



TCCSA

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The Cross-Cultural
Community Services
Association

TCCSA Annual Report

2020 – 2021

Message from the President and Executive Director



“Adaptation, Resilience, Success, and Better Future”

Due to the extensive COVID-19 pandemic-related challenges and barriers, TCCSA’s service environment has been changed drastically. TCCSA has remained agile and resilient to fulfil our commitment to support the diversified communities and special groups. With the support from the communities and our funding partners, we are able to capitalize on our limited resources to explore new programs and ways of service delivery to support the high-need groups of different backgrounds – the seniors, vulnerable women and youths, the low-incomes, newcomers looking for jobs, and people suffering from deteriorating mental wellbeing because of forced isolation at home for months.

To make our service accessible to most of the people, TCCSA has moved most of our services to the online service delivery platform with substantial investments in new technologies of service delivery. With safety procedures in place, we continue our in-person support services for those in need. Starting from April 2020, TCCSA has initiated the Community Connections Program which allows newcomers to socialize, building supportive networks, share information and gain skills and knowledge through networking activities, conversation cafes, youth leadership training.

Amongst the many challenges people have to encounter during the pandemic, some of the major challenges are the isolated seniors who have limited language ability, lack of mobility and weak social network to access services and homebound women facing considerable difficulties due to the stress and lack of support when dealing with children who are staying home for online learning. In response, we have dedicated a team of staff to provide 360° support to newcomers with unique barriers including seniors and homebound women.

TCCSA has delivered a variety of relief programs to the less resourceful groups with immediate needs, these programs include “The Healthy Food Basket of Connection” and “We Care – Beyond the Wall”. In total, we have delivered 1128 food baskets of fresh produce and 1,794 pre-cooked frozen meals to the eligible lower-income seniors and those having any underlying medical conditions.

We have to express our deepest gratitude to the following parties for their supports offered to TCCSA during the past 12 months.

To the staff of TCCSA: some of whom we have not seen in person for over a year now and all of whom we miss, thank you for your commitment, your passion, your resilience, and your willingness to try new things. Thank you for finding creative ways to adapt, connect, and collaborate to make virtual services work, and make them work well in the future.

To the Board of Directors: thank you for your generosity of time, effort, and resources. Thank you for providing the support to TCCSA’s staff needs as we navigate the pandemic.

To our funding partners, stakeholders, volunteers, and community partners: thank you for having worked tirelessly and collaboratively through the COVID-19 pandemic and also contributing to a great year at TCCSA to serve the community together.

With your continuing supports, TCCSA is prepared to enhance our service to the communities in the coming “post-pandemic new normal”. We are also dedicating our efforts to explore new partnerships and programs for the benefits of the growing numbers of the very diversified communities.

Nelson Cheng
President

Janice Tsoi
Executive Director

Settlement Services



To Target Client-Centered and Diversified Services

TCCSA's settlement services support newcomers and refugees to integrate in the Canadian society through delivery a variety of services including one-on-one counselling after individual needs assessment, group session and community connections services.

The fiscal year 2020-2021 was a challenging year for all sorts of service providing sectors and settlement sector was no different. Our clients were used to drop by the office to book appointments and came in for one-on-one counselling in-person. With the lock down and stay-at-home order we adjusted to provide one-on-one services and group sessions remotely through telephone, WhatsApp, Zoom, email and other online platforms.

We received new funding from IRCC to conduct Community Connection Group Activities. Considering the lock down situation, our clients were isolated at home. To improve our clients' physical and emotional wellbeing, TCCSA started the Ageless Club to allow clients connect with each other regularly.

The clients who were hesitant to receive online services in the beginning were showing confidence in our staff and the excellent services we provide. Moving forward, we are looking to keep the current pace of service delivery using both in-person and online platforms.

We are proud to report that we have served 8,839 clients through one-on-one counselling and conducted 407 group sessions during 2020 – 2021.

