stakeholders, volunteers, and community partners.

A sincere thank you to all of you for your time, contributions, and commitment to TCCSA. We will continue to build on the trust and support to serve our community and enhance the quality of life for all.

Warmest regards,



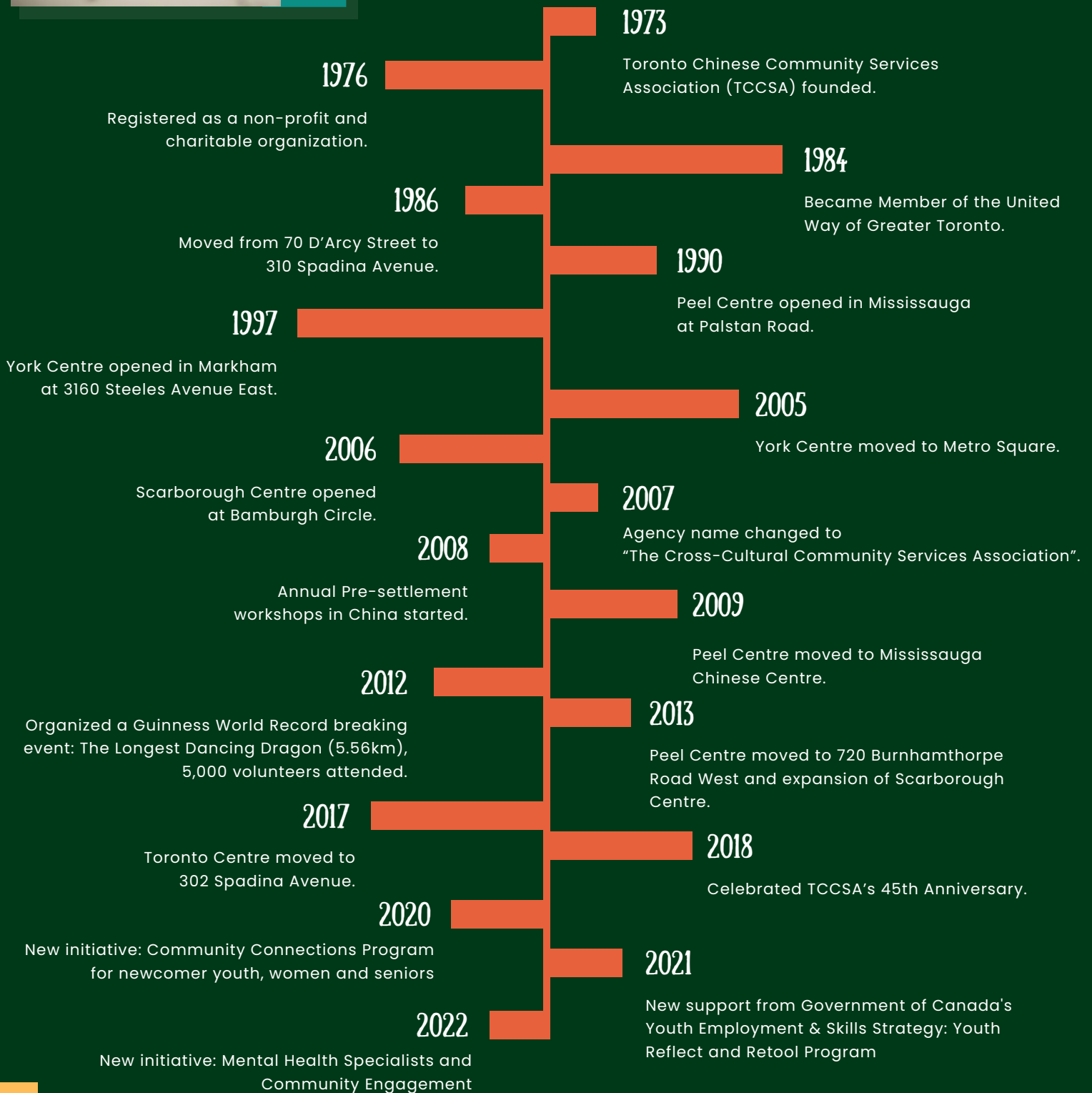
Nelson Cheng
President



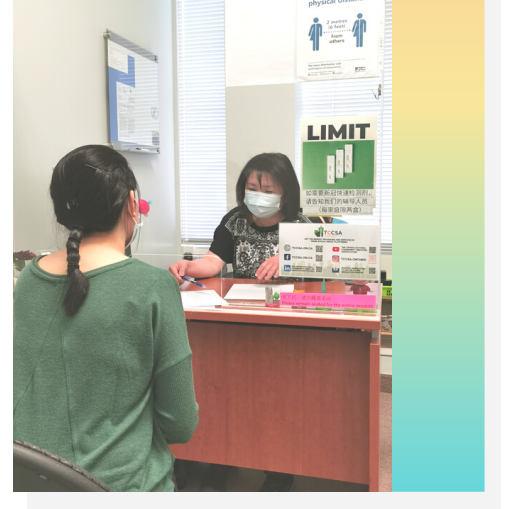
Janice Tsoi
Executive Director



MILESTONE



SETTLEMENT SERVICES



TOP 10 Popular Workshops

- Senior Benefits
- PR Card Renewal
- Low-income Housing Application
- Taxation Information
- Canadian Citizenship Application
- English Conversation Circle
- Youth Volunteer Opportunities
- Virtual Field Trip
- Art & Craft Programs
- Healthy Lifestyle-related Information

We offer a multitude of services to ensure a smooth transition and adaptation to the Canadian living style and quality of life; by providing one-on-one supportive counseling, information workshops, and webinars, in order to strengthen their knowledge and skills.


Our programs are customized for different groups in the community to ensure a positive outcome by meeting their needs and interests.



