



FOUNDED IN VALUES...REACHING OUT TO ALL

Catholic Community Services of York Region

Annual Report 2018-2019



Catholic Community Services of York Region

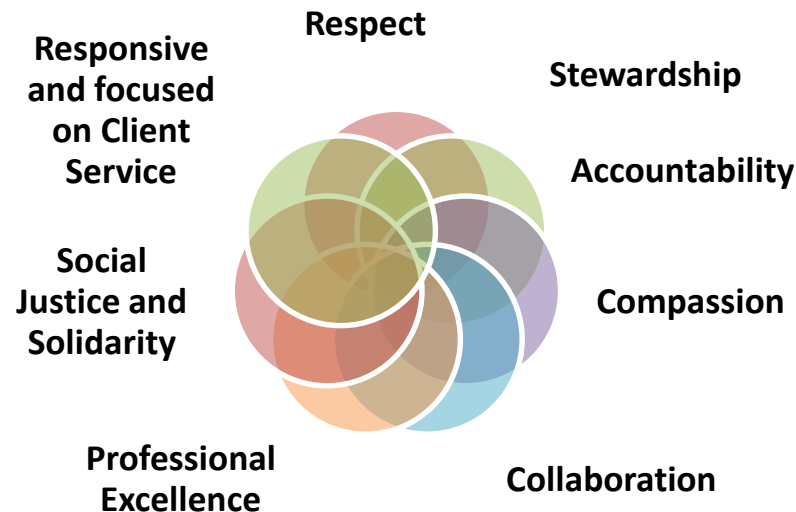
Vision

Helping individuals and their families thrive and grow in relationship with one another and within our community.

Mission

We reach out to support, counsel and guide individuals and families from diverse backgrounds and faiths. Inspired by the “Key Principles of Catholic Social Teaching” we recognize the dignity and worth of each individual. We provide a broad array of programs and services that enable all citizens, immigrants, newcomers and refugees, to participate fully in the social, economic, political and cultural life of our community.

Values



Message to the Community



Farewell

On behalf of the Board of Directors, we would like to acknowledge the former Executive Director Robert Hickey who retired in May (2008 - 2019). In the past 11 years, Mr. Hickey inspired us to work with the marginalized in the community and make York Region a more welcoming community for immigrants who call Canada their home. He was involved in the evolution of the Welcome Centres and the continuation of our vision within our agency. His presence will be missed and we wish him well on his new journey.

Welcome

We welcome our new Executive Director, Tracey McGruthers to CCSYR. Tracey has had a distinguished and varied career working in leadership roles in the not-for-profit sector as well as in academia. Her leadership, experience, education and knowledge will be a great asset for our Agency and she will continue to advance our strategic direction in York Region.

Message from our Board Chair, Paulo DaSilva and our Executive Director, Tracey McGruthers

Our determination to deliver the highest standard of service and innovation is the same today as it was when CCSYR began 39 years ago. Our counselling program's accreditation was renewed and for the first time our settlement program has also received accreditation; recognized by the Canadian Centre for Accreditation. This certifies that our entire agency met organizational standards; governance, management, planning, quality improvement, and important risk management functions. The standards also look for person-centred services, a strength-based approach, accessibility of services and engagement and responsiveness to the communities served.

Message to the Community (Cont.)

Through our core values and social justice teaching CCSYR helps create strong, caring and safe communities throughout the Region. CCSYR staff are vital to our continued success; they respond to the needs of the community, provide a high quality of counselling and social services to York Region residents and help new Canadians and immigrants integrate into their new home.

We wish to acknowledge our professional and dedicated staff for their resilience and agility to accept the challenges and changes resulting in a positive future for CCSYR. Those attributes coupled with our mission, vision and values statement continue to keep us on the path to building a stronger community.

