

KCC Multicultural Services ANNUAL REPORT 2010-2011



Empowering immigrants towards a stronger community that is proud of its cultural heritage and its contribution to Canada.

MESSAGE FROM THE CHAIRPERSON

Aguido Dela Cruz

Greetings!

The period 2010- 2011 marks a growing impetus for Kababayan Community Centre Multicultural Services. It warms the heart to witness how the constituency currently served by the Centre had considerably broadened. This is an attestation to the excellent quality and relevance of the programs provided by the Centre and the services rendered by its dedicated volunteers and efficient staff. The enclosed report quantifies the Centre's services related to *Orientation and Information, Referral Translation and Interpretation, Employment, Related Life Skills and Para-professional Counselling* and other related programs.



Aguido Dela Cruz

Focus programmes towards *Caregivers, Reunification of Families, Seniors, Women and Youth* continue to be strengthened and evaluated to meet their relevance. Recipients of the *Civic/Self Development Program* and *Computer Classes* come from these groups. Social awareness focus groups were conducted to disseminate information through the *Income Tax Clinic* and *Access Equity and Human Rights Program*.

Fortified coordination with other organizations like the Philippine Consular Office, Office of the Philippine Labour Attaché, Catholic Community Services of York Region and other partner agencies enabled the launch of several joint initiatives geared towards orientation for the newcomers.

Good facilities and excellent customer service are meant to be maintained, made relevant and more importantly, shared. For this, we thank our funders from the federal, provincial and municipal governments for believing in our programmes and manifesting their support through continued funding. We also thank our constituency for placing their trust in our abilities to assist them in their settlement needs and engaging in the Centre's fund raising and other activities. Through our joint effort, a branch or hub will soon be opening at the Finch and Bathurst area. Kababayan's good seed will soon grow in another location. Increase in our budget as well as the number of funders are strong indicators that all of us are doing a good job, sharing our commitment and wealth of experiences to member groups – new immigrants, seniors, women, youth and young professionals.

I thank the committed Board of Directors, volunteers for dedicating uncompensated time and effort towards the Centre and the untiring staff for assisting Kababayan Community Centre into its continuing evolution into Kababayan Community Centre Multicultural Services. Together, let

us ensure that Kababayan Community Centre Multicultural Services will continue to be here to dedicate assistance towards its member groups.

More power to all of us!

Aguido D. Dela Cruz
Chairperson - KCCMCS

EXECUTIVE DIRECTOR'S MESSAGE

Flordeliz Dandal
Fiscal Year 2010-2011

The Annual Report provides us of the many accomplishments over last fiscal year 2010-2011. The report outlines the help for newcomers, youth, women, seniors, caregivers and many other immigrants. We have been able to envision the Modernize Approach to Settlement and enthusiastically our staff embraced the ideas and convert it into action. We have tried to facilitate the settlement of newcomers in a more innovative way. Last fiscal year, we have served a total of 4,490 (3,432 settlement clients and 1,058 participants, Community Service Partnership Program). We have provided 8,421 services to these clients. Likewise, we conducted 121 group activities (workshop, info-session) to a total of 3,431 participants, during the period. We continued to work with 2 LIP (Local Immigration Partnership) at Toronto West Downtown LIP and Bathurst-Finch LIP.



We have continued to sustain and build networks to work on important issues as expressed by our constituents. These are the issues on Family Reunification which we have worked with other agencies and the seniors issues which we have started to work with Tibetan Seniors. Also, we have continued to work with other agencies to support the youth especially on after school programs.

All these programs require money more than what we received from our funding sources, that's why we learn to face the challenge through fundraising. The total amount of revenue received this fiscal year was \$489,421.00

Thank you very much to our funders, Citizenship and Immigration Canada, Province of Ontario, City of Toronto and New Horizons for Seniors. Likewise, thanks to everyone: staff, Board of Directors and volunteers, for their strong commitment and energy. None of this work is possible without their support.

Flordeliz M. Dandal
Flordeliz M. Dandal
Executive Director, KCCMCS

SETTLEMENT SERVICES

- **Orientation & Information Services** – Provision of accurate information to enable and empower newcomers and facilitate settlement in the community. Settlement counselors work with the client to create a personalised newcomer's settlement plan to guide them in the settlement transition.

- **Referral Services** – KCCMS works with other agencies and partners to provide seamless service to newcomers. KCCMS will lead you to the appropriate avenues by referring you to organisations that will best respond to your specific needs.

- **Translation & Interpretation Services** – Learning a new language is never easy. This service helps newcomers improve their communication skills. Assistance is also provided in translating documents relating to employment, educational and legal matters necessary for immediate settlement.

