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2015-2016 was the first year after Ottawa Chinese Community Services Centre (OCCSC) celebrated the 40th Anniversary and for sure it was an exciting year! We would like to report our achievements and success to assist immigrants, newcomers and refugees settle in the nation’s capital.

With funding from three levels of government: Immigration, Refugees and Citizenship Canada (IRCC), the Ontario Ministry of Citizenship, Immigration and International Trade (MCIIT) and the City of Ottawa; the OCCSC is one of only two immigrant settlement agencies in Ottawa offering the full suite of settlement programs. These settlement programs include Client Services, Language Training and Employment Support. Concerning Workplace Language Training (ELT) and LINC programs, the OCCSC is the only settlement agency offering training six days a week, including Saturdays and evenings.

Our organization has been facing the changes to immigration policies and programs which affect how we serve our clients. It was exciting that we were funded by IRCC to start a pilot project named ‘Pre-arrival Services’. OCCSC partnered with the settlement agencies in Calgary, Vancouver, and a partner in China to assist Chinese immigrants before they arrived in Canada. The ground work was done and we are looking forward to serving our clients with a new approach and model.

Our organizational mission is to advance the full social and economic integration and participation of newcomers, immigrants and Chinese Canadians in Ottawa. While we continue to serve the Chinese, there are many non-Chinese that choose to come to receive our services. Last year among the non-Chinese, we focused on serving Syrian refugees with limited donation but huge community support. We provided the Syrian Refugees with different services, including our Settlement, Languages and Employment programs. The services are quickly developed and spread widely to the Syrian community.

The Board at OCCSC is fully aware of the challenges presented by the funding reductions and is actively exploring other opportunities such as social enterprise to maintain as well as to expand our services. The Board understood that human resource is the most valuable resource in our organization, as such, the Personnel Committee actively developed a three-year HR plan to strengthen the operational infrastructure of OCCSC and align the organization with industry standards.

On behalf of the Board of Directors, I want to take this opportunity to thank all our volunteers, mentors, partners, sponsors and donors for their invaluable support in serving our mandate. Most of all I want to express my appreciation to all of our dedicated staff. In delivering the various programs and services, they live up to our organizational values of client-based professionalism, commitment, and inclusiveness.

With our resourceful Board of Directors, committed executive director, talented management team and dedicated staff, I believe we are in a good position to tackle new challenges and continue to fulfill our mandate in the context of on-going changes in the coming year. The most important of all, the support of our funders, volunteers, donors, community partners, clients and stakeholders contribute to the ultimate success of our organization!

We are moving forward, and your support is our success!
In 2015 OCCSC just celebrated the 40th anniversary. In April this year we moved to our new location at 400 Cooper Street. In our present location we have much better facilities and our clients are very pleased with our new office now that all programs are located at the same floor.

With close to 50 full time employees we will continue to play the important role of helping the socio-economic integration of immigrants and newcomers to the National Capital Region. While the agency’s roots are in providing settlement services primarily to Chinese immigrants, today we operate as a multi-service, multi-cultural, one-stop center for all immigrants and newcomers to Ottawa and we wish to continue to expand our services, particularly via on-line, webinar and internet-based offerings.

With on-line service we connect overseas services to Ottawa and other Cities through our partner agencies in Vancouver and Calgary. With the newly approved Pre-Arrival Services, OCCSC will build a full package of pre-arrival and post-arrival settlement and employment services to fast-track the settlement and economic integration of newcomers from China.

Our Employment In-Tac program continues to have breakthrough innovative programs by engaging employers to hire international educated professionals by matching the needs of employers and immigrant job seekers. Our training models are tailored for necessary skills/knowledge for specific jobs and professions. We have over 400 employers in the pool of which 120 are newly recruited this year. The graduates from the two major training courses of ICT and Accounting professionals are 168 while 263 secured jobs and placements from all our training classes.

We hope to expand our successful Language programs to offer more higher level English classes and to offer more ELT classes – which will assist internationally experienced professionals adapt well to the Canadian workplace and society. We will continue to work with other stakeholders and the private sector to support our programs and will approach other Ministries to serve disadvantaged, under-served groups such as seniors and those with mental health issues.

