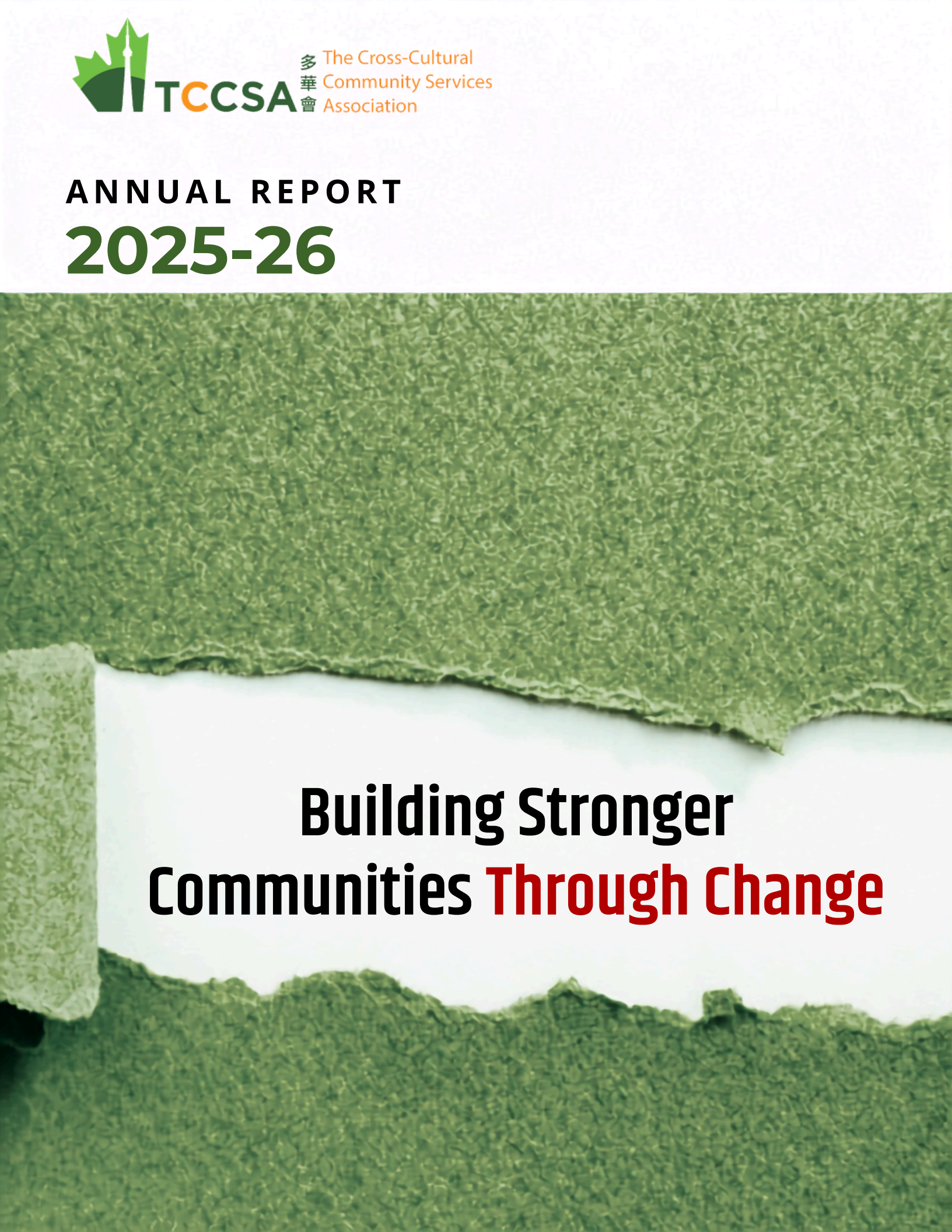


ANNUAL REPORT **2025-26**



**Building Stronger
Communities **Through Change****

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Aerial Yoga

Room
7



Fun Corner

Room
218



Art & Crafts
Corner

Room
1

VISION & MISSION



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

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

Creativity

Innovate for problem solving and continuous improvement

Accountability

Pursue excellence and conduct business in a responsible and effective manner

Inclusivity

Appreciate diversity and foster a sense of belonging

Collaboration

Foster mutual respect, fairness and synergistic collaboration

BOARD OF DIRECTORS (2025–2026)

President	Henry Chui	1st Vice President	Winson Chan
2nd Vice President	Nick Cai	3rd Vice President	Gary Chan
Secretary	Aaron Lee	Treasurer	Kelvin Ko

Directors

Michelle Chen	Andy Cheung	Mathew Chow	Crystal Fan
Allan Fok	Jeff Leung	Jenny Li	Jennifer Shen
Wing Wang			

President & Executive Director

It is our pleasure to present the 2025–2026 Annual Report of The Cross-Cultural Community Services Association (TCCSA), themed “Building Stronger Communities Through Change.”