- **Employment-Related Services** – KCCMS offers assistance and information on employment standards and workers' rights under the provincial legislation, as well as, opportunities for skills training, and workshops on employment-related topics and issues. KCCMS collaborates with other agencies for mandatory employment equity to end discrimination in the workplace. Volunteer opportunities are also available for interested individuals who would like to gain Canadian work experience.



KCCMS deals with the community of multiculturalism and with people from different races. They enhance our skills with the workshops and activities they provide. As a client, I have experienced a lot with the help of KCCMS. I am more confident in presenting myself and in communicating with other people.

Georgia Lauron, client



- **Life Skills seminars** – Seminars and workshops to develop and enhance life and coping skills are conducted regularly (i.e. peer nutrition, CPR/First aid training, financial management, stress management).

- **Para-professional Counselling Services** – Professionally trained settlement counsellors assist and support newcomers in discovering their strengths & personal power to better improve their chances for a successful life in Canada.

- **Advocacy** – KCCMS together with other communities and organizations, lobby all levels of government legislation, policies and programs that enhance the quality of life of its people to ensure equality, equity and justice in society.

PROGRAMS

Access, Equity and Human Rights Program - Works to increase community capacity while providing information on anti-racism, human rights and leadership skills for groups of internationally-educated professionals as well as connect the youth to professional organizations to build their capacity to respond to challenges of racism and discrimination. Some examples of the fields of work: Social Work, Engineering, Teaching, Physiotherapy and Nursing.

Caregivers' Support Network - KCCMS has long advocated and given focus on addressing the needs of Live-In Caregivers. Through this program, caregivers meet and discuss with fellow caregivers and share information and mutual support. KCCMS provides caregivers information, referral services and opportunities to enhance personal and professional skills.

Reunited Families' Program - An outreach program to the families of current and former participants of the Live-In Caregiver Program affected by the long separation due to the immigration process. Particular focus is given to newly arrived families and spouses to facilitate reunification and adaptation and improve family life in Canada.



Seniors' Program – KCCMS assists seniors and provides them a supportive environment where they can reach out and give mutual support. The support groups organized through this undertaking help in addressing the concerns of the elderly in issues such as abuse, loneliness and family break ups including search for housing, employment, volunteer work as well as applications for pension and social services.

Youth Program - Newcomers between the ages of 16-24 years old are welcome to join in the many different activities that KCCMS organizes throughout the whole year aimed to empower the youth to develop their leadership skills particularly in Jean Vanier and St Patrick Catholic High schools.

Women's Program - KCCMS organises support groups to enhance the leadership skills and capacity-building of women. Educational forums are conducted and women engage in partnerships with other groups to uphold women's rights. Counselling about abuse is also accessible thru this program.

Civics/Self-Development Program - "You and Canada: Taking Pride in our roots, looking forward to the future" is an educational session that KCCMS implements to help newcomers get oriented and informed on the Canadian Way of Life.



From Angela Marie Tayag...

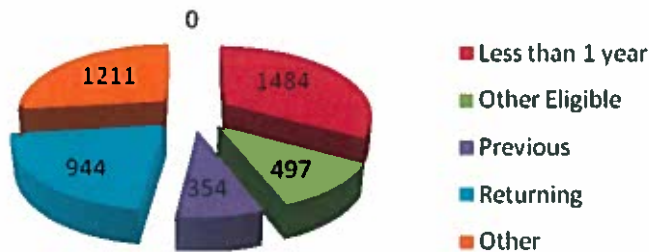
KCCMS is a big help especially for me and my family. As a newcomer, it helped me adjust easily. I'll never forget KCCMS for it holds memories with my good friends and the activities were very memorable to keep. For instance, the mural workshop. I will never regret the day I joined KCCMS.

SUMMARY REPORT ON INDIVIDUAL CLIENT PROFILE

INDIVIDUAL CLIENT PROFILE

During the period, April 1, 2010 to March 31, 2011, Kababayan Community Centre Multicultural Services served a total 4,490 clients (3432 individual clients, 1058 CSP clients) conducted a total of 121 varied and diverse sessions for newcomers, caregivers, women, seniors, youth and families, with a total of 3,431 participants.