Without additional funding OCCSC contributes to settlement of recently displaced Syrian refugees by reaching out to different parts of city to offer our services for settlement, language and employment needs. As a result we have reached out to over 100 families who are invited to receive our services. We have very successful events to celebrate International Women’s Day, our Open House during Welcome Ottawa Week, International Students reception, and welcoming events for Syrian refugees.

There are many contributions over the past year of our volunteers who helped us deliver more services than what our funders expected. This year 238 volunteers participated in our events and programs. As part of the highly successful Employment Mentorship program, 45 volunteer mentors used their professional experience to assist new immigrants make the transition to the Canadian work force. Many of them eventually found full-time jobs in their field of professional training.

We have a good and effective channel of communication through our web-site, newsletters, social media and Chin radio. The radio program every Sunday for 3 hours is solely for promoting OCCSC services. It has become very popular to broadcast news, stories, information for Chinese immigrants.

The OCCSC will continue to build a welcoming community through our volunteers and all agency events to promote the needs and understanding of newcomers to our society. I am grateful to all the help by all staff, volunteers, especially our Board members for their continuous support during the year.
Settlement Services

(Client Services Department)

- 2,257 Seniors Participating in Events and Activities (Diverse Seniors Social Support)
- 1,678 Federal and Ontario Settlement Program Clients Served
- 332 Chinese Family Service Clients Served
- 319 Group Activities Organized
- 709 Children Used Childminding Services
- 6,756 Volunteer Hours Donated
- 238 Volunteers Recruited and Deployed
From April 1, 2015 to March 31, 2016, the Client Services Department delivered the following programs/services:

**Federal Settlement Program for Newcomers**
- Funded by: Immigration, Refugees and Citizenship Canada
- Outcome: 1,357 Permanent residents and care-givers served

**Ontario Newcomer Settlement Program (NSP)**
- Funded by: Ontario Ministry of Citizenship, Immigration and International Trade
- Outcome: 321 Permanent residents, foreign born Canadian citizens, refugee claimants served

**Chinese Family Service**
- Funded by: Community and Social Services Department, City of Ottawa
- Outcome: 332 Low income Chinese Canadian residents of Ottawa served

**Diverse Seniors Social Support**
- Funded by: Champlain Local Health Integration Network, Ontario Ministry of Health and Long-Term Care
- Outcome: 2,257 Chinese immigrant seniors served
Federal Settlement Program

Both the federal and the Ontario settlement programs provide needs assessment and referrals, information and orientation, and community connections activities to their eligible clients. The federal program provides, in addition, on-site child-minding service for clients with young children whereby they can leave their young children with our childcare centre while accessing our settlement service worry-free. The federal program also provides limited transportation support to encourage newcomers to participate in our settlement related activities such as field trips and community tours.

Seven settlement workers worked under the Federal Settlement Program, serving newcomers over the telephone, in face-to-face interviews and in topical workshops and information sessions. These workshops are meant to help newcomers learn about Canada’s government, people, geography, climate and history. More importantly, they help newcomers understand Canada’s social programs that have been designed to meet the needs of all, from children, youths to adults and seniors.

Moreover, our settlement workers also help newcomers to build connections with the community in which they live. These activities include support groups for newcomer youths, women, parents and seniors. Newcomers get together to familiarize themselves with community services available in their communities so that they know how to access them. These groups also have the added value of helping newcomers to build their own social networks from which they can draw emotional support. In the past years, we had women, seniors and parenting groups running in downtown Ottawa, Barrhaven and Kanata. At our main office in downtown Ottawa, we had two seniors support groups. One was dedicated to teaching Chinese seniors basic computer and internet literacy. Another one was devoted to teaching Chinese seniors daily conversation English. These groups ran weekly and were very popular among Chinese newcomer seniors.

Periodically, our settlement workers would organize field trips including visits to community centres, retirement homes, sugar bush or Parliament buildings so that newcomers can have a better understanding of local community resources.

During this fiscal year, our agency delivered a total of 311 group activities (workshops, support groups, community tours and field trips) under the federal settlement program, drawing a total of 2906 participants.

Of the 1,357 newcomers served during the year, 77% were from China, Taiwan and Hong Kong. The rest came from other parts of the world, particularly from South and Southeast Asia and the Middle East.

Volunteer Program

A volunteer coordinator was part of our settlement workers’ team. Her job was to recruit, train and deploy volunteers according to the requests from workers with OCCSC’s Settlement, Language Training and Employment Support Departments.