I have gained various information that can help me to settle in Canada through joining the TCCSA informative workshops and programs. The staff is very professional, knowledgeable and patient to answer all the questions during the workshops.

QUOTE FROM
WORKSHOP PARTICIPANT





Learn English

LANGUAGE AND SKILLS TRAINING

Embracing change with resilience, the pandemic situation significantly impacted our programs and services, but it also compelled us to innovate and offer the same learning opportunities virtually as in-person classes and address the obstacles and challenges preventing newcomers from learning English.

Despite the challenges of virtual instruction, our clients made significant progress in listening, speaking, reading, and writing skills and improved their overall English language proficiency.

The Care for Newcomer Children (CNC) program provided online classes to our newcomer children and conducted various activities to keep the children engaged and motivated. These virtual classes were very well received by our clients.

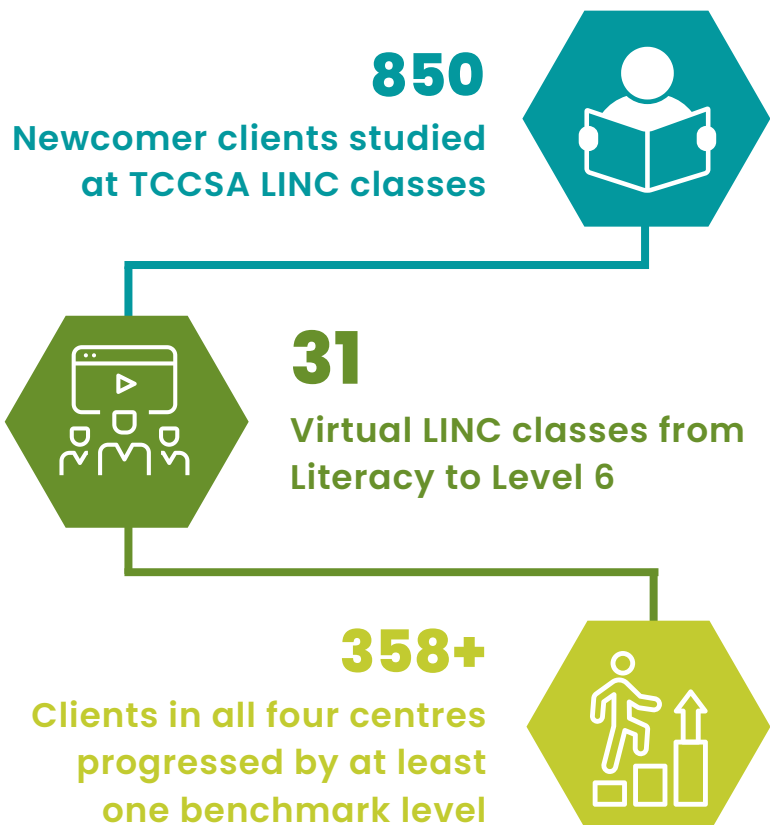
Going forward, I will continue to study hard, get more exposure to practice my oral skills in daily life. I also want to thank TCCSA for allowing me to improve my English and better adapt to my new life in Canada.