Client residency status



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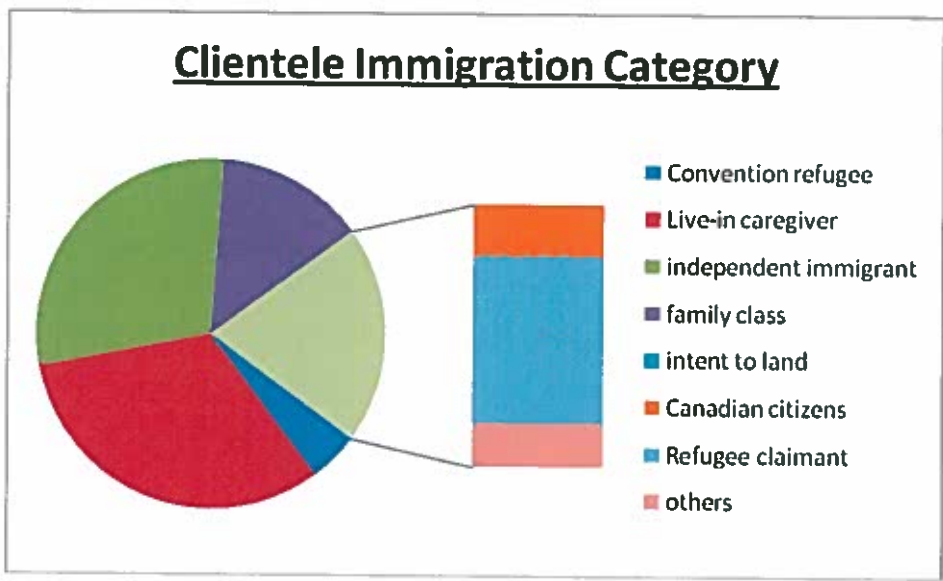
ISAP= Immigration, Settlement and Adaptation Program
 CSPP = Community Service Partnership Program
 NSP = Newcomers Settlement Program
 AE/HR = Access, Equity and Human Rights
 LSP = Library Settlement Partnership
 RAP= Reunification and Adaptation Program
 NHSP = New Horizons for Seniors Program

Client Residency status	ISAP	NSP	LSP	RAP	NH SP	Total	%	*CSP	Grand Total
Less than 1 year	660	373	439	0	12	1484	43.24%		1484
Other Eligible	439	0	0	0	58	497	14.48%		497
Previous	345	0	0	0	9	354	10.31%		354
Returning	189	217	538	0	0	944	27.51%		944
Other	0	0	9	144	0	153	4.46%	1058	1211
TOTAL	1633	590	986	144	79	3432	100.00%	1058	4490

**Note that the Community Service Partnership Program does not breakdown its clients according to the above criteria.*



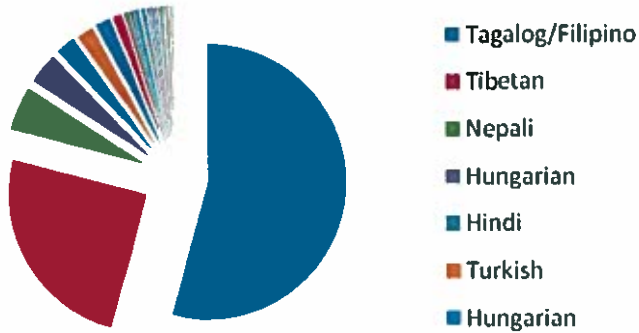
Majority of the clients served was from the Live-In Caregivers sector, followed by independent immigrants and family class.



Immigration Category	ISAP	NSP	LSP	RAP	NHSP	Total	%	*CSP	Grand total
Live-in caregiver	936	168	0	0	2	1106	32.23%		1106
Independent Immigrant	463	0	522	13	1	999	29.11%		999
Family Class	146	162	0	128	39	475	13.84%		475
Refugee Claimant	0	209	232	0	0	441	12.85%		441
Convention Refugee	15	9	114	0	21	159	4.63%		159
Canadian Citizens	0	42	75	3	14	134	3.90%		134
Others	73	0	43	0	2	118	3.44%	1058	1176
TOTAL	1633	590	986	144	79	3432	100.00%	1058	4490

