



45th Anniversary Celebration and Annual General Meeting

EMPOWERING THE YOUTH FOR A SUSTAINABLE FUTURE

Annual Report
2021-2022



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PRIME MINISTER · PREMIER MINISTRE

Message from the Prime Minister of Canada

It is with great pleasure that I send my sincere greetings on the 45th anniversary celebration of the Kababayan Multicultural Centre, taking place on September 24, 2022.

The Kababayan Multicultural Centre is a community organization that has supported countless lives in the Greater Toronto Area since its creation in 1977. From newcomers to Canada, to youth, women, seniors, and families, the Kababayan Multicultural Centre has dedicated the past decades to supporting vulnerable members of society and strengthening the community.



Today, we reflect on all the hard work that has been done by the Kababayan Multicultural Centre, and the positive impact it has had over the past 45 years. May this special anniversary serve as an occasion to reinvigorate and inspire staff, volunteers, and supporters of this remarkable organization.

I would also like to offer my congratulations on the launch of a new program, “Empowering the Youth for a Sustainable Future,” which will promote the Kababayan Multicultural Centre’s mission to support our most vulnerable and build a brighter world for everyone.

Please accept my warmest wishes on this momentous occasion!

Ottawa
2022



Message from the Mayor

It gives me great pleasure to extend greetings and a warm welcome to everyone attending the 45th Anniversary Celebration of the Kababayan Multicultural Centre, themed "Empowering the Youth for a Sustainable Future".

Congratulations and best wishes to the Kababayan Multicultural Centre on this important occasion. Thank you to your organization for providing resources and support for newcomers, youth, women, and seniors in the local community. This anniversary provides a wonderful opportunity to look back on past successes while looking forward to the many possibilities to come.

Community events promote and encourage residents to participate in their community, connect with each other and contribute to the community's strength. I am delighted that wonderful events like yours are taking place in Toronto.

On behalf of Toronto City Council, I wish everyone an enjoyable and memorable event. Please accept my best wishes for continued success.

Yours truly,

John Tory
Mayor of Toronto



**CONSULATE GENERAL OF THE REPUBLIC OF THE PHILIPPINES
TORONTO**



MESSAGE

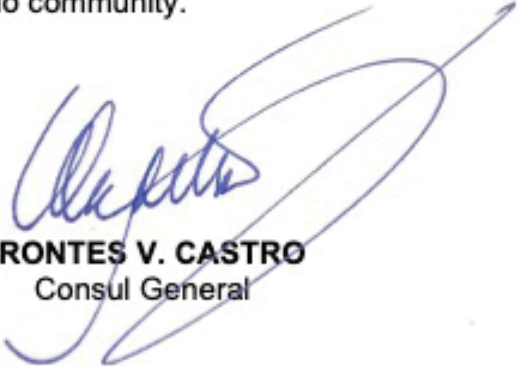
I extend my warm greetings to the Officers, Members and Friends of the **Kababayan Multicultural Centre** on the occasion of your **45th Year Anniversary Celebration and Annual Meeting** on 24 September 2022.

This year's anniversary theme: "**Empowering the Youth for a Sustainable Future**" embodies your Organization's relentless dedicated service to several communities in Canada and the strategic role of the youth in our future, especially after the COVID-19 pandemic.

For many years, your Organization has been extending assistance and facilitating the integration of newly arrived immigrants to Canada, as well as the other sectors of the society – youth, women, seniors and several families. Among those assisted are members of the Filipino community.

Happy anniversary celebration to all.

Mabuhay!


ORONTES V. CASTRO
Consul General

Toronto, 06 September 2022

MESSAGE FROM THE CHAIRPERSON

Warmest greetings to all. I am honored and privileged to be with you on this 45th year Anniversary of the Kababayan Multicultural Centre – 45 years of serving the community.

On behalf of the Board of Directors, I would like to thank and congratulate everyone who helped contribute to the success of KMC. In continuing KMC's legacy, the theme of this celebration – Empowering the Youth for a Sustainable Future – is most fitting as we embark on a journey of higher community service in the near horizon. The youth represent the vibrant future of our society.

Through the years, KMC has survived many challenges and delivered results to serve and help countless number of clients. In its 45 years of service, KMC has also seen many officers, volunteers, staff, and members who have sacrificed their time and shared their talents. The founding Board helped plant the seed which is now a grown tree with deep and healthy roots.

