

ANNUAL REPORT 2024-25



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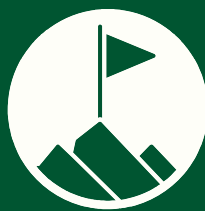
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MISSION & VISION



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

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



Creativity



Innovate for problem solving & continuous improvement

Respect



Ensure everyone is heard, valued and treated fairly

Accountability



Pursue excellence and conduct business in a responsible and effective manner

OURS VALUES

Collaboration



Foster mutual respect, fairness & synergistic collaboration

Inclusivity



Appreciate diversity and foster a sense of belonging

BOARD OF DIRECTORS (2024 - 2025)

President

Kei Leung

1st Vice President

Jennifer Shen

2nd Vice President

Matthew Chow

3rd Vice President

Henry Chui

Secretary

Kelvin Ko

Treasurer

Nick Cai

DIRECTORS

Andy Chan

Gary Chan

Winson Chan

Michelle Chen

Andy Cheung

Allan Fok

Aaron Lee

Jeff Leung

Jenny Li



Message from Our President & Executive Director

Diversity in Action: Expanding Reach, Deepening Impact

It is our great pleasure to present TCCSA's Annual Report for 2024–2025. This year's theme, "Diversity in Action: Expanding Reach, Deepening Impact," reflects our commitment to creating an inclusive and welcoming community where newcomers can thrive.

Building on the momentum of 2023–2024, and with over \$6 million in secured funding, we continued to expand and diversify our services. A defining highlight of this year was TCCSA's first-ever Citizenship Ceremony, where 38 newcomers proudly took their Oath of Citizenship. This historic milestone marked a new chapter for our organization and reflected the important role TCCSA plays in helping newcomers realize their dreams of belonging and contributing to Canadian society.

This year also brought new opportunities to innovate and grow. With the support of the Ontario Trillium Foundation's Seed Grant, we launched a new initiative in January 2025 to promote social inclusion and well-being for East and South Asian immigrants through cultural competency training and the arts. We also successfully wrapped up the 2020–2025 IRCC funding cycle, which enabled us to expand programs in settlement, language training, youth, families, women, wellness, and community engagement—laying the foundation for the next phase of core services. In addition, we are thrilled to have secured renewed funding for the Youth Reflect & Retool Project, which will empower young people with the skills, confidence, and employment opportunities they need to succeed over the next three and a half years.





Message from Our President & Executive Director

These milestones are the result of the resilience, creativity, and passion that drive TCCSA forward, as well as the trust placed in us by our community and funders.

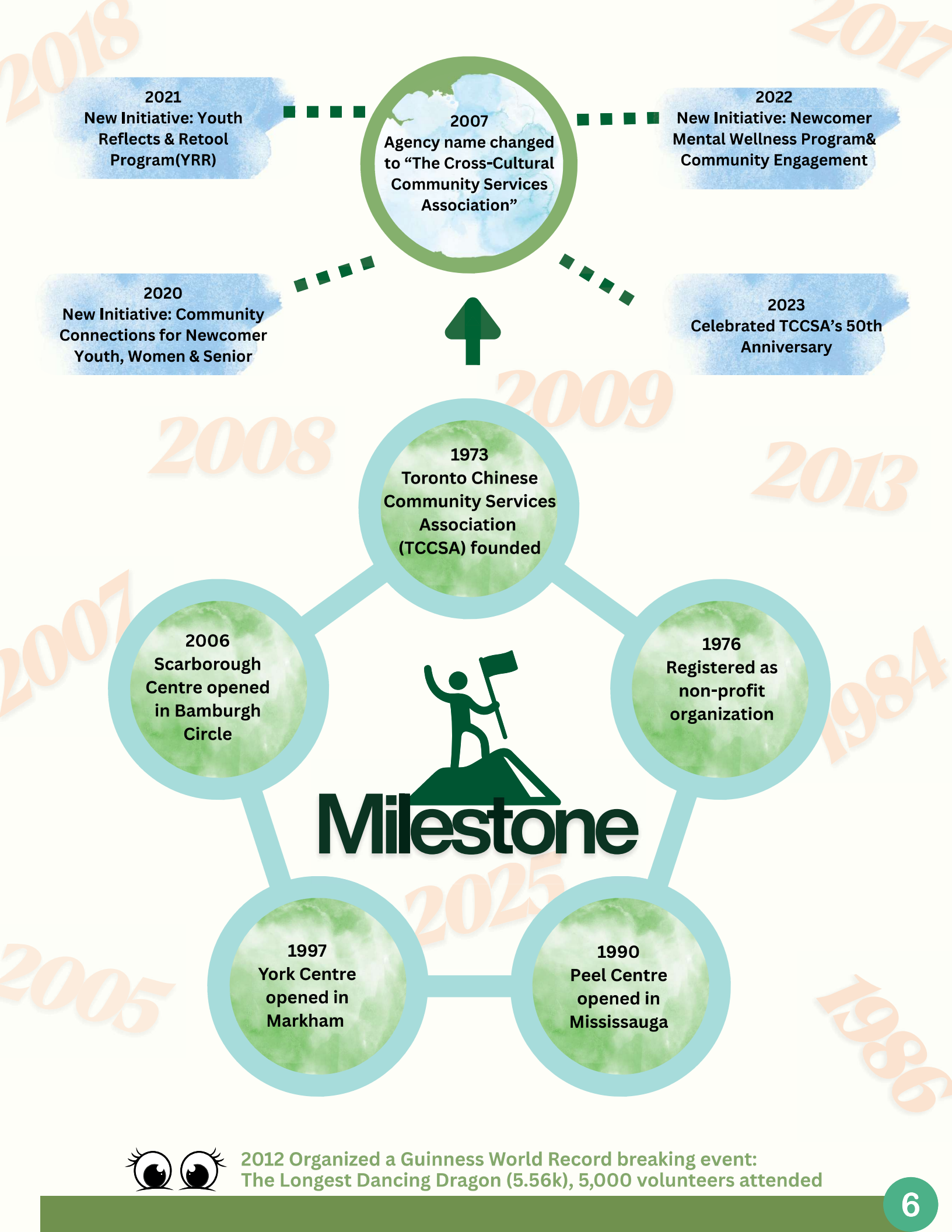
As we look ahead to 2025–2026, TCCSA remains committed to building on these successes, strengthening partnerships, and exploring new ways to support newcomers in achieving their goals. With heartfelt gratitude, we thank our staff, funders, community partners, Board of Directors, and volunteers for their unwavering commitment, support, and collaboration in making our work possible and meaningful.