We gratefully acknowledge the many contributions over the past year of our volunteers who helped us deliver more services than what our funders expected. In all, 238 volunteers gave a total of 6,756 hours of their time helping OCCSC and its clients. Indeed, since the volunteer program was established in 2009, a total of 1,009 volunteers have contributed close to 34,900 hours to our centre. On average, each volunteer has given us and the community 34.5 hours.

Our volunteer committee team assisted in the planning and implementation of our 40th Anniversary Volunteer Appreciation Party on May 2, 2015 at the Montgomery Legion Hall. 2015 also saw OCCSC celebrating its 40th Anniversary. Over 100 volunteers participated in this event alone.

One of the distinguished guests of the evening was Mr. Bill Joe, one of several founding board members who has made tremendous contribution to OCCSC over a long period of time, received a special award for his service. Other outstanding volunteers of the year receiving awards included James Chen who was one of instructors in our Practical English class; Rajesh Chabria, an employment Mentor in the Mentorship Program with the Employment Support Department and Ann Waters, English teacher in our Language Training Department. Carol Lin volunteered as our Graphic designer and Photographer, and Doris Haddad was involved in our Career Coaching Program.
Most areas of volunteering involve assisting new immigrants to learn new skills to improve their quality of life in Canada, such as language or computer training, job-hunting, career coaching. Other volunteers assisted in office administration, translation, writing and editing stories for publication, data management, poster design, photography and event planning.

As part of the highly successful Employment Mentorship program, 45 volunteer mentors used their professional experience to assist new immigrants make the transition to the Canadian work force. The accounting students in In-TAC’s Accounting Co-op program volunteered as bookkeepers with In-TAC Accounting and Taxation Services. Many of them eventually found full-time jobs in their field of professional training.

Our volunteer program also gave many university and high school students an opportunity to gain valuable Canadian work experience and acquire a better understanding of the Canadian job market.

The services provided by volunteers are integrated in OCCSC’s major funded programs enriching their quality and expanding their reach in the newcomer community.

**Ontario Newcomer Settlement Program (NSP)**

Although the NSP is a much smaller than the federal settlement program, employing only one full-time settlement worker, it can, however, be accessed by, in addition to permanent residents, immigrants who have already become Canadian citizens through naturalization, and refugees who are in the process of applying for political asylum in Canada.

Last year, our lone settlement worker in this program delivered one-on-one direct service to 321 clients of whom 181 were Canadian citizens. During the year, she also organized eight workshops attended by 130 participants. Workshop topics ranged from Working As a Nurse in Ontario to Diabetes Prevention which has become an very important subject of concern among middle-aged and older Chinese Canadians in Canada.

**Chinese Family Service**

Funded solely by the Community and Social Services of the City of Ottawa, this program has been helping low-income Chinese Canadians who are socially vulnerable and have more complex needs. We had one counsellor providing essential information on social services from health, housing to social assistance. She also provided emotional and practical support for those who were unable, due to language and cultural barriers, to access community services. When necessary, our counsellor would also provide referral and interpretation and even escort service to ensure that our clients get what they are entitled to.

During the year, this program served a total of 332 clients, of whom 43% were Canadian citizens, 61% were female, 35% were seniors (65 years of age and over), and 76% spoke Mandarin.
Diverse Seniors Social Support (DSSS)

Funded by the Champlain Local Health Integration Network since 2009, DSSS has been a joint project with 7 community based partners including 4 settlement agencies. One full-time community outreach worker has been seconded to OCCSC to outreach to Chinese seniors by organizing cultural, social and recreational activities to keep them socially active and connected. The ultimate goal of the program is to help Chinese seniors to remain physically and mentally healthy so that they can continue to live independently and safely in their own homes.

Last year, close to 777 group activities and events were organized for the benefits of Chinese seniors. This was made possible by our team of 65 volunteers who contributed a total of 3,756 hours of their own time in helping to make this program such a huge success.

Ongoing activities include singing, Taichi group practice and other exercises, English conversation circle and a social club. During the past year, we also organized workshops on a variety of topics including Power of Attorney, Healthy Life Style and Computer Class. As well, with the help of our volunteers, we organized a number of events including the Mid-autumn Festival and the Chinese New Year celebration parties. All our program activities combined have benefited close to 2,260 Chinese seniors.

