



TCCSA

多
華
會

The Cross-Cultural
Community Services
Association

2024TCCSA ANNUAL REPORT



TABLE OF CONTENT

03 Mission & Vision &
Board of Directors

04 Message from our President
& Executive Director

06 Milestones

07 “Time Machine”

09 Our services



16 Stories from our Staff

17 Our impact

18 Financial Report & Funding
Sources

20 Our Location



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.



Respect
Ensure everyone is heard, valued and treated fairly

Creativity



Innovate for problem solving & continuous improvement

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

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

Winson Chan

David Chau

Michelle Chen

Andy Cheung

Allan Fok

Aaron Lee

Jeff Leung

Jenny Li

Message from Our President & Executive Director

"Embracing Multiculturalism: Strengthening Communities Through Diversity"



*A*s we reflect on the 2023-2024 fiscal year, we are proud of the continued growth and success of TCCSA. This year has been marked by significant achievements, including securing funding for crucial programs, celebrating our 50th anniversary, and enhancing our outreach efforts to build stronger, more inclusive communities.

TCCSA's 50th Anniversary Charity Concert

In September 2023, we proudly celebrated our 50th anniversary with a successful Charity Concert featuring two celebrity performers. The event brought together our community and received outstanding feedback from participants. It also served as a powerful outreach initiative, helping us further connect with the broader community. A dedicated team of staff members and volunteers played an exceptional role in making the event a success. Additionally, the concert's fundraising efforts went smoothly, contributing to our ongoing sustainability and community engagement.

Securing Funding for Growth

TCCSA has worked diligently to secure the financial resources necessary to sustain and expand our services. For the fiscal year 2023-2024, our confirmed revenue, including multiple funding sources, exceeds \$6 million. These vital resources allow us to continue developing and delivering critical programs that address the diverse needs of the communities we serve, empowering individuals and fostering cross-cultural understanding.

Youth Reflect & Retool Project

Funded by Employment and Social Development Canada under the Youth Employment and Skills Strategy (YESS), this project spanned over 2.5 years, concluding successfully in March 2024. We exceeded our goals by serving 175 participants, with 125 securing employment, surpassing our original objectives. Another new round of the program will be launched in the 4th quarter of 2024.

Strengthening Community Engagement and Volunteer Management

In 2023, TCCSA made significant progress in expanding our volunteer management capabilities through the support of two funding sources. With funding from the Canadian Red Cross's Community Services Recovery Fund, we launched the Community Volunteer Engagement and Mobilization Project, aimed at developing a strong volunteer management system to recruit, train, and deploy volunteers across the Greater Toronto Area. This initiative plays a critical role in meeting the evolving social service demands of the post-pandemic landscape while promoting greater community involvement and multiculturalism.

Additionally, support from the Ontario Trillium Foundation's Resilient Communities Fund enabled TCCSA to further enhance our volunteer management framework, ensuring the continued efficient and sustainable delivery of services to a diverse population. Together, these efforts empower TCCSA to adapt to emerging needs and strengthen our commitment to building a more inclusive and resilient community.

Message from Our President & Executive Director

"Youth Empowerment Against Racism" Project

Supported by the Department of Canadian Heritage's Multiculturalism Program, this project empowers racialized youth to develop a deeper understanding of Canada's cultural diversity. It equips them with the tools to address racism and discrimination, contributing to a more inclusive and equitable society. This initiative aligns with our mission to celebrate diversity while confronting challenges that threaten social harmony.

Expanded Services in York Region

Thanks to additional support from Immigration, Refugees and Citizenship Canada (IRCC), we expanded our services in York Region by creating three new staff positions. These roles focus on better supporting newcomer youth, families, and women, while enhancing the management of our Settlement Team in the region. This growth strengthens our ability to respond to the evolving needs of newcomers in the area.

Strengthening Community Partnerships

Our success is also rooted in the partnerships we have nurtured. We have forged meaningful collaborations with the Carefirst Seniors & Community Services Association, the Chinese Cultural Centre of Greater Toronto, various schools in York Region, Vaughan Public Libraries, and the Aaniin Community Centre, etc. These partnerships have enabled us to expand our reach, pool resources, and provide comprehensive services that foster inclusion, cultural understanding, and community resilience. Gratitude and Appreciation

The achievements of the past year are a testament to the hard work, dedication, and collaboration of our staff, volunteers, board members, funding and community partners. We are deeply grateful for your unwavering support. Together, we have built bridges across cultures, empowered individuals, and strengthened our communities to create a more diverse and inclusive future.