The past year was a period of significant change, challenge and transition for TCCSA. We entered a new federal immigrant funding cycle, responded to evolving community needs, introduced and expanded services, and relocated our Toronto Centre to 247 Spadina Avenue in the heart of Chinatown. Through these changes, one thing remained constant: our commitment to strengthening the well-being, resilience, and participation of the diverse communities we serve.

Throughout the year, we continued to build on our established programs and partnerships while strengthening our support for newcomers, families, youth, seniors, and diverse communities. We remained focused on helping individuals and families settle, build connections, access opportunities, and participate fully in their communities.

We also came together as an organization and community through special agency-wide events, including Multicultural Day 2025 and TCCSA Charity Night 2025, our fundraising gala. These events celebrated our diversity, strengthened connections, and brought our community together in support of TCCSA’s mission.

We were also pleased to renew our partnership with United Way Greater Toronto through the South Markham Community Action Grants. The support for our “Empower, Enhance, Engage” project provides an opportunity to strengthen mental health, and well-being supports for residents in South Markham, particularly newcomers who may experience stigma, isolation, and barriers to culturally appropriate services. This renewed partnership reflects the value of working collaboratively to respond to emerging community needs. Looking ahead, TCCSA is committed to strengthening its relationship with United Way Greater Toronto and is preparing to play a broader role in the development and delivery of responsive, inclusive and community-based services across the GTA.

President & Executive Director

In May 2025, we relocated our Toronto Centre to 247 Spadina Avenue, in the heart of Chinatown. As one of TCCSA's four service locations across the GTA, the new centre strengthens our presence and commitment to serving downtown Toronto. Its central and accessible location provides a welcoming community space where residents of Chinatown and surrounding neighborhoods can conveniently access TCCSA's programs, services and support.

As we move into the next phase of our work, TCCSA has adapted its service delivery approach based on the Strategic Service & Organizational Transition Framework 2026–2029. Building on our established strategic direction, the Framework provides a practical approach for this period of transition and learning, with a focus on responding to changing community needs and available resources, strengthening organizational capacity and strategic partnerships, and positioning TCCSA for long-term sustainability and continued community impact.

Looking ahead, we are also preparing to expand TCCSA's presence into Richmond Hill, further extending our ability to connect with and support diverse communities across the GTA. This next step reflects our continued commitment to responding to community needs and creating accessible opportunities for individuals and families to connect, participate, and thrive.

We recognize that the work of TCCSA is made possible through the collective efforts of our dedicated staff, volunteers, Board of Directors, funding partners, community partners, and the many individuals and families who place their trust in us. We sincerely thank each of you for your commitment, collaboration, and support.

As we move forward, we remain committed to building on TCCSA's strengths, responding thoughtfully to change, and creating meaningful opportunities for the communities we serve. Together, we will continue building stronger, more resilient, and more inclusive communities.

Warmest regards,

Henry Chui | President

Janice Tsoi | Executive Director

The Cross-Cultural Community Services Association (TCCSA)

Expanding our footprints



How we started

1

1973
Toronto Chinese Community Services Association (TCCSA) founded
1976
Registered as non-profit organization

Peel Centre

2

1990
Opened in Mississauga

York Centre

3

1997
Opened in Markham

Scarborough Centre

4

2006
Opened in Bamburgh Circle

Embracing Diversity: A new chapter Began

5

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

New Initiative

- 2020 Community Connections for Newcomer Youth, Women & Senior
- 2021 Youth Reflects & Retool Program (YRR)
- 2022 Newcomer Mental Wellness Program & Community Engagement

Growth & Impact

6



2023 Celebrated TCCSA's 50th Anniversary

MILESTONES

6

Settlement Services

TCCSA's Settlement Services provide client-centred support that helps newcomers navigate their settlement journey, build connections, access essential resources, and participate confidently in Canadian society. During 2025–2026, our Settlement teams across York, Toronto, and Peel regions continued to respond to the diverse needs of newcomer children, youth, adults, women, seniors, and families through individualized support, group programming, community outreach, and strong partnerships.