The Covid-19 pandemic made a tough year for everyone, and KMC community members worked together in order to overcome challenges and survive. We have emerged stronger and better in the face of adversity. My salute to all the dedicated staff, volunteers, Board and all stakeholders – you have kept going, adapted to our new way of working, and in many ways, flourished. Despite limitations imposed by the pandemic causing challenges in our operating environment, you have regularly supported one another and our clients, and managed to get a lot done. This affirms the resiliency of KMC. I have witnessed compassion, teamwork, problem solving, collaboration, creativity, fun, and innovation. Your actions are inspiring!

Despite its challenges, the pandemic also presented us an opportunity to build the systems and strengthen the structures of our organization. We invested in new technology to prevent cyber-attacks to safeguard confidential information; as well, we

hired various staff members who will be at the forefront of our core services to help us meet our commitments and better manage client and partner expectations.

Moving forward, we will continue to build on the momentum that we have started. There is big work to be done as regards realigning functions, weaving synergy among the different teams, maintaining integrity of our fiscal and financial systems, improving internal policies, ensuring quality and timely documentation and reporting, as well as continuously honing KMC's core services to maintain consistency with KMC's evolving vision and mission. We are also looking to engage in the larger diverse Canadian society, and extending our community outreach, including our social media presence, is very important.

The strength of KMC lies in its diversity and quality of service and the people behind it, which are instrumental in building an inclusive, compassionate and prosperous Canadian Society.

We urge the participation of everyone as we continue to provide excellent community service. We are here to help and care.



Ben Corpuz

Chairperson

Kababayan Multicultural Centre



MESSAGE FROM THE EXECUTIVE DIRECTOR

In 2022 we commemorate Kababayan Multicultural Centre's 45 years of community service. I hold the privilege of having been with KMC in 33 of those years, and I could not be prouder of this community whose growth, evolution, and triumphs I have witnessed and been a part of.

From an organization serving a particular – Filipino – cultural community, we have evolved to one that responds to the needs of diverse communities. During the period 2021-22, people who benefited from KMC services spoke at least 25 mother tongues and originated from at least 30 countries, with Philippines, India, Nepal, and Tibet being the top four originating countries.

When KMC started 45 years ago, there had been one part-time staff member holding down the fort. Fast forward to 2022, and a group of 14 staff members, including part-time support staff in communications and IT, now all work together to provide important settlement, employment, youth & family support, and community programming services, in multiple languages including English, Farsi, Hindi, Nepali, Spanish, and Tagalog. The growth of the KMC team is a testament to the invaluable community services that the organization provides, and which our partners and funders acknowledge. We thank our long-time supporters – Immigration, Refugees, and Citizenship Canada; New Horizons for Seniors Program; Province of Ontario's Ministry of Labour, Training and Skills Development; the City of Toronto; Community Food Centres Canada, and our other many partners – for the continued trust and confidence.

Our 45th year anniversary carry the theme *Empowering the Youth for a Sustainable Future*. This signals an important path that KMC commits to taking as it continues to evolve in order to respond to the ever-changing needs and priorities of community members. In 2021, we launched a Youth & Family Support program in recognition of the unique challenges that Canadian youth – especially

immigrant, racialized youth – are confronted with. This is important to me, personally, as my dreams of immigrant youth truly belonging to Canadian society have not diminished after all these years. Along with Youth & Family Support, rounding up KMC's four work areas are Settlement, Employment, and Community Programming. It is our commitment to continue evolving, re-organizing, and adapting in order to respond more efficiently and effectively to the needs of our vulnerable community members.

Amidst limitations and challenges brought about by the Covid-19 pandemic, during the period 2021-22, we served 3,653 individual clients and delivered 7,393 services to these newcomers looking to call Canada home. In addition, some 1,358 newcomers and community members joined the 91 group information, capacity- and leadership-building, networking, community-building, and recreational sessions that we organized and facilitated on various topics. That these figures are not so far from figures reported during pre-pandemic periods is a triumph in adaptation (we continued delivering many of the services virtually or by phone), innovation, and commitment to excellence in service delivery. This was possible because of the great enthusiasm, dedication, and hard work of staff members, board of directors, partner organizations, and volunteers. Thank you all very much!

It has been a wild and great first 45 years, and we look forward to serving you all over the next 45 years and beyond!