Rupert Yeung
Client Services Manager
Client Testimonials
(Settlement)

Dear OCCSC,

You are the home for us Chinese. You are like my mother caring and protecting us. I want to thank you with deep gratitude.

Mrs. May Chan, in her advanced age, continues to work tirelessly and patiently to help us overcome our challenges. I want to thank her from the bottom of my heart. I wish for an even better OCCSC that can help the Chinese to integrate into the Canadian mosaic. I also hope that I can make some modest contribution in my own way.

Mei Zhao Xie,
A Chinese senior

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I used to live in Kanata. As a result of some unusual circumstances, I had to urgently move out of my son’s house. I felt very helpless. One of my friends suggested that I should go to OCCSC to get some help.

I was seen by Maggie Wel (family service counsellor at OCCSC) who very patiently listened to what I had to say. She told me about social housing and explained that it might take some time to get placed. Knowing my dire situation, Maggie soon helped me set up an interview with the social housing agency. In the end, I was placed on the priority placement list. Before long, I was offered an apartment which I had a chance to view.

I want to thank OCCSC for having such a well-trained worker like Maggie who made it possible for me to get placed in an apartment in a seniors building.

Thank you! Thank you! and Thank you!

Mrs. Zhang
July 15, 2016 was a day to remember. We are members of OCCSC’s “Healthy Kitchen, Healthy Living” group which is coordinated by Wei Han (a settlement worker of OCCSC). Under Wei’s leadership, we decided on this day, to get out of our kitchen and march into our community to take part in a welcome party for Syrian refugees at the Manordale Community Centre at 68 Knoxdale Road. We were excited but somewhat worried about how well we could accomplish our mission.

In the morning, we, as usual, went to the South Nepean Community Health Centre at 4100 Strandherd to get some orientation about Canada’s compassionate refugee policy and the kind of struggles and hardships refugees had to go through before coming to Canada. ...........

We worked happily together to prepare food for the party............ At around 1:30 pm, we were on our way to the party, carrying 3 large colorful cakes, 3 large bowls of Arabic salad, salad dressings, bowls and dishes. ............At about 2:00 pm, participants were lining up before our food station. We were serving each participant a bottle of spring water, bread with mutton and salad......

At the end of the party, the organizer came over to thank us for our friendship. We could all feel a warm sensation streaming through our heart. We only made a very small contribution but received such a huge response. Today, we were the Messenger of Love, delivering love to the Syrian refugees who have suffered tremendously. We pledged that we would deliver more love in the name of world peace.

Together with the Syrian refugees! This was an ordinary but very meaningful day.

Messenger of Love
Language Services
(LINC Department)

- 808 LINC Students Enrolled
- 288 Average Monthly Clients Enrolled or Contacted
- 27 Children Enrolled in Childminding
- 4,188 LINC Instruction Hours Provided
- Total 16 Classes
In this reporting period, April 1, 2015 – March 31, 2016, OCCSC LINC has served over 800 students, delivering 4188 hours of classroom teaching and had 27 children in its Care for Newcomer Children (childminding) service.

As before, classes were provided at the central location, 400 Copper St., where we moved in April, to the delight of our students and teachers! The classrooms are spacious, bright and perfectly fit for the purpose they serve. The off-sites remained the same, one in Kanata and one in Barrhaven, serving clients who live in those areas. The demand for opening more classes in these areas is still very high, but without additional funding we cannot do anything about it. LINC levels provided in our program are from 1 to 6, with almost all classes being multilevel.

LINC continued to provide high quality services to students of different ethnic and language background (please refer to the graph below), following the LINC curriculum and the Contribution Agreement. The idea of smaller classes (we are contracted for 18 students per class), a friendly environment, with excellent teachers and a variety of class schedules continued to attract new students. We remain the only provider in the city that offers evening and Saturday LINC classes, in addition to the classes offered in the morning and in the afternoon.

We were contracted for 288 students per month and almost every month we met the target and sometimes exceeded it (with over 300 enrolled students at times). LINC continued to maintain and further develop its outreach, having more than 90 sites regularly visited on a monthly basis by the staff, promoting the program and recruiting new clients.

We continued to be pro-active in transforming some class levels into different ones, depending on the need we identified in the community, so we switched one evening (level 4/5) class to a morning, with childminding, which was filled in no time.