QUOTE FROM LINC STUDENT
SHILI XIE

One of our level 3-4 clients wrote to their teacher, "Before I joined the LINC program, I was nervous about going out and speaking English. When I had a parent-teacher interview, I always asked for a translator. But now, I can speak English well with my children's teachers and communicate with people confidently."

"My teacher not only teaches English, but her selfless sharing of life experiences has a very good influence on me. I am very grateful that the government has this program so that I can integrate into this community faster. I hope this program can continue so that I can keep getting better."

QUOTE FROM LINC STUDENT
BELLA YU



YOUTH REFLECT AND RETOOL

80 youths served

50 youths placed in quality employment opportunities

500 employers were reached out to

24% self identify as Black Canadians

100% of the program participants self identify as members of visible minorities

20% did not complete high school

45% are not employed & not in school at the time of intake

POSITIVE IMPACTS



Participants have gained confidence and skills in exploring the employment market.



Participants' self-esteem and self-worth have increased after gaining employment.



Participants have leveraged placements and interviews as steppingstones to take control over their career and life goals.



Employers have been helped to fill staffing shortages.



"The placement has helped me so much in landing my permanent job, thank you for all your help over the past few months, greatly appreciated!"

QUOTE FROM A CLIENT



The Youth Reflect and Retool (YRR) program prepares youths and young adults 15 to 30 years of age with the tools and skills to explore the labour market and to successfully transition into sustained employment.

The program serves youths who are facing barriers and challenges to employment, such as cultural, language, disability, mental health, and/or vulnerability barriers.

YRR outreaches to employers across a range of industries to provide free services to employers, including job description writing, job posting, and pre-screening of candidates, and matching with youth participants.

Services

Employment Services

Resume and cover letter writing assistance, interview preparation, 1-1 career planning and counselling, job search strategies

Employment Skills Training

Workplace transferrable skills development and certifications offered

Quality Employment Opportunity

Youth participants are matched with employers for job placement over a period of up to 15 weeks, working up to 35 hours per week gaining real world work experience.



COMMUNITY SERVICES

With dedication, creativity and adaptability of our staff and volunteers, TCCSA's Community Services were able to offer quality programming through online virtual platforms. Our online EarlyON programs, Chinese school, tutoring classes, support groups, and English conversation circles continued to support the families and children in our community. In 2021, we added a special conversation circle for seniors and women where they can practice speaking in English and discuss on everyday topics in a safe and open space. We also connected with families each month through our health and wellness programs which helped our participants to develop different strategies to improve their mental and physical wellness.

Our online Chinese school and tutoring classes had more than 25 students and 98% attendance rate. More than 40 students attended our English conversation circles. Over 130 families with more than 200 children participated in our Ontario Early Years (EarlyON) programs.

My English vocabulary, listening and speaking skills have been greatly improved through the TCCSA's English conversation circles.

The teachers introduced various interesting topics in each class, and every student was able to share our cultures, life lessons, and work experiences. We gained a better understanding about the inclusion and diversity in Canada. Thank you very much, TCCSA, for providing this English learning platform. We hope to continue receiving this support for those who want to learn English.

QUOTE FROM A PARTICIPANT
JUDY

"First of all, I would like to thank the teacher and Anne for their hard work. As a beginner, it is great for the teacher to use everyday language to teach us. Thank you!"