Florderliz M. Dandal

Florderliz Dandal

Executive Director

Kababayan Multicultural Centre





▲ Photo: Post-pandemic check-in among Tibetan seniors, Community Programming-NHSP

EXECUTIVE SUMMARY

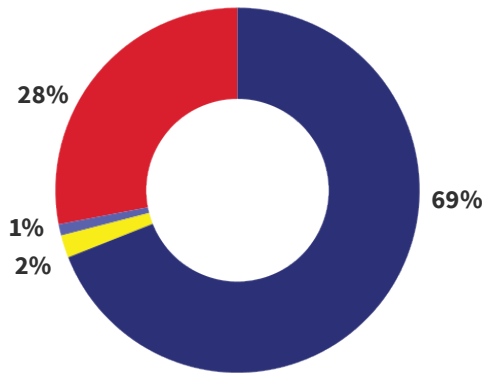
During the period 01 April 2021 to 31 March 2022, the Kababayan Multicultural Centre served 3,653 individual clients and delivered 7,393 services to these newcomers looking to call Canada home. In addition, some 1,358 newcomers and community members joined the 91 group information, capacity- and leadership-building, networking, community-building, and recreational sessions that we organized and facilitated on various topics.

Our clients represented at least 25 mother tongues and at least 30 countries, with the Philippines, India, Nepal, and Tibet making up the top four countries of origin.

Our work is organized along four themes: (1) Settlement; (2) Employment; (3) Youth and Family Support; and (4) Community Programming. Settlement work topped number of services, number of individual clients, number of group sessions, and number of group session participants. Relative to the reporting period, both Employment and Youth & Family Support works began only in November 15, 2021.

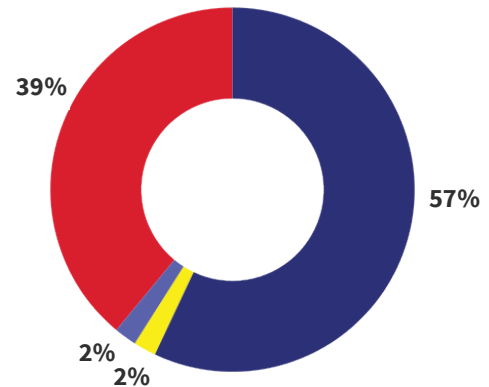
SERVICES DELIVERED
TOTAL: 7,393

● Settlement ● Employment ● Youth and Family Support ● Community Programming



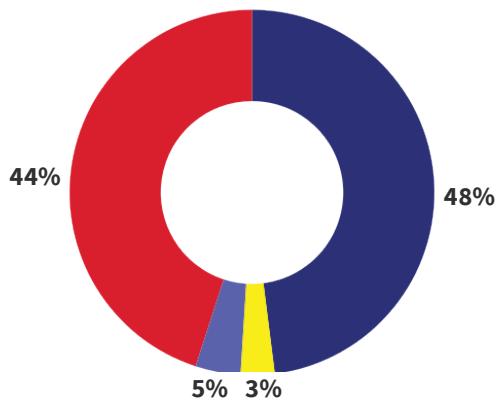
INDIVIDUAL CLIENTS
TOTAL: 3,653

● Settlement ● Employment ● Youth and Family Support ● Community Programming



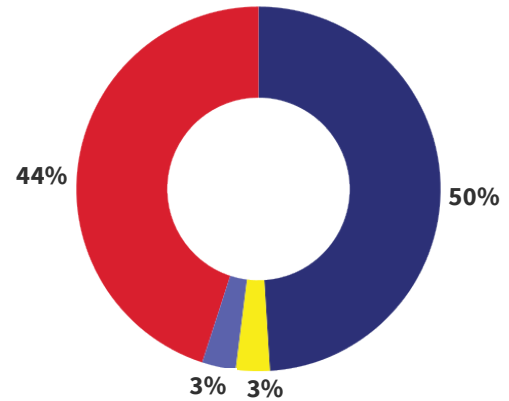
GROUP SESSIONS
TOTAL: 91

● Settlement ● Employment ● Youth and Family Support ● Community Programming



GROUP SESSIONS PARTICIPANTS
TOTAL: 1,358

● Settlement ● Employment ● Youth and Family Support ● Community Programming



SETTLEMENT

We help newcomers adapt to a new life in Canada through various supports, which include a newcomers' orientation, language and interpretation services, referrals to other programs and services, support in applications to government programs and services, employment support, computer and life skills training and workshops, supportive counselling, and individual advocacy.

A total of 2,086 newcomers (unique clients), coming from 30 countries and originally speaking 25 languages, received various settlement services – totaling 5,140 – in one-on-one consultations. As well, 672 newcomers learned relevant information about life in Canada through the 44 group information

sessions and networking events that we organized and facilitated.