Together, we are demonstrating the power of diversity in action—making a lasting impact today and shaping a stronger, more inclusive future for generations to come. Thank you for being an integral part of the TCCSA family.

Warmest regards,

Kei Leung, President and
Janice Tsoi, Executive Director
The Cross-Cultural Community Services Association
(TCCSA)





2012 Organized a Guinness World Record breaking event:
The Longest Dancing Dragon (5.56k), 5,000 volunteers attended



Settlement Services

From April 2024 to March 2025, TCCSA's Peel, York, Scarborough and Toronto Centres brought this year's theme to life through inclusive, culturally responsive, and community-focused settlement services. Together, we expanded access for underserved populations, fostered safe and welcoming spaces, and strengthened newcomer engagement across all regions.

At the Peel Centre, we welcomed clients from East Asia, South Asia, Eastern Europe, and the Middle East, reflecting the region's growing diversity. We strengthened outreach through multilingual promotion and collaboration with cultural organizations, ensuring programs and services were accessible in Cantonese, Mandarin, English, Ukrainian, and other languages. Activities such as multicultural celebrations, storytelling circles, and culturally themed wellness workshops provided participants with opportunities to share traditions and building community connections. As one participant shared, "Joining the multicultural women's group gave me back my sense of purpose and connection."

At the Scarborough and Toronto Centres, we strengthened our community presence through proactive outreach and meaningful partnerships with Toronto Public Library branches and local leaders. More than 15 group workshops engaged youth, seniors, and families, while participation in community events introduced our services to hundreds of new clients. Our Ageless Club grew to over 400 older adults, providing wellness, arts, and digital literacy programs. As one senior expressed, "Because of you, we no longer feel lonely."





The York Centre prioritized support for CUAET holders and newcomers in remote areas, delivering over 400 customized services and 180 virtual sessions to bridge information gaps. Partnerships with local schools enabled the delivery of 66 leadership and homework support sessions. Innovative programs, including the Student-Driven Minecraft Creativity initiative and Haircut Training, promoted practical skills, creativity, and community contribution. As one client shared, “Their help with my diploma evaluation was essential for my future in Canada.”



Across all centres, free tax clinics supported over 100 low-income newcomers, while LINC learners benefited from sessions that combined language instruction with essential settlement knowledge. Together, we remain committed to removing barriers and empowering newcomers to thrive in their communities and beyond.



Free Tax Clinics

Haircut Training

Homework Support
Sessions

CUAET Support
Group

MORE





Youth Employment Services

In October 2024, TCCSA proudly relaunched its Youth Reflect and Retool (YRR) program funded by Government of Canada's Youth Employment and Skills Strategy (YESS). Building on the success of our first round (2021–2024), the new phase continues to support youth aged 15 to 30, including newcomers and youth facing multiple barriers to employment such as limited Canadian experience, interrupted education, and systemic barriers.