It takes a special person to volunteer. When you volunteer, you are making a commitment to our organization and the community to make life better for those in need. You make a difference. Through your generosity of freely sharing your time and talents you have become an integral part of our organization. We are grateful for your commitment to our vision and we extend our heartfelt gratitude to all the volunteers who give so much of themselves to support our programs and services, and the clients we serve.

Thank you to our Board of Directors who consistently demonstrate their understanding of the need to address the requirements of changing times and priorities; Lucy Bacchet (Vice chair), Palma DiSciullo (Secretary), Vikram Kashyap (Treasurer), Joseph Bahoshy, Barbara Dawson, Frank Montemarano, and Gary Thompson for their dedication and support of CCSYR.

We would like to recognize our funders as community investors: Immigration, Refugees and Citizenship Canada; Ministry of Children, Community and Social Services; Catholic Charities of the Archdiocese of Toronto (a ShareLife funded organization); The Regional Municipality of York; Ontario Trillium Foundation; Town of Richmond Hill; the Ontario Lottery and Gaming (OLG- BINGO); and our private donors/investors in humanity.

2018-2019 Fiscal Year Financials

INDEPENDENT AUDITORS' REPORT

To the Board of Directors of
Catholic Community Services of York Region

Report on the Audit of the Financial Statements

Qualified Opinion

We have audited the accompanying financial statements of the Catholic Community Services of York Region, which comprise the statement of financial position as at March 31, 2019, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of fundraising activities described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of Catholic Community Services of York Region as at March 31, 2019, and the results of its operations and its cash flows for the year then ended, in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Qualified Opinion

In common with many charitable organizations, the Organization derives revenue from fundraising, the completeness of which is not susceptible to satisfactory audit procedures. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Organization. Therefore, we were not able to determine whether any adjustments might be necessary to fundraising revenues, excess (deficiency) of revenues over expenses and cash flows for the years ended March 31, 2019 and March 31, 2018, current assets as at March 31, 2019 and March 31, 2018, and net assets balances as at the beginning and the end of the years ended March 31, 2019 and March 31, 2018. Our audit opinion on the financial statements for the year ended March 31, 2019 was modified accordingly because of the possible effects of this limitation in scope.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of Catholic Community Services of York Region in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

KRIENS-LAROSE, LLP

**Chartered Professional Accountants
Licensed Public Accountants**

Toronto, Ontario
June 24, 2019

CATHOLIC COMMUNITY SERVICES OF YORK REGION
STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31, 2019

| | 2019 \$ | 2018 \$ |
|--|------------------|------------------|
| ASSETS | | |
| CURRENT | | |
| Investments | 16,083 | 15,814 |
| Grant and other receivables | 529,686 | 602,082 |
| Prepaid expenses | 101,669 | 99,580 |
| | <u>647,438</u> | <u>717,476</u> |
| INTERNALLY RESTRICTED INVESTMENTS | 310,618 | 292,585 |
| EQUIPMENT | 277,886 | 531,553 |
| | <u>1,235,942</u> | <u>1,541,614</u> |
| LIABILITIES | | |
| CURRENT | | |
| Bank indebtedness | 38,900 | 83,395 |
| Accounts payable and accrued liabilities | 163,905 | 60,119 |
| Deferred contributions | 179,675 | 203,234 |
| | <u>382,480</u> | <u>346,748</u> |
| DEFERRED CAPITAL CONTRIBUTIONS | 277,360 | 531,553 |
| | <u>659,840</u> | <u>878,301</u> |
| NET ASSETS | | |
| INTERNALLY RESTRICTED | 310,618 | 292,585 |
| GENERAL FUND | 265,484 | 370,728 |
| | <u>576,102</u> | <u>663,313</u> |
| | <u>1,235,942</u> | <u>1,541,614</u> |