We have been delivering 3 cost-recovery English courses, Beginner, Low and High Intermediate throughout the year, for non-LINC eligible clients, responding to the demand for such courses.

With the invaluable help from our volunteer-teachers, we continued with the Conversation Circles, offering them three times a week to all those, LINC-eligible or not, who wanted to improve their English conversation skills.

Since January 2016, we received a group of Syrian refugees, with their children being accommodated in our childminding (CNC) service. We anticipate a much larger number of these students coming to our program in September 2016, considering the need for their language training, as well as a targeted outreach within the Syrian community that we have been doing.

OCCSC LINC is known for the variety and number of presentations we include in the regular curriculum. Among others, one stood out for its importance and significance - on June 13, 2016, we had the privilege of welcoming a Senior Citizenship Judge, Renata Brum Bozzi, who talked to our students about what it means to become a Canadian citizen. Knowing that most of the LINC students will eventually apply for Canadian
citizenship at some point, when all the requirements are fulfilled, this was a rare, invaluable opportunity to hear from the citizenship judge herself about the process and the significance of becoming a Canadian citizen, with both the privileges and responsibilities that come with it. The students, teachers and some OCCSC staff who attended were delighted with the presentation and grateful for having such an opportunity within their regular LINC program.

We are proud of having students from all over the world in our classes. In the reporting period, they spoke 40 different languages! Please see the chart below as an illustration.

LINC was very excited to learn that one of our former students (also the Employment client after graduating from LINC), Lucia Burgess, had won a CCLB WOW (Welcome Ottawa Week) contest for the best newcomer story! We are so happy for Lucia and one of her many achievements! The story is a testament to what newcomers can do to reach their goals and how the language training, among other settlement programs, keeps helping them on their way to success.

LINC is proud to have organized yet another impressive International Women’s Day event, on behalf of OCCSC, on March 8, 2016.

Women’s Day event, on behalf of OCCSC, on March 8, 2016.

Languages spoken by LINC students (2015)
was “Pledge for Parity”. The event had a stellar panel of
guests: Marie-Claude Landry, Chief Commissioner of
the Canadian Human Rights Commission as the Keynote
Speaker, The Ottawa City Councillor Catherine McKen-
ney, Lawyer Concilla Muonde, Architect Mayyadah
Brykea and Carleton University Professor Xiaobei Chen
as guest speakers, with a special appearance of The
Honorable Patty Hajdu, The Minister of the Status of
Women, who delivered the closing remarks.

The words of one of the guests in the audience sum it all
up: “Many thanks for inviting me to the celebration of
the International Women’s Day. I enjoyed it immensely.
It felt so empowering to listen to those wonderful
presentations given by guest speakers. And what a
range of topics and experiences… I went back to work
with a renewed energy and determined to rethink my
work-life balance and not feel guilty about it.”

LINC childminding (CNC) had a good number (27) of
children throughout the reporting year, several more
than in the previous year. CNC service at OCCSC
remained available only in the morning for LINC
students (based on the funding). With the arrival of
the Syrian refugees, the number of children has
increased and we expect to see even more in the next
term. The new space is bright and inviting to our little
clients, so they feel comfortable and happy! This is an
important support service that enables those clients
with children eligible for our program to bring them in
while they attend their language classes.

Snezana Minic
Language Programs Manager
Client Testimonial

(LINC)

I have been in Canada 2 years. When I arrived, it was very difficult for me to communicate in English – my accent and everything else made me feel disappointed and even humiliated. Then I went to the Assessment centre and it was my good fortune, I learned about LINC and I started the program at OCCSC.

From the first day, I enjoyed my class. I saw changes in my confidence level. I started communicating at shopping centres and many other places as well. I gradually improved my level in reading and writing, but especially in speaking and listening. First day in class, I understood 5% and I was worried and felt sad. Now I am able to understand almost 100%! I am feeling very happy.

Such great achievement was possible due to the teacher’s support, her facilitation skills, commitment and hard work. We learned many things about Canada and our new life here. I want to write much more, because LINC was such a valuable experience. I want to thank my teacher Susan, the Ottawa Chinese Community Service Centre and their LINC program – I miss my language classes, since I completed the program.

Thanks to LINC, I was accepted and completed a Power of Trade program, the Early Childhood Educator program at Algonquin College and I got a conditional job offer at Algonquin College.