Across the three regions, our teams conducted needs assessments and supported over 5,500 individual newcomers through 14,500 one-on-one settlement services. Group programming provided additional opportunities for newcomers to strengthen their knowledge, skills, and community connections, including 732 Community Connection sessions reaching more than 10,500 participants and 264 Information and Orientation workshops reaching over 4800 participants.

Our teams also expanded access through innovative partnerships and community-based services. Partnerships with Metrolinx, York University, Service Canada, HF Care, NeighbourLink North York, Markham and Toronto public libraries and community centres, Achêv, public schools, community hubs, and senior-serving organizations enabled newcomers to access settlement information and services in familiar and convenient settings. The distribution of approximately 400 PRESTO Welcome Kits helped eligible newcomers improve mobility and explore their communities, while outreach activities and cultural events connected newcomers to local resources and opportunities.

SETTLEMENT SERVICES AT A GLANCE

5,500+

individual newcomers supported

4,800+

workshop participants

14,500

one-on-one settlement services

732

Community Connection sessions

10,500+

Community Connection participants

264

Information and Orientation workshops



Settlement Services

Targeted initiatives further strengthened inclusion and social connection. Programs such as Women's and Seniors' Support Groups, Youth Leadership Activities, Children's Camps, Homework Clubs, English Conversation Circles, Exercise and Physical Activity Programs, Arts Programs, Newcomer Orientations, Drama and Creativity Programs, Tax Clinics, Entrepreneurship and Employment Programs, Cultural Outings, and Historical Walks provided safe and welcoming spaces for newcomers to learn, connect, and contribute. Volunteers also played an important role in strengthening service delivery and creating opportunities for newcomers to gain Canadian experience and leadership skills.

Throughout the year, our teams adapted to changing needs by expanding partnerships, strengthening outreach, engaging volunteers, and developing programming for diverse client groups. Together, these efforts helped newcomers build confidence, reduce isolation, strengthen social networks, and develop a greater sense of belonging. Through accessible, community-based, and coordinated services, TCCSA continues to help newcomers become informed, connected, and empowered to build strong and successful lives in Canada.



Wellness Services

TCCSA's Wellness Services support newcomers' mental, emotional, physical, and social well-being — offering welcoming spaces to learn, connect, and build practical skills for healthy living. In 2025–2026, the Wellness team served newcomer children, youth, adults, women, seniors, and families through group programming, interactive activities, partnerships, and volunteer engagement.

Across three regions, TCCSA delivered 40+ wellness sessions reaching over 450 participants. Topics ranged from PhotoVoice, Zentangle, and Psychology of Colours to Elder Abuse Prevention, Sleep and Mental Health, Yoga and Pilates, Hip Hop to Health, Healing Through Food, and CALM (Council for Advocacy, Leadership and Mental Health) — giving newcomers real tools to manage stress, boost well-being, and build healthier habits. Partnerships expanded our reach. York University student volunteers helped deliver sessions while building their own leadership skills. ACCES Employment partnered with us to bring wellness support to job-seeking clients, pairing career services with strategies for stress management and confidence-building.

This year affirmed wellness as core to the newcomer journey. Through activity, education, creativity, and connection, participants found their own paths to well-being. Strong turnout and partnerships show wellness programming's growing impact — helping newcomers feel supported and equipped. Client feedback continues to shape our program's future.



40+

Wellness
sessions

450+

Participants
reached

Youth Employment Services

Youth Employment: Opening Doors to Career-Ready Futures

This year, TCCSA's Youth Employment program helped 40 more young people take their next step into the Canadian workforce — most facing the steepest barriers to employment, from newcomers rebuilding careers to youth long disconnected from work or school.