The YRR program delivers personalized and culturally responsive employment support, including one-on-one coaching, job readiness workshops, and subsidized work placements with inclusive employers. By recognizing the diverse experiences and goals of participants, the program reflects TCCSA's mission to promote equity and inclusion through action.

In line with TCCSA's ongoing commitment to diversity, equity, and inclusion, YRR is extending its reach to underserved youth, including those from racialized communities, youth with disabilities, and young people navigating social or economic challenges. By meeting youth where they are and building on their strengths, the program is creating pathways to long-term employment and community engagement.

YESS exemplifies how a targeted youth employment initiative can drive systemic change and contribute to a more inclusive labour market. Through strategic partnerships and participant-centred services, the program is helping young people not only access jobs—but also see themselves as active contributors to a stronger, more connected Canada.

Since relaunching in late 2024, the program has:

Registered over **30 youth** within six month

Facilitated over **20 successful placements** in areas such as retail, administration, customer service, and digital technology

Reach out to over **75 employers** across various sectors





Language and Skills Training

In 2024–2025, we proactively addressed the evolving needs of newcomers, ensuring that our LINC (Language Instruction for Newcomers to Canada) programs continue to expand their reach and deepen their impact within the community.

Our classes became powerful catalysts for empowerment, integration, and belonging—helping newcomers not only learn the language, but also gain the confidence, skills, and settlement knowledge needed to thrive. Every participant was met with inclusive teaching, personalized support, and a clear pathway to success in Canada.

During the fiscal year, our 32 full-time and part-time classes served 1,272 clients, with 474 progressing to the next level in their language learning journey. Many also transitioned into employment or pursued post-secondary education after completing LINC, reflecting the program's role in opening doors to new opportunities.



Served
1,272 clients

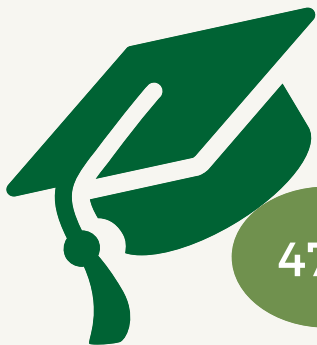


We organized a range of community-based activities designed to support language acquisition while promoting cultural exchange and mutual respect. These included cultural storytelling sessions and community celebrations that brought people together in meaningful ways. Such initiatives fostered a strong sense of belonging and gave participants opportunities to apply their language skills in real-world contexts, all while learning to navigate cultural differences with empathy and understanding.



We also strengthened partnerships with stakeholders to expand the reach and impact of our programs. Collaborations with Language Assessment Centres ensured newcomers experienced a smooth referral process, enabling them to begin their language learning journey without delay.

By embracing diversity as a core value, we remain steadfast in our commitment to reaching underserved groups and delivering responsive, culturally relevant programming. Throughout the year, our programs have not only expanded in reach but deepened in impact—creating spaces where newcomers feel seen, respected, and empowered, and are better positioned to thrive both within our classrooms and beyond.



474 clients progressing



Community Engagement

In 2024–2025, our Community Engagement Team embodied TCCSA’s mission by transforming “diversity” into action through volunteering and community-driven initiatives. Over 100 dedicated volunteers contributed more than 3,000 service hours, engaging over 1,000 community members at events and welcoming more than 500 participants in weekly training and workshops.

One highlight was Mission: Youth Connection, funded by the Government of Canada, which brought together newcomer and immigrant youth from diverse backgrounds through workshops, field trips, and peer-led discussions. Participants forged friendships across cultures, practised English in real-life settings, and many proudly stepped into leadership roles as outreach volunteers at multicultural events such as the Uptown Asian Festival—putting “diversity in action” into practice.

Our Crochet Volunteers program offered newcomer and immigrant women a safe, inclusive space to connect, share settlement stories, and use their creative skills to raise funds for community services. Each handmade item stood as a testament to the resilience and talents newcomers bring to Canada.

Through the Boardgame Volunteers initiative, youth and young professionals turned a shared hobby into community service. Volunteers facilitated game days that bridged cultures, introduced traditional games like Carrom, and welcomed over 100 attendees across three multicultural gatherings.

Get Engaged in Arts!, supported by the Ontario Trillium Foundation, connected young professionals through local art gallery visits, sparking conversations about identity, belonging, and transition. These experiences inspired many to join our volunteer network, further expanding our community of diverse voices and perspectives.