Uttara, LINC 5/6 student
Employment Services

- 734 New Clients Served
- 64 Countries of Origin
- 168 ICT & Accounting Professionals Trained
- 1,842 Hours of Training Provided
- 263 Employment Placements
- 400+ Employer Partners
- 120 New Employer Partners Recruited
- 37 Volunteer Career Mentors Trained
- 110 Employers Given Cultural Competency Training
In-TAC 2015 in Review

2015 witnessed the marked enhancement of In-TAC as a brand thanks to the efforts of our dedicated team and the outstanding results of the quality services we delivered to our newcomer clients. Once again, all projects outperformed and exceeded their mandated contribution agreement targets and deliverables. The major achievements and milestones include:

In-TAC’s 6th Annual Appreciation Gala

In-TAC hosted its 6th Annual Appreciation Gala – ‘Express Entry to Integration’ at the National Arts Centre, where Ottawa’s business leaders, community stakeholders, government representatives and newcomer graduates of In-TAC’s programs gathered to celebrate another year of successful partnerships and collaborations. Parliamentary Secretary Costas Menegakis, offered his appreciation of In-TAC’s programs stating that, “tonight we will not only recognize the importance of partnership in ensuring the success of newcomers, we will also celebrate excellence in ensuring our immigration system works in the best interest of all Canadians”.

In-TAC Alternative Career Events

In-TAC successfully organized and delivered, through its MAPLE 2.0 program, a total of 20 alternative career and employer engagement events in Ottawa, Calgary and Vancouver, serving over 1645 internationally educated job seekers.

Cultural Competency Training for Employers

In 2015, 110 employer partners across Canada completed MAPLE 2.0’s communications and cultural competency trainings. Our trainings provide employers with practical tips on how to recruit, orient and retain internationally educated professionals and help them create more inclusive and welcoming work environments. MAPLE 2.0 program was also presented as a promising practice and successful employer engagement model at the 17th International Metropolis Conference held in Mexico City.
In-TAC Alumni Association

The In-TAC Alumni Association was formed on November 12th, 2015 by graduates of In-TAC’s bridge-training programs with approximately 100 alumni in attendance. The aim is to expand their professional networks, form new friendships, develop business relationships, share successful job search tips, and support and inspire each other to achieve their dreams.

Full-Fledged Intervention Process

In-TAC has successfully integrated the employment support services into a full-fledged intervention process, whereby clients will receive, based upon the assessment of their needs and background, a suite of targeted intervention such as Job readiness preparation, sector specific bridge trainings, internships, mentorships, job placements, Talent Den, job matching and referrals. 263 newcomer immigrants from 64 countries continued their professional career in Canada as a result of these interventions and 120 new employer partners participated in the process.

Community Connection and Stakeholder Relations

In-TAC held 4 Advisory Committee Meetings in 2015 with members from sector councils, employers, community partners, mentors, trainers and new immigrants’ representatives, to continue improving its services. In-TAC also actively engaged in community partnerships with Hire Immigrant Ottawa, Ottawa Local Immigration Partnership and New Entrepreneurs Ottawa Network, to lead the advocacy for new immigrants’ integration. In-TAC hosted its 6th CRA designated Tax Clinic. Over 38 volunteers provided free support services to 214 low income Ottawa residents to help file their tax returns.

Accounting and Taxation Services

The Accounting and Taxation Co-op Project, our pilot social enterprise initiative, had a profound social impact while steadily improving its self-sustainability. 24 volunteer interns acquired Canadian professional work experience and contributed 4032 volunteer hours to the initiative and 50 small business clients benefited from our accounting and bookkeeping services.

In-TAC Pre-Arrival Services

After a two-year application process, ‘In-TAC Pre-Arrival Services in China’ project was officially approved by the Ministry of Immigration, Refugees and Citizenship Canada in October 2015. Working with partners in both Canada and China, the project provides settlement and employment services to Chinese immigrants before their departure to Canada and connects them with post-arrival services across Canada.
1. The one-year extensions for the three of the IRCC funded employment services projects are due to expire at the end of the 2016 fiscal year. Future funding decisions are expected to be made by the end of 2016.

2. The implementation of the newly approved ‘Pre-Arrival Project’ will enhance both our national presence and our capacity to deliver services using the innovative virtual service delivery model. The newly added infrastructure will also enable our other projects to expand accessibility of our services, while improving the efficiency of the delivery.