QUOTE FROM A PARTICIPANT
WING



2022 Tutoring Classes

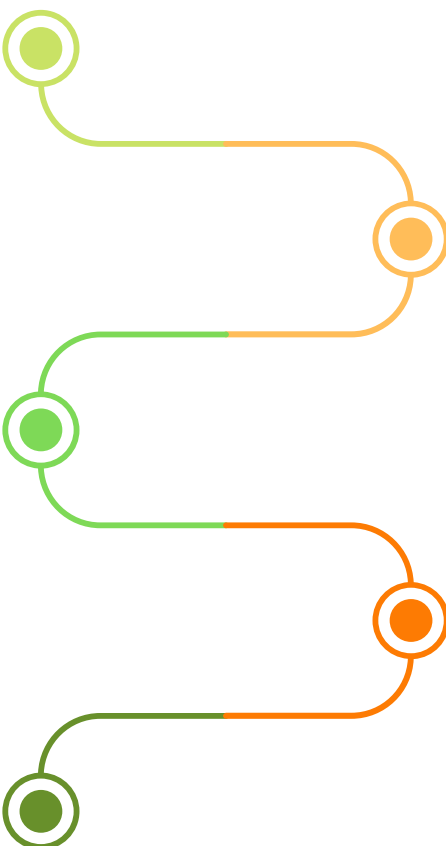
CONTRIBUTION TO COMMUNITY

TCCSA had multiple COVID-19 relief projects to provide eligible individuals and families to aid with their food security during the pandemic.

170
GROCERY
GIFT CARDS

300
HYGIENE
KITS

46
PARTICIPANTS



400
FOOD
HAMPERS

1000+
RAPID
ANTIGEN
TEST KITS

**Future Ready
Event**

"Future Ready" is a collaboration between RBC Future Launch and TCCSA to empower youth to be better prepared for the careers of tomorrow, especially in a post-pandemic "new normal". This virtual event featured a panel of experts and motivational speakers who provided information, advice, resources and encouragement to youth and their parents to help them unlock their career potential.



**Future Ready Speaker:
Skylar Park**

Canadian Taekwondo
Olympian



LIVE CHAT SERVICE

Since February 2022

TCCSA implemented new and innovative ways to serve our clients through the Live Chat service during the COVID-19 pandemic.

This new live chat service increased our ability to answer our client's questions quickly, efficiently, and conveniently.

Live chat provided us with great opportunities to connect with prospective and new clients. More new clients with diverse ethnic backgrounds accessed our services through live chat.



93% Served in English

7% Served in Chinese



REFERRALS

On live chat, clients were referred to

Settlement counsellors

TCCSA Workshops & Events

LINC & ESL Classes

Volunteer opportunities

Youth Employment Services

Community Legal Clinics

Financial Support

Educational institutions

Government of Canada Websites

Community Housing & Long-Term Care

Crisis Help Lines

TCCSA ONLINE SERVICES



Monthly E-Newsletter (NEW)

Since April 2021

585+

Newsletter subscribers

TCCSA Website

20800+

TCCSA Website pageviews

6900+

new users visited TCCSA Website

Live Chat (NEW)

Since February 2022

580+

minutes - We served clients and responded to their needs of settlement related questions immediately on live chat.

95%

of clients who filled out our survey were very satisfied with our live chat services

Facebook

75100+

Facebook reaches

195+

Facebook followers

YouTube (NEW)