Approved by the Board

CATHOLIC COMMUNITY SERVICES OF YORK REGION
STATEMENT OF OPERATIONS
FOR THE YEAR ENDED MARCH 31, 2019

| | 2019 General Fund \$ | 2019 Reserve Fund \$ | 2019 Total \$ | 2018 Total \$ |
|--|-------------------------------|-------------------------------|---------------------|---------------------|
| REVENUES | | | | |
| Immigration Refugees and Citizenship Canada | 4,868,471 | - | 4,868,471 | 4,889,980 |
| Catholic Charities | 524,638 | - | 524,638 | 559,699 |
| Ministry of Children, Community and Social Services (MCCSS) | 270,559 | - | 270,559 | 186,241 |
| The Regional Municipality of York | 75,000 | - | 75,000 | 122,006 |
| Ontario Trillium Foundation | 18,600 | - | 18,600 | - |
| Programs | 6,447 | - | 6,447 | 16,357 |
| Amortization of deferred capital contribution | 265,348 | - | 265,348 | 260,720 |
| Other | 82,299 | 4,033 | 86,332 | 39,772 |
| Fundraising | 49,509 | - | 49,509 | 50,490 |
| Counselling | 46,535 | - | 46,535 | 57,726 |
| | <u>6,207,406</u> | <u>4,033</u> | <u>6,211,439</u> | <u>6,182,991</u> |
| EXPENSES | | | | |
| Salaries and wages | 3,665,864 | - | 3,665,864 | 3,523,655 |
| Building occupancy | 1,214,210 | - | 1,214,210 | 1,264,508 |
| Employee benefits | 661,854 | - | 661,854 | 622,900 |
| Amortization | 265,348 | - | 265,348 | 260,720 |
| Equipment maintenance | 92,691 | - | 92,691 | 84,634 |
| Communications | 80,613 | - | 80,613 | 81,100 |
| Contract services | 79,155 | - | 79,155 | 108,900 |
| HST | 56,937 | - | 56,937 | 59,389 |
| Conference workshops and meetings | 41,311 | - | 41,311 | 38,878 |
| Promotional materials | 35,894 | - | 35,894 | 25,286 |
| Program office supplies | 26,429 | - | 26,429 | 26,504 |
| Travel - mileage | 24,525 | - | 24,525 | 24,686 |
| Membership fees and literature | 19,464 | - | 19,464 | 17,032 |
| Bank charges and interest | 12,663 | - | 12,663 | 12,168 |
| Community programs | 7,430 | - | 7,430 | 6,359 |
| Volunteer program | 5,810 | - | 5,810 | 4,398 |
| Staff development | 4,943 | - | 4,943 | 5,728 |
| Bingo fundraising | 3,509 | - | 3,509 | 2,040 |
| | <u>6,298,650</u> | <u>-</u> | <u>6,298,650</u> | <u>6,168,885</u> |
| Excess (deficiency) of revenues over expenses for the year | (91,244) | 4,033 | (87,211) | 14,106 |

Our Board Members



Board Chair-Paulo DaSilva

Board Vice Chair-Lucy Bacchet

Board Secretary-Palma Disciullo

Board Treasurer-Vikram Kashyap

Board Member-Joseph Bahoshy

Board Member-Barbara Dawson

Board Member-Frank Montemarano

Board Member-Gary Thompson

Board Member-Ann Labombard (Resigned April, 2019)

Counselling Services

Adult/Senior Counselling

- Support at all stages of life to help get clients through personal and relationship challenges, parenting issues, life crises, family separation, grief, anxiety and depression, cultural adjustment, conflict with children or parents, healthy boundaries in relationships, caregiver issues and to enhance well-being for the client and the client's loved ones.

Couple Counselling

- Couple relationships need love, but they also take a lot of work. We work with couples who have made a commitment to restore their communication, increase intimacy and enjoyment and resolve conflict safely. At Intake, we need to talk to both partners to complete the process.

Family Counselling

- Whether a person is raising kids by oneself, with a partner or with extended family, keeping family relationships healthy can be tough, especially in times of transition and when children or teens are in need of extra support. Our focus is on helping clients be the best parent or guardian they can be, alone or with the support from the person's partner.