3. Funding for our pilot Accounting and Taxation Co-op Project expired in June 2016. The project surpassed all the proposed targets. The growth of our client base and revenue is encouraging, and efforts will be focused on finding more resources to develop the project into a self-sustained social enterprise.

In 2016, with the Liberal government in power, we are expecting new guidelines and priorities with regards to the immigration and settlement services, as well as how the Express Entry will be implemented. Regardless, integrating new immigrants into the Canadian labour market will remain a priority for both the immigrants and the government. We will keep building our strengths and expertise in this regard and leverage our innovative services delivery model to provide better services to immigrant professionals arriving in Canada.

Ying Xie
Senior Manager, In-TAC
Client Testimonials
(In-TAC)

Since I began working with Heart and her team at In-TAC Accounting, I have been able to arrive at a place with my business accounting that I was not able to do on my own. She and her team of qualified, friendly accountants, helped me unravel a complicated backlog of files and after a few meetings, were able to complete my taxes and bring me up to date with the CRA. I have appreciated her support and how she has made herself available by email and in person, which has really meant a lot to me. I value her and her team's knowledge and through attention to the details involved with bookkeeping and managing my corporation's accounting. Her office is warm and friendly and I look forward to meeting with her as I learn something new every time.

-- Jamine Ackert, Owner of Capital Yoga, Client of In-TAC Accounting & Taxation Services

Telling you that you're “appreciated” does not do justice to your service. You are not only a valued organization, but also a dear family. I can't imagine how I would be able to start working without you. I appreciate your dedicated commitment to matching experienced new immigrants with the right career path by developing the accounting programs, accounting simulation courses, and creating internship opportunities through your network with local corporations and organizations.

-- Mohammed EL-Zein, Graduate of the NaviCanAccounting Program, now a Senior Analyst - Compliance & AML
Being part of this program has allowed me to grow while sharing and assisting our new fellow, future Canadians. And for that, I will be eternally grateful and humbled by the experience. In retrospect, these inspiring individuals are a wonderful representation of the culture of what makes Canada great - a country where new immigrants can work to their potential in a free, safe and progressive environment. Being a history buff, it is no different than what Canada offered two and a half centuries ago – but perhaps with less wilderness. The parallels are striking, in that courageous individuals found our shores from abroad; worked hard to develop a good life for themselves; faced adversity and thrived. My hope is to continue my relationship with In-TAC for the foreseeable future so that I can continue to be inspired by everyone in the Program.

-- Louis Seguin, Mentor of In-TAC Mentorship Program, President & Principal Director of S&L HR Innovations

In-TAC offered me trainings to bridge my knowledge gap, honed my networking skills, and introduced me to a mentor. I find In-TAC’s services very personal, encouraging, motivating and best of all, they treat newcomers with empathy. In-TAC truly believes in each of their clients and they go above and beyond the call of duty to uplift their clients’ morale and emotional intelligence.

-- Annie Soundara Raj, Business Analyst, Graduate of the NaviCanIT Program
This past fiscal year (April 1, 2015 – March 31, 2016) has been a very exciting one for OCCSC! The staff and management have risen to meet new challenges of starting a new social enterprise to serve un-funded clients and ramping up the pre-arrival service.

OCCSC continues to be a very fiscally steady organization. Total revenue for this fiscal year has increased by $224,292, from $3,081,968 (in 2015) to $3,306,260 (in 2016). Expenses have increased from $2,992,511 to $3,214,629. This increase in our operations is largely due to our new pre-arrival program. Retained earnings (Net Revenue) this year has increased from $89,457 to $92,131, a positive change of $2,674, this is 2.78% of total revenue. Our retained earnings come from a combination of member fees, donations, and fee for service programs.