Since June 2021

640+

YouTube views

Instagram

41500+

Instagram reaches

250+

Instagram followers

WeChat

3680+

Client contacts

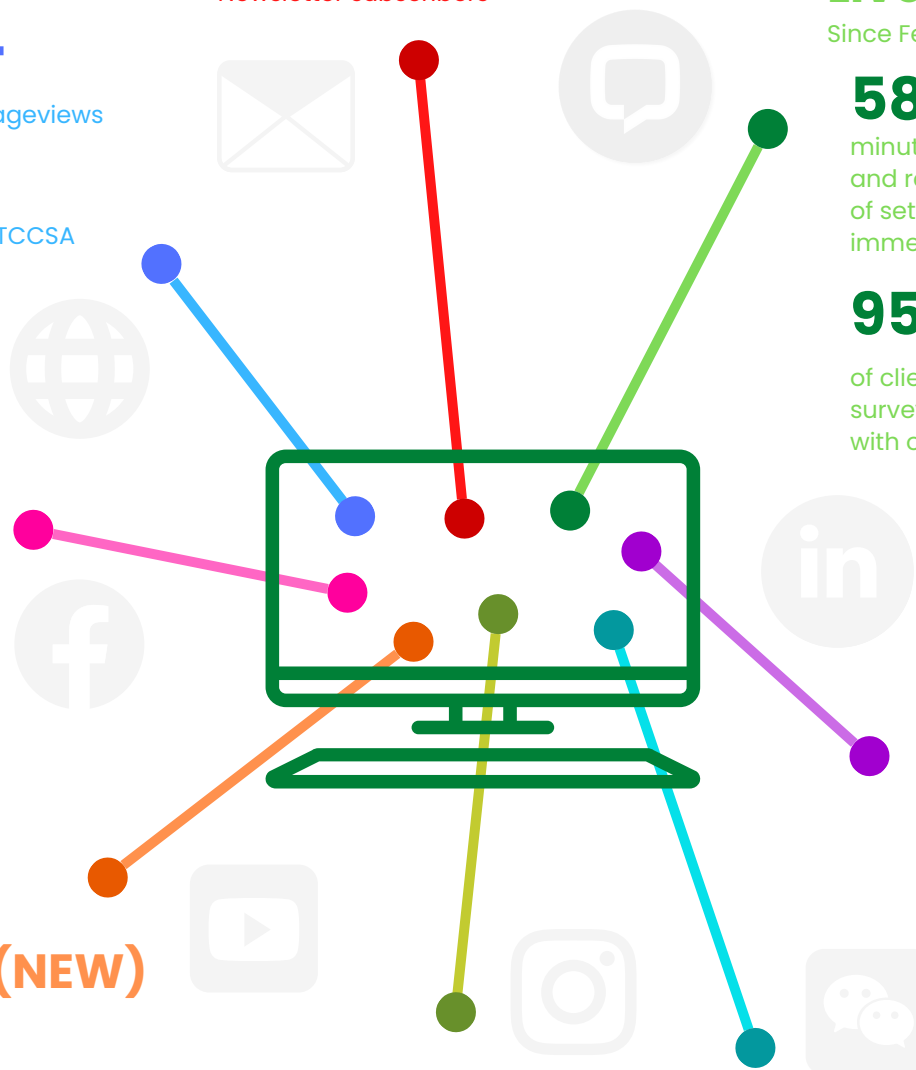
LinkedIn

940+

LinkedIn pageviews

140+

LinkedIn followers



SPECIAL EVENTS



Staff Retreat



Rapid Antigen Test Kits Distribution



Food Hamper Distribution



Received donation from the community



Grocery cards for newcomer seniors



Food Hamper Distribution for low-income families

BOARD OF DIRECTORS



Nelson Cheng
President



Scott Au
1st Vice President / Treasurer



Kei Leung
2nd Vice President



Jennifer Shen
3rd Vice President



Emily Cheng
Secretary



Nick Cai
Director



Andy Cheung
Director



Matthew Chow
Director



Allan Fok
Director



Henry Chui
Director



Kelvin Ko
Director



Jeff Leung
Director



Dr. Yingya Wu
Director



Jenny Li
Director



David Chau
Director

AUDITOR'S REPORT

THE CROSS-CULTURAL COMMUNITY SERVICES ASSOCIATION Statement of Financial Position As at March 31, 2022

	2022	2021
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents (note 3)	\$ 724,389	\$ 635,840
Accounts receivable	17,721	-
Contributions receivable	355,501	148,331
Government remittances recoverable	64,456	56,983
Prepaid expenses	168,563	156,469
	1,330,630	997,623
CAPITAL ASSETS (note 4)	210,146	169,912
	\$ 1,540,776	\$ 1,167,535
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 123,344	\$ 101,369
Deferred contributions (note 6)	494,981	239,112
	618,325	340,481
NET ASSETS		
Unrestricted	922,451	827,054
	\$ 1,540,776	\$ 1,167,535