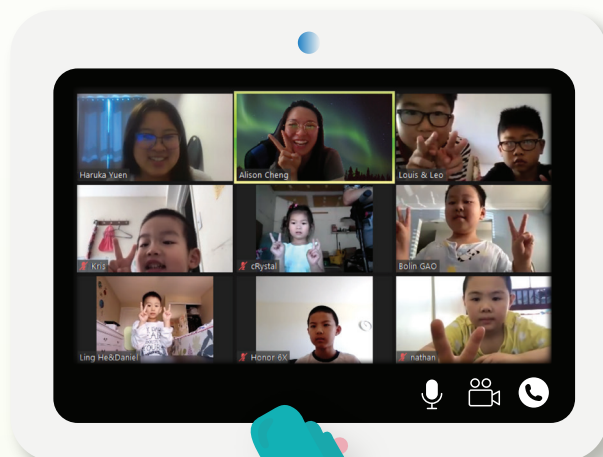
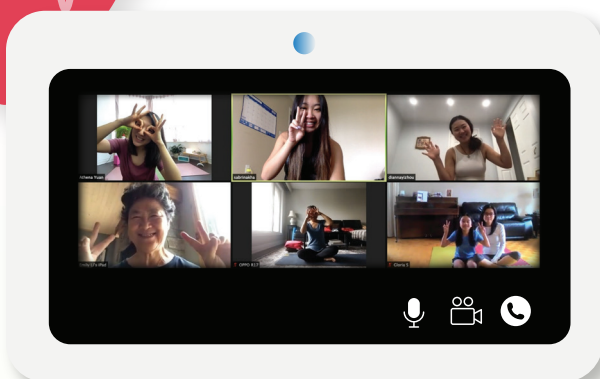
Quotes from our clients:

"TCCSA services are accountable, reliable and resourceful. This valuable service that I have never had before."

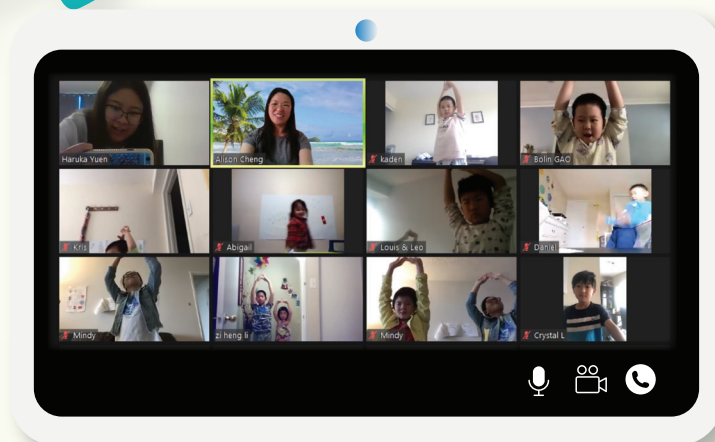
"I'm lucky to have your help, otherwise I don't know what to do, I didn't realize my work injury was so serious. Thank you so much!"

"I attended the "Ontario Health Benefits" webinar in Mandarin presented by Sue Chan, it's very good and I have gained a lot. Such webinar can help the Chinese community, especially seniors. Thank you for your contribution, thank you very much."

Settlement Services



Settlement Programs offered
for newcomers



Language and Skills Training



Language Instruction for Newcomers to Canada

TCCSA LINC Program offers English language training to eligible clients to strengthen their ability to communicate in English and becoming familiar with various aspects of life in Canada. During the 2020–2021 fiscal year, it's our most challenging year by far due to the pandemic. Despite of many difficulties for our teaching staff and students encountered, our LINC and CNC programs were successfully transitioned to online delivery format and have helped many young newcomer children and over 900 LINC learners at levels ranging from Literacy to CLB 6 amongst our 32 classes in our 4 locations across Toronto, the Region of Peel and York Region. As a result of the resilience of our staff members, instructors, and learners during the transition, we have overcome all aspect of the challenges and have successfully helped about one-third of our learners completing at least one level.