The following tables will outline our sources of revenue in contrast with the previous year (chart 1), and our expenditures for this fiscal year in contrast with the previous year (chart 2).
### Sources of Revenue

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<tbody>
<tr>
<td>Federal Government: Immigration, Refugees and Citizenship Canada</td>
<td>48.78%</td>
<td>1,612,916</td>
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<tr>
<td>Federal Government: LASI World Skills, MAPLE, Pre-Arrival</td>
<td>28.19%</td>
<td>932,178</td>
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<td>Provincial Government: Navigating the Canadian IT and Accounting Workplace, Newcomer Settlement Program, Ontario Ministry of Health Promotion, Pay Equity, Ontario Trillium Foundation, Province of Ontario</td>
<td>15.91%</td>
<td>525,944</td>
</tr>
<tr>
<td>Municipal Government: City of Ottawa</td>
<td>1.73%</td>
<td>57,226</td>
</tr>
<tr>
<td>Community Sector &amp; Health Resources and Skills Development Canada: Jewish Family Services, New Horizons for Seniors Program</td>
<td>0.59%</td>
<td>19,627</td>
</tr>
<tr>
<td>Other Income: Tuition Fees, Donations and Fundraising, Interest, Membership, User Fees and Miscellaneous</td>
<td>4.79%</td>
<td>158,369</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Revenue</th>
<th>3,306,260</th>
<th>3,081,968</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Amount ($)</td>
<td>Amount ($)</td>
</tr>
<tr>
<td>Advertising and community relations</td>
<td>1.08%</td>
<td>34,794</td>
</tr>
<tr>
<td>AGM expenses, fundraising and membership</td>
<td>0.64%</td>
<td>20,683</td>
</tr>
<tr>
<td>Consulting and professional fees</td>
<td>1.22%</td>
<td>39,339</td>
</tr>
<tr>
<td>Office equipment</td>
<td>0.30%</td>
<td>9,783</td>
</tr>
<tr>
<td>Office and general expenses</td>
<td>5.16%</td>
<td>165,715</td>
</tr>
<tr>
<td>Rent and utilities</td>
<td>10.94%</td>
<td>351,480</td>
</tr>
<tr>
<td>Salaries and benefits including pay equity</td>
<td>75.93%</td>
<td>2,440,499</td>
</tr>
<tr>
<td>Communication/Telephone</td>
<td>2.33%</td>
<td>75,005</td>
</tr>
<tr>
<td>Training</td>
<td>0.25%</td>
<td>8,029</td>
</tr>
<tr>
<td>Travel</td>
<td>1.54%</td>
<td>49,636</td>
</tr>
<tr>
<td>Other expenses (e.g., repairs, maintenance, payroll services, insurance, etc.)</td>
<td>0.60%</td>
<td>19,166</td>
</tr>
<tr>
<td></td>
<td>3,214,129</td>
<td></td>
</tr>
<tr>
<td>Total Expenditure</td>
<td>92,131</td>
<td>89,457</td>
</tr>
<tr>
<td>Net Revenue</td>
<td>89,457</td>
<td>89,457</td>
</tr>
</tbody>
</table>
Governance Committee Report
On behalf of Jonas Ma, Chair of Governance Committee, OCCSC

The Governance Committee, currently composed of three board members, is responsible for ensuring good governance in how the board of directors functions. This includes a due process in nominating and electing board members according to the OCSCC By-Laws, adherence to governance policies such as the Conflict of Interest Policy, and efficient governance through enabling structures and procedures. From time to time, the Board asks the Governance Committee to review the organization’s by-laws and develop recommendations for consideration by the Board.

2016 Board Nomination and Election

According to our by-laws, we have staggered terms of office for our Board of Directors, ensuring board continuity and stability while allowing renewal at the same time. Each board member can stand for re-election for a second or third term, at the end of which she/he will step down.

Due to the retirement, Mr. Jonas Ma resigned from the Board in early 2016 and, due to other commitments and priorities, Ms. Irene Zhou will not continue her third term in the coming year. Both Jonas and Irene were our ex-Presidents, and their contributions to the organization are much appreciated.

The term for six of our ten existing board members is still valid. They have agreed to continue their terms and serve on the board in 2016-2017:

Vivian Chan
Long Tran
Hazel Wong
Mary Lee
Patricia Wallinger
Nicholas Ranger

The following Board Directors are seeking their second or third term to serve on the Board: Both Robert Parungao and Joseph Tang are seeking their second term nomination; and Odette Rwigamba is seeking her third term nomination. Furthermore, our long time community member, Sally Zhang is seeking her first term nomination as a new director. The organization is deeply grateful to all the directors who bring their knowledge and skills to contribute to the community.

The Governance Committee will be actively seeking nominations to the Board from members of good standing this coming term, to fill positions on the board with new members whose expertise and experiences will help fulfill our mandate. Please go to the OCCSC website to learn about the nomination process.
Ottawa Chinese Community Service Centre

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