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)



MILESTONES

1973

Founded as the "Toronto Chinese Community Services Association"



1973

1976

Registered as a Non-profit & Charitable Organization

1976

1997

1990



1990

Opened Peel Centre in Mississauga

1997

Opened York Centre in Markham

2007

Changed Agency Named to "The Cross-Cultural Community Services Association"

2020

New Initiative: Community Connections for Newcomer Youth, Women & Seniors

2021

2021

New Initiative: Youth Reflects & Retool Program(YRR)

2022

2022

New Initiative: Newcomer Mental Wellness Program & Community Engagement

2023

2023

Celebrated TCCSA's 50th Anniversary

2024



“Time Machine

The “Time Machine” Charity Concert, held on **September 9, 2023**, was a landmark event celebrating TCCSA’s 50th Anniversary. This remarkable evening featured the extraordinary talents of Terence SiuFay and J.Arie, renowned singers from Hong Kong, who captivated the audience with their enchanting performances.

The concert was more than just a musical event; it was a celebration of five decades of TCCSA's dedication and service to the community. As we reflected on our journey, the event provided an opportunity to honor the countless contributions of our supporters and the impact of our services over the years.



Time Machine



The TCCSA Charity Concert”

In addition to the musical highlights, the concert also showcased the diverse range of services TCCSA offers, emphasizing our commitment to fostering community and cultural understanding. The event was a testament to the enduring support from our community and partners, reflecting the values and spirit that have guided TCCSA through its half-century of service.



Grateful for Your Support”

As we celebrated this milestone, the concert reinforced our gratitude for the ongoing support and enthusiasm from our community. We look forward to continuing our journey and making a positive impact in the years to come. Thank you to everyone who joined us in commemorating this special occasion.



An Evening of Unity”

The "Time Machine" Charity Concert was a shining example of our community's strength and unity. It was wonderful to see so many come together to celebrate TCCSA's 50 years and support our mission. The evening highlighted our achievements and reaffirmed our commitment to positive change and community support. Your support makes all the difference, and we look forward to the many milestones ahead.



SETTLEMENT SERVICES

Our settlement team provides a comprehensive range of services to help newcomers transition smoothly to life in Canada. We offer personalized support through Needs Assessment. Our goal is to create individualized settlement plans that address each newcomer's unique needs, ensuring they receive the tailored assistance required for a successful integration into Canadian society.

In addition to one-on-one support, we foster community connections through various group sessions and workshops. We organize Information and Orientation Group Sessions and Community Connections Group Sessions, which benefit participants by providing valuable opportunities for learning and engagement. Our programs include English Conversation Circles, Arts and Crafts, Networking Events, Youth Leadership Initiatives, Summer Camps, Homework Clubs, Digital Literacy Workshops, and Outdoor Excursions. These activities are designed to help newcomers build relationships, gain essential skills, and feel connected to their new community.

Client's Feedback

“

"I am very happy with the help I got from the settlement services team. When I came to Canada, I did not know where to start, but they were very kind and patient with me. They helped me with finding a job, learning about schools for my children, and even with my English. Now, I feel more comfortable and ready to live in this new country. Thank you for making my life easier and for your support."

-S.V.

Settlement Service Client

CLIENTS SERVED
IN 1-ON-1
SERVICES



4081

I & O
APPOINTMENT



10,263

INFORMATION &
REFERRAL
WORKSHOPS

198



COMMUNITY
CONNECTIONS
SESSIONS



438

CLIENTS
BENEFITING FROM
GROUP SESSIONS



10,310



LANGUAGE & SKILLS TRAINING

Our Language Instruction for Newcomers to Canada (LINC) program has been essential in helping newcomers improve their English language skills while gaining cultural knowledge and social connections for successful integration into Canadian society. Offering flexible services at our four locations, including in-person and online classes, the LINC program caters to diverse learners from countries such as China, Ukraine, Afghanistan, Syria, and Taiwan. Our instructors utilized modern technology to enhance learning, ensuring that students improved their language skills in a welcoming environment.

To further support our students, we provided the Care for Newcomer Children (CNC) program, allowing parents to attend classes while their children were cared for on-site.



1,245
LEARNERS PARTICIPATED
IN LINC



ONLINE AND IN-PERSON
CLASSES



32



LEARNERS
WHO HAVE
PROGRESSED

304

“

“The course covers essential knowledge and skills in, e.g., “networking events,” “small talk,” “Linkedin profiles,” “email writing,” “presentation skills,” “hard skills and soft skills,” and so on. The teaching materials are adaptable to the needs of students, which are really useful for understanding the culture of the workplace in Canada.”