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, 2022

	2022	2021
REVENUE		
Government funding and other contributions:		
Immigration, Refugees and Citizenship Canada	\$ 4,022,106	\$ 3,854,654
United Way	16,821	92,327
Provincial Funding	159,042	152,318
Other Federal Funding	214,830	40,232
City of Toronto	29,285	28,995
Purchase of Services	90,394	60,762
Ontario Trillium Foundation	-	20,003
Other Income	11,779	13,162
Amortization of deferred contributions	125,658	102,499
	4,669,915	4,364,952
General contributions and fundraising activities:		
Fundraising and donations	34,081	13,248
Program delivery - other	14,984	19,147
Membership fees	1,176	2,260
	50,241	34,655
	4,720,156	4,399,607
EXPENSES		
Salaries and wages	3,360,028	3,092,448
Rental (note 7)	817,105	810,173
Program delivery - other	134,383	162,032
Travel expenses	1,672	1,610
Office expenses	74,599	126,100
Telecommunications and utilities	50,217	45,120
Advertising and promotion	13,790	11,529
Professional fees	37,747	4,533
Bad debt	-	5,608
Amortization of capital assets	135,218	103,058
	4,624,759	4,362,211
EXCESS OF REVENUE OVER EXPENSES	95,397	37,396
Net assets, beginning of year	827,054	789,658
NET ASSETS, END OF YEAR	\$ 922,451	\$ 827,054

PREPARED BY:

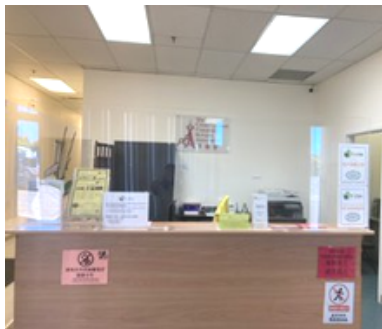
WINNIE YU WONG
CPA Professional Corporation

OUR OFFICES



YORK CENTRE

- Youth Employment Service
- Care for Newcomer Children for LINC program



SCARBOROUGH CENTRE

- Personable staff
- Easily assessable location



TORONTO CENTRE

- Chinese school
- EarlyOn programs



PEEL CENTRE

- Weekly itinerant services at Mississauga and Oakville Newcomer Information Centres (NIC)

TCCSA STRATEGIC DIRECTIONS

Organizational capacity progressively in serving diverse communities

ENHANCING

BUILDING

TCCSA's profile and image through effective communication and brand building

Human capital to sustain its success and nurture continuous development of the organization

STRENGTHENING

ENSURING

TCCSA's financial sustainability

Program development and delivery infrastructure to meet the needs of the communities proactively

IMPROVING

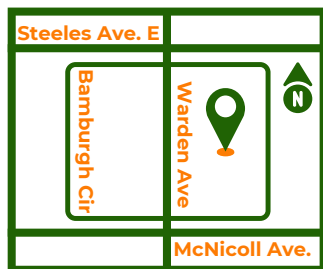
THANK YOU FOR YOUR SUPPORT

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

FUNDING SOURCES

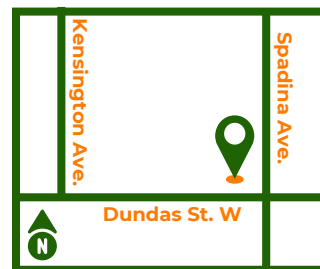
- Immigration, Refugees and Citizenship Canada
- Employment and Social Development Canada
- Department of Canadian Heritage
- Ontario Ministry of Children, Community and Social Services
- Ontario Trillium Foundation
- City of Toronto
- United Way Greater Toronto
- EarlyON Child and Family Centres (through College-Montrose Children's Place)
- Corporate Sponsorships and Private Donations

TCCSA LOCATIONS



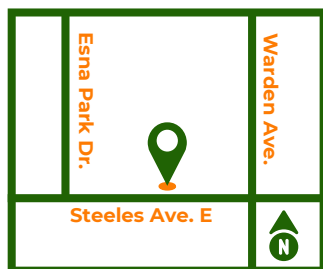
York Centre

Metro Square
Unit 213A, 3636 Steeles Avenue East,
Markham L3R 1K9
Phone: (905) 948-1671
Fax: (905) 948-9997



Scarborough Centre

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



Toronto Centre

Unit 206, 302 Spadina Avenue,
Toronto M5T 3Y1
Phone: (416) 977-4026
Fax: (416) 351-0510



Peel Centre

Unit 2, 720 Burnhamthorpe Road W.,
Mississauga L5C 3G1
Phone: (905) 615-9500
Fax: (905) 615-0622



Visit our website: tccsa.on.ca



Subscribe to our monthly newsletter



Like us on facebook: tccsa.on.ca



Follow us on Instagram: tccsa.ontario



Connect with us on LinkedIn



Find us on YouTube