Walk-In Counselling

- The Walk-In program provides single session counselling for individuals, couples or families. The focus of the single session will be on creating a short-term plan that will make a difference for the client's right away, using the strengths, resources, and supports the clients have right now. The single session can also be used for a consultation or for system navigation.

Settlement Services

Services for Immigrants and Refugees

- Settlement services are provided for immigrant families and individuals in over 30 languages. Our goal is to help newcomers settle and integrate into communities in York Region. Every year, over 10,000 immigrants receive our assistance.
- Orientation Program and Newcomer Settlement Program (NSP) services are provided in the five Welcome Centres in York Region.

Settlement and Education Partnership in York Region (SEPYR)

- SEPYR provides settlement services in many languages for newcomer students and their families in their local schools. SEPYR is administered and staffed by Catholic Community Services of York Region (CCSYR) in partnership with the York Region District School Board and the York Catholic District School Board.

Library Settlement Partnerships (LSP)

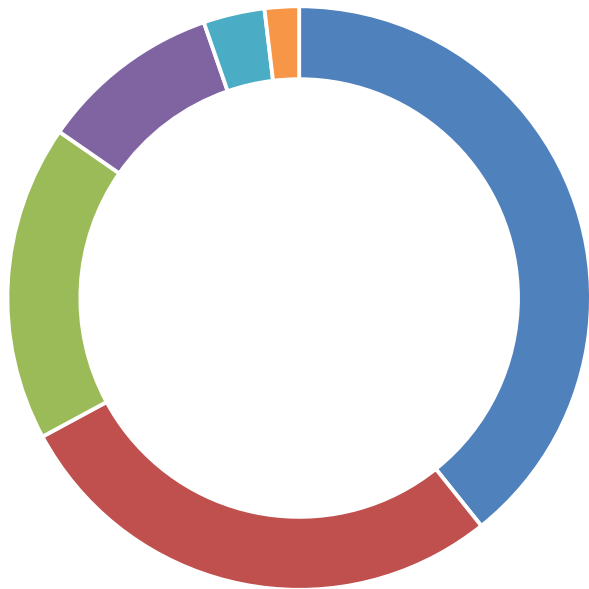
- Together with public libraries in York Region, LSP delivers newcomer-friendly information sessions and support groups at various library branches close to your home. These group sessions focus on three categories: settlement, library resources and support groups; youth, seniors and English language learners.

Integration Network & Volunteer Program (INP)

- Community Connection's Integration Network program can help Newcomers adjust, adapt and integrate into Canadian society through social connections and shared activities.

Counselling Services' Satisfaction Survey Results

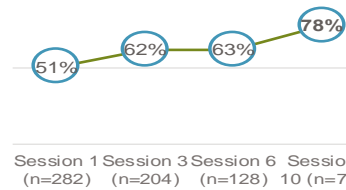
Number of Client Change Surveys Collected Over Time



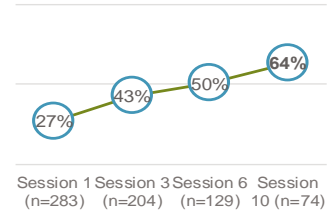
- Session 1
- Session 3
- Session 6
- Session 10
- Session 15
- Session 20

Coping skills, goal progress and ability to deal with the situation increase after individual, couple family (ICF) counselling services

% agree "I am able to do things I need to do (work, chores, routine)"

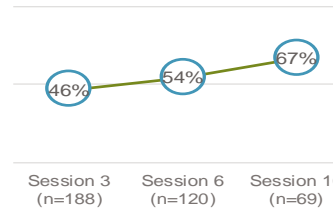


% agree "I am able to deal with my situation in effective ways"