Behind every number is a story of persistence. One newcomer participant worked customer service roles just to stay afloat while pursuing her real goal: a career in marketing. Through personalized coaching and TCCSA's employer network, she landed a placement with a local marketing agency. Another participant, facing a disability, built skills and confidence through hands-on training — going on to excel in assessments and land his first job interview in years. Our team matched motivated youth with over 100 employers across the GTA, and launched a monthly newsletter covering resume writing, interview prep, and navigating AI in hiring.

By year's end, over 60% of participants had found employment or become self-employed — well above our target. We widened our doors to more Canadian-born youth facing similar struggles, increased wage subsidies and placement length, and closed the year with our first community Job Fair and a guest talk on thriving in the age of AI.

“ Pursuing a Career in Marketing
"With coaching and TCCSA's employer connections, I finally landed a role in marketing — the career I'd been working toward all along."

“ Building Confidence for Employment
"The coaching and hands-on training gave me the confidence to succeed in my assessments and land my first interview in years."

“ Employer Perspective
"With TCCSA's support throughout the placement, we were able to bring this participant onto our team — and they've become one of our most reliable employees."

55+

Youth served this year

60%+

Found employment or became self-employed by year's end

8 → 12 wks

Placement length increase

Language and Skills Training

Throughout 2025-2026, TCCSA's Language Instruction for Newcomers to Canada (LINC) program continued to help newcomers strengthen their language skills, build confidence, and develop the knowledge needed to establish their lives in Canada. Across our locations, 1,215 learners participated in 32 classes, bringing together newcomers from diverse backgrounds and stages of their settlement journey.

Our classrooms remained more than places for language learning. Through practical, settlement-focused instruction, learners developed communication skills for everyday life – from accessing community services and communicating with schools and service providers to preparing for employment and getting more involved in their communities. Our TESL-certified instructors fostered welcoming environments where learners could share experiences, build connections and belonging, and gain knowledge of life and culture in Canada to settle in with confidence. We have many success stories, from learners who have secured employment to those who now function independently and support others in their community.

The relocation of our Toronto Centre was a key milestone this year, providing LINC students with brighter, more welcoming spaces that better support classroom learning – strengthening our capacity to serve newcomers downtown. We also continued exploring how technology can enhance language learning, supporting instructors in strengthening their use of digital tools, including the appropriate use of artificial intelligence (AI), to prepare students for a digital world.

As the settlement sector began preparing for funding reductions ahead, we started reviewing our LINC class levels and program delivery to ensure resources are used effectively while continuing to meet community needs – reflecting our commitment to accessible, quality language training through a changing funding environment.

Through new spaces, evolving teaching practices, and a continued focus on learner success, our Language and Skills Training team showed that building stronger communities means supporting newcomers today while preparing for tomorrow.



Community Engagement

During 2025-2026, the Community Engagement team delivered several interconnected programs that supported newcomers, immigrants, and seniors in building meaningful connections, developing skills, and enriching their settlement and community participation experiences.

Through our IRCC-funded programming, weekly Community Connection activities provided opportunities for clients to expand their social networks, practice English, learn about local culture, and participate in volunteer activities. These gatherings fostered a welcoming environment where newcomers could build confidence, develop friendships, and strengthen their sense of belonging in the community.

Our Ontario Trillium Foundation-funded Arts and Cultural Program brought together newcomers and immigrants of diverse backgrounds through arts workshops, cultural learning opportunities, and community field trips. Participants explored Canadian society and Indigenous cultures while expressing their creativity and sharing their lived experiences. The program culminated in several public showcases, including a drama performance, an art exhibition at the McKay Art Centre showcasing nine newcomer artists from different countries, and a performance in the Stouffville Santa Claus Parade. These events not only celebrated participants' talents but also contributed to the local cultural landscape and reached thousands of community members.



Community Engagement

In our New Horizons for Seniors project, 40 adults aged 55 and over received training in arts facilitation and community engagement to support arts and wellness programming for seniors across multiple locations. The project empowered older adults to take on leadership roles, promote active aging, and contribute their skills and experience to the community. Notably, our oldest volunteer participant was 79 years old.



Across all programs, more than 100 active volunteers contributed over 3,300 volunteer hours. Their dedication strengthened community connections, enhanced participant experiences, and expanded opportunities for newcomers and seniors alike. Building on this year's successes, the arts and cultural program will continue into 2026 with an increased focus on arts, wellness, and supporting settlement outcomes through creative community engagement.