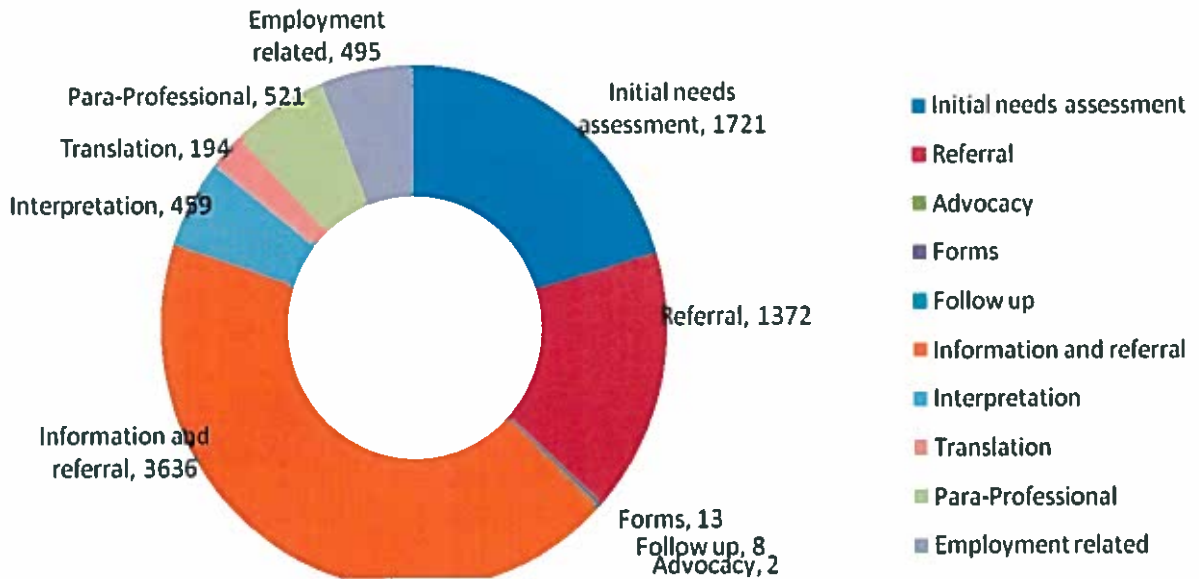
*Note that the Community Service Partnership Program does not breakdown its clients according to the above criteria.

Clientele Languages



Top five languages spoken by clients were: Tagalog (54%), Tibetan (25%), Nepali (5%), Hungarian (4%) and Hindi (2%). Among other languages spoken were African-Eritrea, Amharic, Arabic, Bengali, Bhutan, Chinese, Creole, Czech, Dari, English, Farsi, French, German, Gujarathi, Guyanese, Hungarian, Italian, Jamaican, Japanese, Korean, Malay-am, Mandarin, Myanmar (Burmese), Other, Pashtu, Persian, Polish, Portuguese, Punjabi, Serbian, Salvia/Areol, Somali, Spanish, Swahili, Taiwanese, Tamil, Telugu, Turkish, Urdu, and Vietnamese.

SUMMARY REPORT ON SERVICES



A total of 8,421 services delivered to clients: initial needs assessment, information and referral, orientation, advocacy, employed related assistance, paraprofessional counseling, form filling assistance and more.

GROUP ACTIVITIES/SESSIONS

PROGRAM	No. of sessions	No of participants
Access, Equity & Human Rights	9	337
Community Service Support Partnership	35	1081
Immigration, Settlement and Adaptation Program	43	1344
Library Settlement Partnership	11	173
Newcomer Settlement Program	15	336
Reunification and Adaptation Program	8	160
TOTAL	121	3431



The Centre held diverse types of group activity, a total of 121 with a 3431 participants. Activities range from organizing core groups, planning, information sessions, orientation sessions, conferences and skill development activities. Some of the sessions are: immigration related topics affecting caregiver and worker, labour laws, employment related orientation like job searching, resume writing, computer hands-on training, peer nutrition, first aid, youth leadership training, volunteer training, accessing social services, information on bridging professions like nursing, engineering, social workers, physiotherapist and teacher and more. Kababayan collaborated and work with its partner agencies in some of their endeavours.

ACKNOWLEDGEMENTS

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Mario Mendoza – Seneca College
JigmeTashi – George Brown

** Alex and Rinzin are also Placement students prior to becoming staff*



- Philippine Consulate General of Toronto • Cross Cultural Services of York Region (CCSYR) • Culture Link • Community Alliance for Social Justice (CASJ) • Toronto Police Services • Asian Community Aids Services (ACAS) • Ontario Association of Filipino-Canadian Engineers (OAFCE) • Parkdale Community Health Centre • Parkdale Intercultural Association (PIA) • CARE Centre for Internationally Educated Nurses • Philippine Educated Physical Therapists Association of Ontario (PEPTAO) • Parkdale Community Legal Services (PCLS) • Philippine Teachers Association (PTA) • Parkdale Community Information Centre (PCIC) • St. Christopher House • Toronto Catholic District School Board (TCDSB) • Parkdale Liberty Economic Development Corporation (PLEDC) • Association of Filipino-Canadian Accountants (AFCA) • COSTI Immigrant Services • New Heights Community Health Centre •



Funding and Support

Ministry of Citizenship and Immigration



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

Province of Ontario

City of Toronto



Ontario



Kababayan means compatriot