-C.L

LINC Student

COMMUNITY ENGAGEMENT

These activities provided me with valuable opportunities to interact with people from various countries. Not only did I gain insights into different cultural perspectives, but also became more confident in expressing myself in English.

- P.S.

Community Engagement Activity Client

The Community Engagement Team (CE) finds immense joy in seeing newcomer volunteers beam with pride and joy as they learn and build new friendships.

This year, our CE Team enlisted numerous volunteers for a variety of community service activities at TCCSA and with our partner organizations. These volunteering experiences have helped newcomers explore different facets of Canadian society, establish important support networks, and gain a deeper understanding of local social and cultural dynamics. Volunteers participated in a range of activities, from providing logistical and customer service at events, to tree planting and nature conservation, to creating handcrafted gifts for the community, and developing social media content to tackle racism and celebrate cultural diversity.



Our volunteering opportunities at TCCSA offer valuable chances for clients to develop and use practical skills through diverse and engaging experiences. For example, our drama team includes older adult volunteers who take on roles as actors and audio/visual technicians. Our haircut team provides a meaningful service to seniors while fostering personal connections. Additionally, our board game host training helps volunteers enhance their public speaking and facilitation skills while enjoying their favorite pastime.



Volunteers

>100

Workshops &
Training
Participants

>1600

Community Services

>3000hrs

Community Workshops

>250



COMMUNITY SERVICES “ —



I am very grateful to TCCSA for organizing and holding various activities for us, such as: English online classes, parent-child activities and various lectures, so that we can improve our English proficiency, increase information channels, and help us better understand the local culture and better integrate into it. Great help from the community!

-Judy

Community Services Activity Client

Thank you for providing free classes for everyone! This form of news reading is very good. I hope that the explanation of vocabulary usage can be more detailed, as well as word formation, pragmatics, explanation of difficult sentences, etc. Thank you again for your kindness! Thanks!- Charles

-P.L

Community Services Activity Client ”

Since reopening last year, community development has seen significant improvements, not just in the appearance and safety measures for our in-person services, but also in the active collaboration within GTA communities. These efforts have allowing our programs to better support those in need, both mentally and physically.

We've added an after-school program every Tuesday at EarlyOn, with full participation in the tutoring classes. Toronto Public Health has been facilitating monthly in-person workshops to ensure our clients are up-to-date with government protocols, including vaccination updates. Our Chinese School and French classes have been a hit, with children eager to learn new languages every Saturday throughout the year.

Our English Conversation Circles, both online and in-person, have maintained regular attendance, and we've supported women and seniors with tablet classes to keep their communication skills sharp. Additionally, our Summer Fun Program included field trips to the Toronto Art Gallery and the Taste of Danforth, allowing participants to explore the vibrant cultural scene in the city.



ONLINE SERVICES

*Page &
Profile Visits*
>7.9K



*Instagram
Followers*
707
231% 



Live Chat Services

Services Hour:
Mon-Fri , 10:00am-12:30pm

Total Chats
>250

“Live Chat Support: Offering immediate assistance, useful information, resource access, and appointment scheduling to ensure a seamless client experience.”

Satisfaction Rate
>95%

Frequently Asked Questions (FAQs) / Tags

Settlement Workers

Community Events

Volunteers Opportunities

Language Support

Information Orientation

Social Welfare

Language assessment

Employment Services

YOUTH RETOOL AND REFLECT(YRR) PROGRAM

The YRR program is a unique program that assists young people who are facing barriers and challenges to employment, such as cultural, language, disability, mental health, and/or vulnerability. The program offers comprehensive support to participants, including culturally informed resume and cover letter assistance, interview preparation, one-on-one career planning, counseling, and job search strategies.

Suitable participants are matched with employers for “Quality Employment Opportunity” job placement over a period of up to 15 weeks. During this time, they can work up to 35 hours per week and get practical real-world work experience.



175

SERVED YOUNG
PEOPLE



71%

RECEIVED JOB
OFFERS

100%

IDENTIFIED
VISIBLE MINORITY



FOSTERING CULTURE INCLUSIVITY AT THE CROSS-CULTURAL COMMUNITY SERVICES (TCCSA)

At The Cross-Cultural Community Services (TCCSA), culture inclusivity is central to our mission as a settlement service provider in Toronto. We embrace the city's rich diversity, ensuring every newcomer feels valued and supported.

Our staff and volunteers, who represent the communities we serve, create a welcoming environment where clients feel understood and respected. Our programs, from language classes to employment support, are tailored to meet the unique cultural and linguistic needs of each individual.