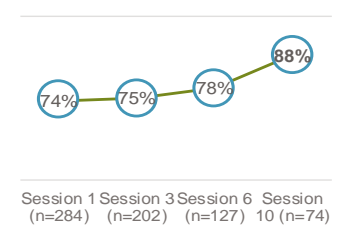


Improved relationship knowledge and relationships after individual, couple family (ICF) counselling services

% agree improved relationships since counselling began

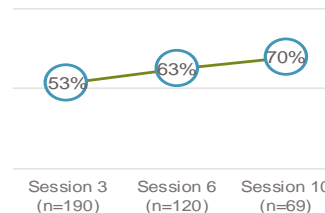


% agree "I understand what healthy relationships look like"

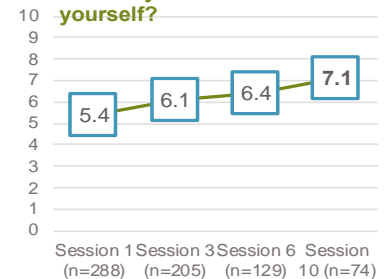


Improved wellbeing and feelings about the self after individual, couple family (ICF) counselling services

% agree improved feelings about the self since counselling began

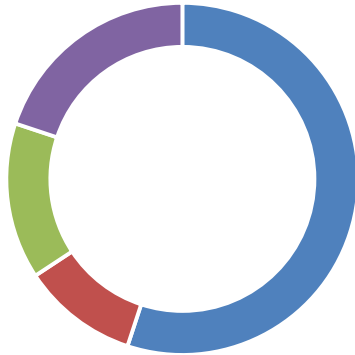


How do you feel about yourself?



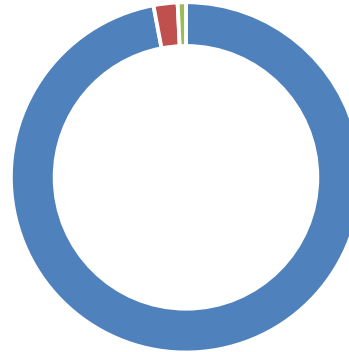
Settlement Services Demographics

New and Repeat Clients



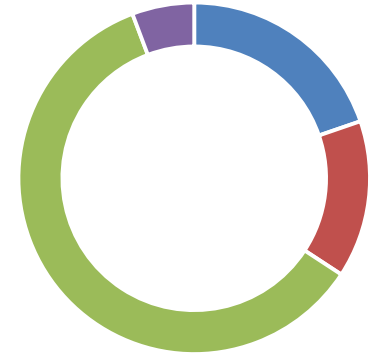
- New Clients
- Previous Clients
- Returning Clients
- Subsequent Clients

Immigration Status



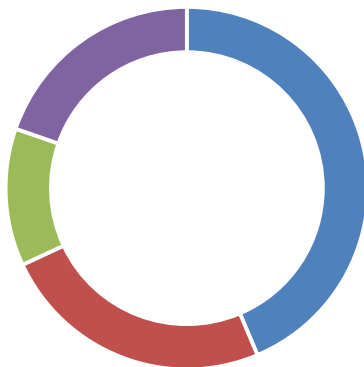
- Permanent Resident
- Convention Refugee
- Live-in Caregiver

Age Group



- Children / Teenagers
- Youth
- Adults
- Seniors

Time in Canada



- Less than 1 year
- 1-3 years
- 3-5 years
- 5 years & more

Top 7 Countries of Origin

- China
- Iran
- Philippines
- India
- Pakistan
- South Korea
- Turkey

Top 7 Languages Spoken

- Farsi
- Mandarin
- English
- Cantonese
- Tagalog
- Urdu
- Korean

“I am so happy I was told about your service, it has motivated me in so many ways.”

“I appreciated that the session was held in my home tongue so I understood this critical topic thoroughly and have my questions answered completely. Thanks to all who made this session available to our newcomers.”

“I feel so relieved that I finally got my PR card. Thank you for all that you have done. Now I look forward to applying for my driver’s license.”