**3,000 Hours of
community service**

**100 Dedicated
volunteers registered**

**500 Participants in weekly
training & workshops**

**1,000 Community
members engaged**



At TCCSA, volunteering is more than service—it is where diversity transforms into connection, learning, and collective impact. By sharing their skills, cultures, and stories, our volunteers demonstrated every day that diversity is not only celebrated but activated—building stronger, more connected communities together.



Community Services

In 2024–2025, our community development efforts continued to grow through expanded outreach and strengthened partnerships that connected us more deeply with our neighbourhood. Highlights included our involvement with the Toronto Book Bank, the Library Outreach Booth Event, and participation in the Kids Up Front Program, which provided families with opportunities to visit local museums and cultural sites.

Our language programs remained a lifeline for newcomers and vulnerable groups, helping participants overcome communication barriers and navigate technology challenges. These classes created safe spaces for learning, connection, and community building—empowering participants to engage more fully in Canadian society.

Our EarlyON Child and Family Services experienced a surge in demand, with many new clients who joined through word-of-mouth referrals. This program supports young children in integrating into the Canadian school system while helping newcomer parents navigate new routines.

We also piloted a six-month Spanish enrichment class, attracting families interested in multilingualism or frequent travel. Many participants shared that learning Spanish alongside English boosted their confidence in cross-cultural communication and broadened their global perspectives.



EarlyON Child &
Family Services

Saturday Programs

Kids Up Front
Program



We are grateful for the support of Toronto Public Health, which delivers monthly workshops, and the City of Toronto, which provided online mental health training for parents and staff. These resources have helped families address parenting challenges and strengthen family relationships. As one parent shared, “I didn’t know my children’s rebellious behaviour was their way of getting our attention; I now know how to respond.” Another participant noted, “The Spanish class helped me travel in South America. Now, I feel more confident communicating with people from different backgrounds.”

Our Saturday programs continue to offer cultural and academic enrichment through Chinese cultural education, French classes, and math tutoring, giving families additional tools to thrive and stay connected within our diverse community.





Financial Report



THE CROSS-CULTURAL COMMUNITY SERVICES ASSOCIATION Statement of Operations and Changes in Net Assets For the year ended March 31, 2025

	2025	2024
REVENUE		
Government funding and other contributions:		
Immigration, Refugees and Citizenship Canada	\$ 5,562,791	\$ 5,122,425
Provincial Funding	149,860	149,860
Other Federal Funding	186,815	638,682
City of Toronto	33,242	31,902
Purchase of services	42,848	61,661
Ontario Trillium Foundation	52,053	60,287
Other Income	136	2,869
Amortization of deferred contributions	112,552	98,957
	6,140,297	6,166,643
General contributions and fundraising activities:		
Fundraising and donations	60,589	113,755
Program delivery - other	13,312	8,592
Membership fees	1,420	1,606
	75,321	123,953
	6,215,618	6,290,596
EXPENSES		
Salaries and wages	4,637,559	4,406,551
Rental (note 7)	911,411	873,263
Program delivery- other	106,207	372,475
Travel expenses	119,342	75,192
Office expenses	200,430	310,149
Telecommunications and utilities	62,460	56,310
Advertising and promotion	17,904	10,088
Professional fees	33,419	24,102
Amortization of capital assets	115,211	109,317
	6,203,943	6,237,447
EXCESS OF REVENUE OVER EXPENSES	11,675	53,149
Net assets, beginning of year	1,028,585	975,436
NET ASSETS, END OF YEAR	\$ 1,040,260	\$ 1,028,585



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.

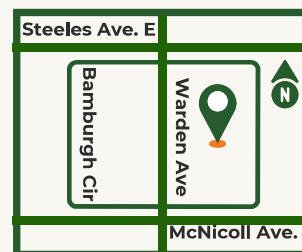
Funding Sources

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

Location



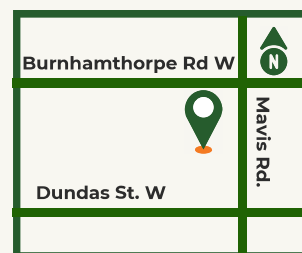
York Centre
Unit 213A,
3636 Steeles Ave. E.,
Markham, L3R 1K9
Tel: (905) 948-1671



Scarborough Centre
Unit A107,
325 Bamburgh Cir.,
Toronto, M1W 3Y1
Tel: (416) 502-9500



Toronto Centre
4th Floor,
247 Spadina Av.,
Toronto, M5T 3A8
Tel: (416) 977-4026



Peel Centre
Unit 2,
720 Burnhamthorpe Rd W.,
Mississauga, L5C 3G1
Tel: (905) 615-9500



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