Community Services

The relocation of TCCSA's Toronto Centre marked a new chapter for Community Services in 2025-2026. Our larger, more welcoming space has strengthened our ability to bring people together, expand programming, and respond to the changing needs of families, seniors, and women.

The new environment has especially benefited our EarlyON program, offering more room for drop-in participants and a comfortable setting where children and parents can learn, interact, and build connections — valuable support for newcomer families building social networks.

Our Saturday programs also grew, expanding from two subject areas to five classes, while year-round registration continued to rise, reflecting strong community demand.

Supporting women and seniors remained a key focus. Our online English conversation program expanded from one level to three, with participation doubling at each — helping participants communicate with greater confidence, manage daily life more independently, and engage more fully in community life.

Learning also extended beyond the classroom through field trips exploring local history and culture. Meanwhile, improved technology at the new Centre helped connect seniors and newcomers with government and community information, and added flexibility for workshops and activities.

With a stronger space, growing programs, and continued community partnerships, Community Services is creating more opportunities for people to learn, connect, and build a stronger sense of belonging.



Financial Report

THE CROSS-CULTURAL COMMUNITY SERVICES ASSOCIATION Statement of Operations and Changes in Net Assets For the year ended March 31, 2026

	2026	2025
REVENUE		
Government funding and other contributions:		
Immigration, Refugees and Citizenship Canada	\$ 5,756,279	\$ 5,562,791
United Way	10,019	-
Provincial funding	149,851	149,860
Other Federal funding	364,023	136,916
City of Toronto	34,405	33,242
Purchase of services	61,374	42,848
Celebration and Commemoration	-	49,899
Ontario Trillium Foundation	207,776	52,053
Other income	-	136
Amortization of deferred contributions	126,777	112,552
	6,710,504	6,140,297
General contributions and fundraising activities:		
Fundraising and donations	134,657	60,589
Program delivery - other	72,883	13,312
Membership fees	1,258	1,420
	208,798	75,321
	6,919,302	6,215,618
EXPENSES		
Salaries and wages	4,973,808	4,637,559
Rental (note 7)	1,003,832	911,411
Program delivery- other	261,721	106,207
Travel expenses	106,877	119,342
Office expenses	334,983	200,430
Telecommunications and utilities	68,293	62,460
Advertising and promotion	10,185	17,904
Professional fees	12,469	33,419
Amortization of capital assets	136,720	115,211
	6,908,888	6,203,943
EXCESS OF REVENUE OVER EXPENSES	10,414	11,675
Net assets, beginning of year	1,040,260	1,028,585
NET ASSETS, END OF YEAR	\$ 1,050,674	\$ 1,040,260



MOMENTS IN MOTION

Time never pauses for anyone — but in the click of a shutter, it did. These photos hold the laughter, the embraces, the moments we shared. Thank you to everyone who walked alongside us this year; your presence gave these months their warmth and their story. May you continue walking with us, as we write the next chapter together.



Side by side,
we made this
year
unforgettable !

THANK YOU

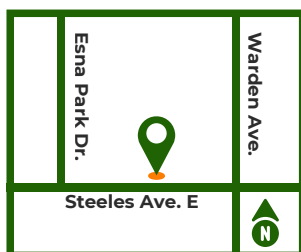
for your support!

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*
- *United Way Greater Toronto*
- *EarlyON Child and Family Centres (through College-Montrose Children's Place)*
- *Corporate Sponsorships and Private Donations*

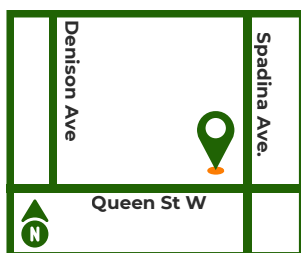
Location



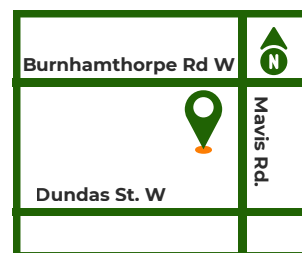
York Centre
Unit 213A,
3636 Steeles Ave. E.,
Markham, L3R 1K9
Tel: (905) 948-1671



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

COMING SOON

TCCSA Richmond Hill Centre
We're expanding our reach.
Stay tuned for more details.



tccsa.on.ca



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