During pandemic, our priorities were to deliver flexible language instruction, online/offline, responses to our online learners and offer them high-quality virtual classes through various secure video platforms or popular instant message applications to enhance our program and address the barriers and challenges preventing newcomers from learning English. Strengthened by our success in overcoming difficulties during the pandemic, our resilience provided us with the confidence needed to overcome any difficulties in the future. Our plan for the upcoming year is to enhance our current online format by making the classes more interactive, and the tools and software that we are using are easily accessible for all of our students.

Quotes:

Mehranz, LINC instructor

"This year has been a challenging one. Without the ability to embrace changes forced by COVID-19 and rapidly adapting to online teaching and without collaboration and supporting each other we couldn't have celebrated our success today. I am glad we made it."

LINC Level 1 student

"Thank you to our teacher for making the classes easy for us to understand with great videos."

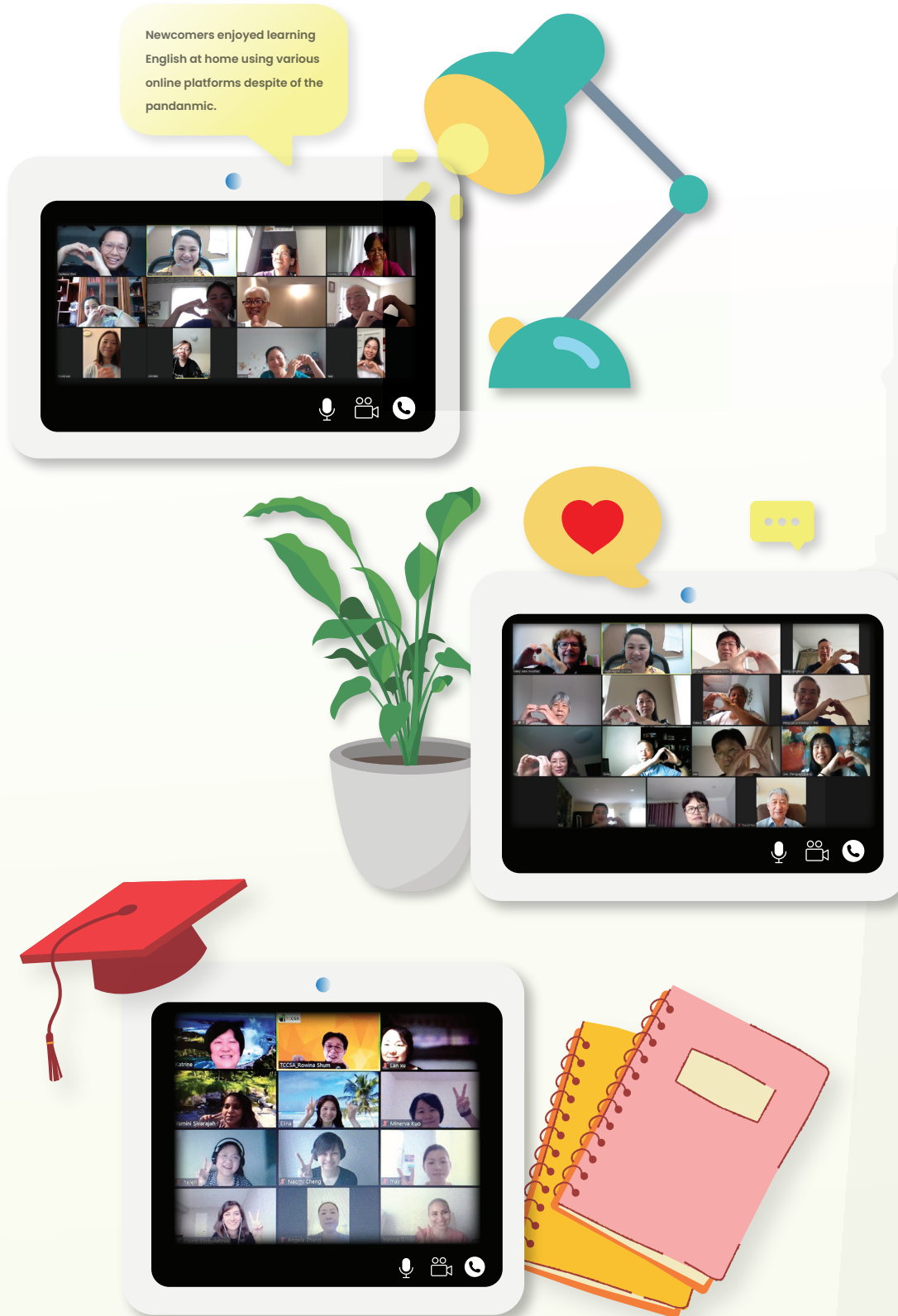
LINC Level 2 student

"Thank you to TCCSA teachers for making this year effortless for us to learn English from home."

Language and Skills Training



Newcomers enjoyed learning English at home using various online platforms despite of the pandemic.



Community Services



The past year has been a challenging year for the community due to the COVID-19 pandemic. However, with the dedication and hard work of our staff and volunteers, TCCSA's Community Services were able to adapt to the environment and continued supporting our clients. To ensure the health and safety of our staff and clients, our services have shifted from in-person service delivery to using online virtual platforms. Our online EarlyON programs, Chinese school, tutoring classes, support groups, and English Conversation classes not only continued to provide quality activities during the pandemic, but we were able to reach out to many new clients who were otherwise unable to attend our programs due to travel restrictions. In the coming year, we look forward to returning to more in-person services gradually.