The success stories of our clients—like a South Asian newcomer who secured employment through our language classes—highlight the impact of our inclusive approach. These stories inspire us to continue adapting our services to support Toronto's diverse population.

Culture inclusivity isn't just a value at TCCSA—it's the foundation of our work, driving us to build a stronger, more connected community.



STORIES

from our staff

In 2000, I immigrated to Canada from India with a background in writing and editing, along with strong cultural values. Although India and Canada share democratic and multicultural principles, I had to learn to navigate the cultural differences.

At TCCSA, I appreciate the opportunity to blend my heritage with Canadian culture, fostering cross-cultural understanding and collaboration, thereby creating a positive impact. This has deepened my appreciation for diversity and inclusion in building a more inclusive and welcoming environment.

What inspires me most is helping newcomers who face similar challenges as I did. As a LINC coordinator, I'm passionate about guiding them through their journey and supporting their settlement in Canada

Attika



Nazia



My journey began in Pakistan and continued in the diverse Middle East, teaching me the value of understanding and harmony. When I arrived in Canada at the turn of the century, I was determined to support newcomers.

Joining TCCSA in 2019 as a Settlement Services Coordinator, I built partnerships with diverse organizations and schools, expanding our reach and impact. A highlight was collaborating with local colleges to host placement students, enriching our programs.

Now, as Program Manager for Settlement Services, I look back with pride and look forward to furthering our impact by embracing the diverse strengths within our community.

I began working as a settlement worker at TCCSA in November, focusing on CUAET newcomers, Ukrainians, and youth. Although born in Canada, I've been deeply involved in the Ukrainian-Canadian community since childhood and am proud of my cultural background. Helping Ukrainians fleeing war and adjusting to life in Canada is profoundly meaningful to me.

At TCCSA, I've leveraged my knowledge of the Ukrainian community through outreach events with partner organizations. A memorable moment was helping a client find a job in her field after months of searching. She came to us for help due to her lack of Canadian experience and knowledge. Securing this job not only allowed her to manage her expenses but also eased her mental health stressors. This experience highlights the impact of our work at TCCSA.

Natalya



OUR IMPACT



CLIENTS SERVED

9624

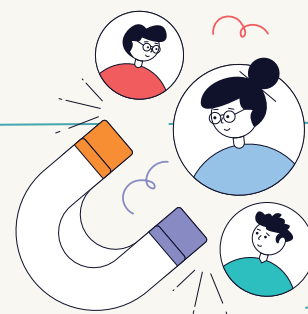


**1-ON-1 MENTAL WELLNESS &
SHORT TERM COUNSELLING**

846

COMMUNITY WORKSHOPS

438



**SOCIAL MEDIA FOLLOWERS
INCREASED BY**

231%

NEWCOMERS IN OUR LINC CLASSES

1245

32

ONLINE/IN-PERSON ENGLISH CLASSES



Financial Report



THE CROSS-CULTURAL COMMUNITY SERVICES ASSOCIATION

Statement of Operations and Changes in Net Assets

For the year ended March 31, 2024

	2024	2023
REVENUE		
Government funding and other contributions:		
Immigration, Refugees and Citizenship Canada	\$ 5,122,425	\$ 4,316,708
United Way	-	713
Provincial Funding	149,860	149,860
Other Federal Funding	638,682	466,588
City of Toronto	31,902	29,871
Purchase of services	61,661	62,102
Ontario Trillium Foundation	60,287	73,832
Other Income	2,869	3,511
Amortization of deferred contributions	98,957	99,535
	6,166,643	5,202,720
General contributions and fundraising activities:		
Fundraising and donations	113,755	17,539
Program delivery - other	8,592	10,442
Membership fees	1,606	1,774
	123,953	29,755
	6,290,596	5,232,475
EXPENSES		
Salaries and wages	4,406,551	3,675,392
Rental (note 7)	873,263	846,040
Program delivery- other	372,475	312,979
Travel expenses	75,192	24,263
Office expenses	310,149	112,285
Telecommunications and utilities	56,310	56,379
Advertising and promotion	10,088	10,689
Professional fees	24,102	29,433
Bad debt	-	2,936
Amortization of capital assets	109,317	109,093
	6,237,447	5,179,489
EXCESS OF REVENUE OVER EXPENSES	53,149	52,986
Net assets, beginning of year	975,438	922,452
NET ASSETS, END OF YEAR	\$ 1,028,587	\$ 975,438

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

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



tccsa.on.ca



tccsa.ontario

Follow us



tccsa.on.ca



tccsa



**Subscribe our
Monthly Newsletter**