The Settlement Program is funded by: the Settlement Program of the Immigration, Refugees and Citizenship Canada (IRCC), which also supports the Library Settlement Partnership (LSP); and the Newcomer Settlement Program (NSP) of the Ministry of Labour, Training and Skills Development of the Province of Ontario.

EMPLOYMENT

We help newcomers find suitable employment with the help of an array of partners acting as bridge between newcomers and their dream profession. We work with newcomers' strengths and passions, and we mentor them and help further strengthen their capacities through various skills training, workshops, and seminars on useful employment topics and issues.

Work on this theme for this particular reporting period began in November 15, 2021 through March 31, 2022. A total of 78 newcomers (unique clients) acquired increased knowledge of life in Canada through one-on-one consultations. As well, 46 newcomers acquired skills and connections to prepare them for the Canadian labour market through the 3 group information sessions that we organized and facilitated.

The Employment Program is funded by the Settlement Program of the IRCC.

YOUTH AND FAMILY SUPPORT

We help newcomer youth and families, particularly those coming from racialized communities, manage the stresses associated with immigration, as well as care for their mental health, by providing counselling and by hosting information sessions and workshops on various topics that could impact a family's overall wellbeing, for example, finances, career, emotions and mental health, community involvement, etc.

Work on this theme for this particular reporting period began in November 15, 2021 through March 31, 2022. A total of 51 marginalized and racialized newcomers (unique clients) received supportive counselling and career planning and post-secondary schooling planning support, through one-

on-one consultations. As well, 39 newcomers received information and guidance related to post-secondary schooling and career planning through the 4 group information sessions that we organized and facilitated. Some of them received support in developing a personalized financial plan, as well as articulated plans to enroll in post-secondary professional or trade education.

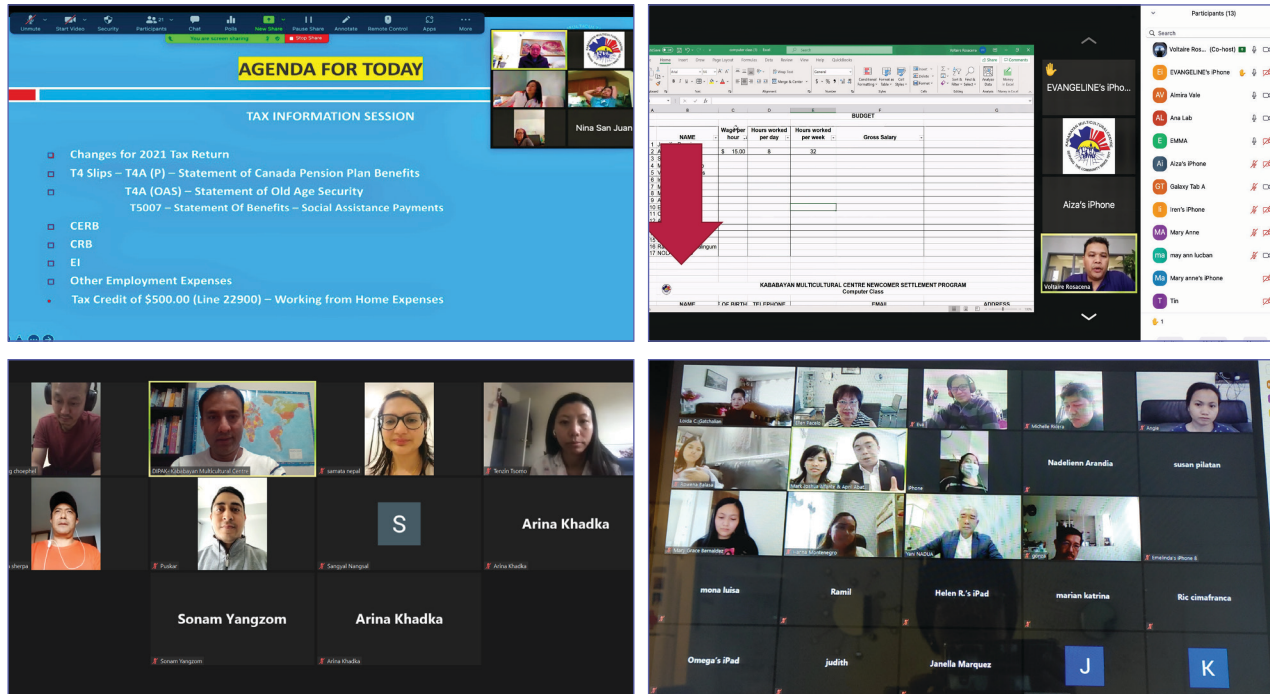
The Youth and Family Support Program is funded by the Settlement Program of the IRCC.