Lockdowns and school closures during the pandemic were particularly challenging for young students and their families. Fortunately, we were able to successfully modify our Saturday Chinese School curriculum and our Online Chinese School and Tutoring classes continued to thrive with over 55 students and 95% attendance rate. Over 1000 visits were made by young parents and their children to the Ontario Early Years (EarlyON) program and receiving free story books from book bank.

Parent's Feedback:

"The teachers did a great job! My child loves to go to Chinese school every week. There is no impact to her interest of learning the language due to pandemic. Thank you so much."



Activity Highlights



Online Summer Program was designed for Newcomer Moms and Children Ages 5-8 Years Old



Today I received the fresh grocery bags and winter delight bag from TCCSA. Really appreciate all the hard work and effort your team provided. No words can describe how grateful and meaningful this project is and the positive effects it left in our hearts.

From TCCSA client



We Care Beyond The Wall Program

Auditor's Report



THE CROSS-CULTURAL COMMUNITY SERVICES ASSOCIATION Statement of Financial Position As at March 31, 2021

| | 2021 | 2020 |
|--|---------------------|---------------------|
| ASSETS | | |
| CURRENT ASSETS | | |
| Cash and cash equivalents (note 3) | \$ 635,840 | \$ 479,461 |
| Accounts receivable | - | 13,413 |
| Contributions receivable | 148,331 | 264,934 |
| Government remittances recoverable | 56,983 | 51,995 |
| Prepaid expenses | 156,469 | 147,827 |
| | 997,623 | 957,630 |
| CAPITAL ASSETS (note 4) | 169,912 | 141,688 |
| | \$ 1,167,535 | \$ 1,099,318 |
| LIABILITIES | | |
| CURRENT LIABILITIES | | |
| Accounts payable and accrued liabilities | \$ 101,369 | \$ 89,054 |
| Deferred contributions (note 6) | 239,112 | 220,606 |
| | 340,481 | 309,660 |
| NET ASSETS | | |
| Unrestricted | 827,054 | 789,658 |
| | \$ 1,167,535 | \$ 1,099,318 |