“Because of the great work and services provided by CCSYR and helpful people like the SEPYR team, so many new comers like us received much needed help in their start period in this new country Canada.”

“I felt comfortable talking with the counsellor thank you. Counsellor gave me other suggestion but I need to follow up with more counselling to reach my goals I appreciate the time and being heard. I would like to continue.”

“The session was well organized and the information was very useful to our newcomers. Please continue your excellent work. We need more!! ”



2018-2019 Staff Service Awards

| 5 years of Service | 10 Years of Service | 15 Years of Service |
|--------------------|---------------------|---------------------|
| Julia Lopez | Liezl Chavez | Mahnaz Golchin |
| Ghada Mahmoud | Cynthia Liu | Vangie Mendoza |
| Dave Renton | Mona Vossooq | Sogand Tadayon |
| Helen Samimy | Eileen Wan | |
| Rashida Shaherwala | | |
| Jean Wang | | |
| Asya Yusupov | | |

Ontario Trillium Foundation (OTF)

In celebration of our new program

The mission of the Ontario Trillium Foundation is to build healthy and vibrant communities throughout Ontario by strengthening the capacity of the voluntary sector, through investments in community-based initiatives. The Ontario Trillium Foundation (OTF) is an agency of the Government of Ontario, and one of Canada's leading granting foundations. OTF awarded \$108 million to 629 projects last year to build healthy and vibrant communities in Ontario.

Promising Youth – Counselling Services

- 3 year funding; \$74,400 a year/ \$223,200 in total
- This program will support youth, parents and caregivers with issues related to wellbeing and mental health

With thanks & gratitude to:

Our Funders



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

Our Community Partners

- Addiction Services of York Region
- Aurora Public Library
- Centre for Immigrant & Community Services
- COSTI Immigrant Services
- East Gwillimbury Public Library
- Georgina Public Library
- Job Skills-Employment & Business Programs
- King Township Public Library
- Markham Public Library
- Newmarket Public Library
- Richmond Hill Public Library
- Rose of Sharon Services for Young People
- Social Enterprise for Canada
- Witchchurch-Stouffville Public Library
- York Catholic District School Board
- York Hills Centre for Children, Youth & Families
- York Region District School Board
- Vaughan Public Libraries

Volunteers & Other Organizations

We thank our valued volunteers and organizations in sharing of facilities and resources in client services.

“In this life we cannot always do great things. But we can do small things with great love”.

~ Mother Teresa ~

CCSYR Offices

Main Office -21 Dunlop Street

Main Office - 21 Dunlop Street

Richmond Hill, ON L4C 2M6

Toll Free/TTY: 1800-263-2075

Tel: 905-770-7040 Fax: 905-770-7064

Email: ccsyrr@ccsyrr.org

Counselling Services

Tel: 905-770-7040 ext.241

Library Settlement Partnership in York Region

Tel: 905-770-7040 ext. 227

Integration Network & Volunteer Program

(Richmond Hill Welcome Centre)

Settlement and Education Partnership in York Region

St. Joseph Catholic School

301 Roney Avenue

Richmond Hill, ON L4G 2H4

Tel: 905-731-8281

Welcome Centre Immigrant Services

www.welcomecentre.ca

Richmond Hill Welcome Centre

South Hill Shopping Centre

9325 Yonge Street, Unit 31A

Richmond Hill, ON L4C 0A8

Tel: 289-842-3124

Markham North Welcome Centre

8400 Woodbine Avenue, Suite 102-103

Markham, ON L3R 4N7

Markham South Welcome Centre

7220 Kennedy Road, Unit 8

Kennedy Fields Plaza

Markham, ON L3R 7P2

Newmarket Welcome Centre

16655 Yonge Street, Unit 26

Newmarket, ON L3X 1V6

Vaughan Welcome Centre

9100 Jane Street, Bldg. H, Units 56-67

Vaughan, ON L4K 0A4



Members of



Accredited by