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, 2021

| | 2021 | 2020 |
|---|--------------|--------------|
| REVENUE | | |
| Government funding and other contributions: | | |
| Immigration, Refugees and Citizenship Canada | \$ 3,854,654 | \$ 3,838,879 |
| United Way | 92,327 | - |
| Provincial Funding | 152,318 | 143,552 |
| Other Federal Funding | 40,232 | 84,253 |
| City of Toronto | 28,995 | 28,405 |
| Purchase of Services | 60,762 | 32,948 |
| Ontario Trillium Foundation | 20,003 | 51,498 |
| Other Income | 13,162 | - |
| Amortization of deferred contributions | 102,499 | 73,246 |
| | 4,364,952 | 4,252,781 |
| General contributions and fundraising activities: | | |
| Fundraising and donations | 13,248 | 22,625 |
| Program delivery - other | 19,147 | 40,937 |
| Membership fees | 2,260 | 3,701 |
| | 34,655 | 67,263 |
| | 4,399,607 | 4,320,044 |
| EXPENSES | | |
| Salaries and wages | 3,092,448 | 3,044,656 |
| Rental (note 7) | 810,173 | 793,274 |
| Program delivery - other | 162,032 | 115,736 |
| Travel expenses | 1,610 | 91,029 |
| Office expenses | 126,100 | 61,857 |
| Telecommunications and utilities | 45,120 | 52,884 |
| Advertising and promotion | 11,529 | 13,981 |
| Professional fees | 4,533 | 45,993 |
| Bad debt | 5,608 | 8,000 |
| Amortization of capital assets | 103,058 | 73,654 |
| | 4,362,211 | 4,301,064 |
| EXCESS OF REVENUE OVER EXPENSES | 37,396 | 18,980 |
| Net assets, beginning of year | 789,658 | 770,678 |
| NET ASSETS, END OF YEAR | \$ 827,054 | \$ 789,658 |

Prepared by:

WINNIE WONG
CPA Professional Corporation

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

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



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



Henry Chui
Director



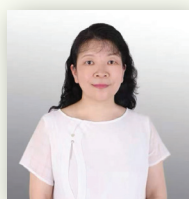
Allan Fok
Director



Kelvin (Yiu Sing) Ko
Director



Jeff Leung
Director



Jenny Li
Director

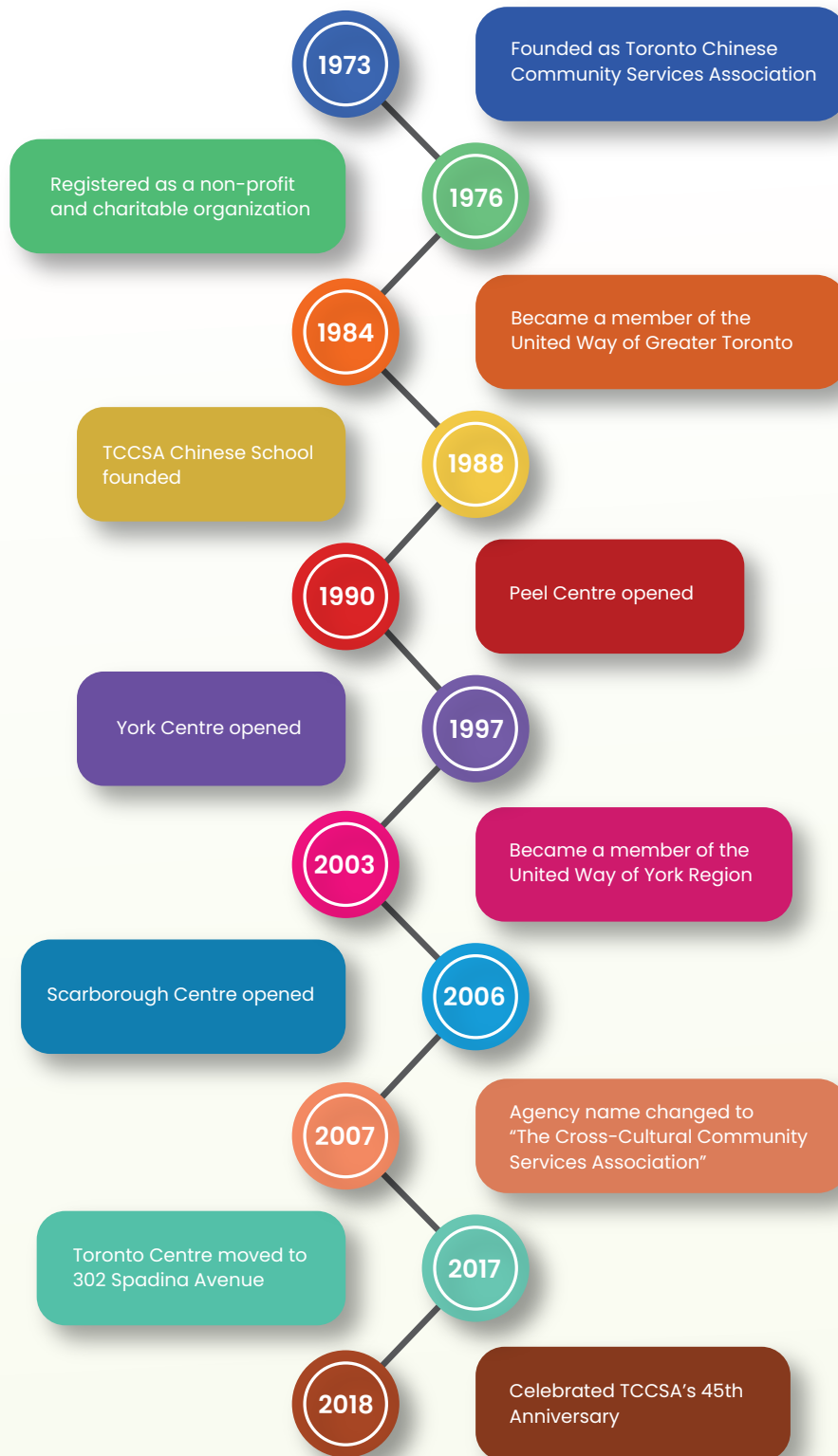


Kenny Tsui
Director

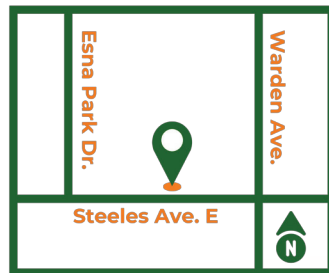


Dr. Yingya Wu
Director

Our Agency's History

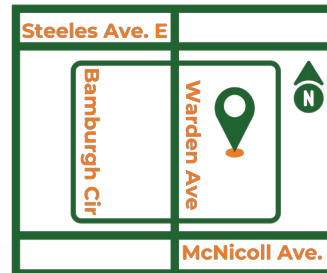


Our Locations



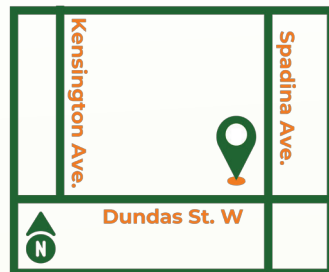
York Centre

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



Scarborough Centre

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



Toronto Centre

302 Spadina Avenue, Unit 206
Toronto, Ontario, M5T 2E7
Telephone: (416) 977-4026
Fax: (416) 351-0510



Peel Centre

720 Burnhamthorpe Road West, Unit 2
Mississauga, Ontario, L5C 3G1
Telephone: (905) 615-9500
Fax: (905) 615-0622



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