COMMUNITY PROGRAMMING

We provide a platform for communities of youth, women, and seniors to get together and connect with their community. Through various information sessions and workshops, and outdoor excursions and outings, we help empower each community with useful information, skills and experiences that they need at this phase in their lives.

A total of 1,438 vulnerable members of community received Community Programming services. As well, 601 community members joined the 40 group information, capacity- and leadership-building, and community-building sessions that we organized and facilitated.

Community Programming is funded by: the Community Service Partnerships (CSP) of the City of Toronto; and the New Horizons for Seniors Program (NHSP) of the Employment and Social Development Canada; while KMC's Food Security Program (FSP) is supported by the Community Food Centres Canada-Good Food Access Fund.



▲ **Photo 1:** Virtual group session on 'Tax Information for Newcomers', Settlement-NSP **Photo 2:** Virtual group session on 'Computer training and Managing finances (Budgeting): Microsoft Excel', Settlement-NSP **Photo 3:** Virtual group session on 'Inviting parents to Canada', Settlement-LSP **Photo 4:** Virtual group session on "Overcoming Financial Challenges", Settlement-IRCC

SETTLEMENT PROGRAM

PROGRAM OVERVIEW

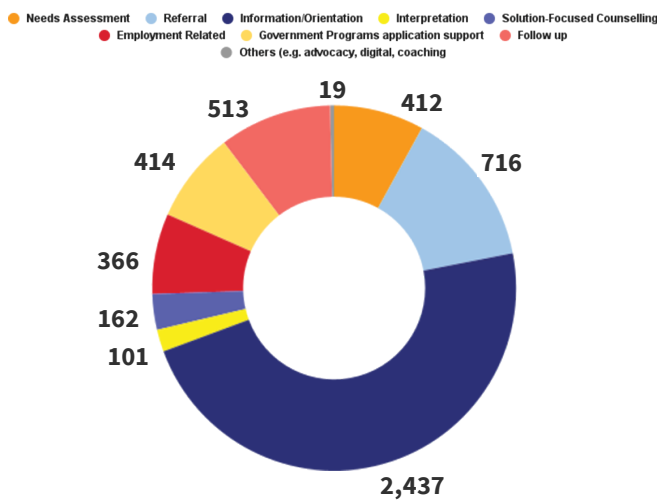
The Kababayan Multicultural Centre (KMC) was founded in 1977 to deliver settlement information and services to newcomers in the Greater Toronto Area. We help newcomers adapt to a new life in Canada through various supports, which include a newcomers' orientation, language and interpretation services, referrals to other programs and services, support in applications to government programs and services, employment support, computer and life skills training and workshops, supportive counselling, and individual advocacy. Our successes in helping newcomers find joy and success in their new home derive from the many and enduring partnerships that we have managed to build, with allies and fellow non-profits, and with our funders at the federal, provincial, and city levels of government.

KMC's Settlement Program is funded by the Settlement Program of the Immigration, Refugees and Citizenship Canada (IRCC) and the Newcomer Settlement Program of the Ministry of Labour, Training and Skills Development of the Province of Ontario.

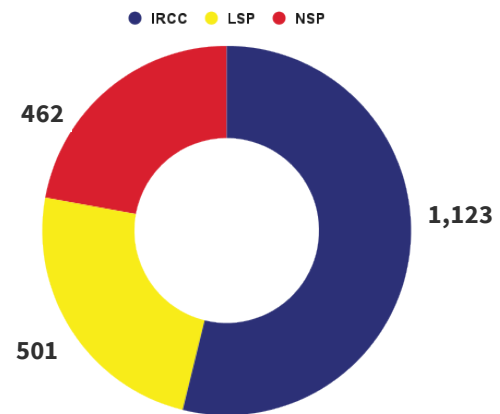
HIGHLIGHTS

During the period April 1, 2021 to March 31, 2022, a total of 2,086 newcomers (unique clients), coming from 30 countries and originally speaking 25 languages, received various settlement services – totaling 5,140 – in one-on-one consultations. As well, 672 newcomers learned relevant information about life in Canada through the 44 group information sessions and networking events that we organized and facilitated.

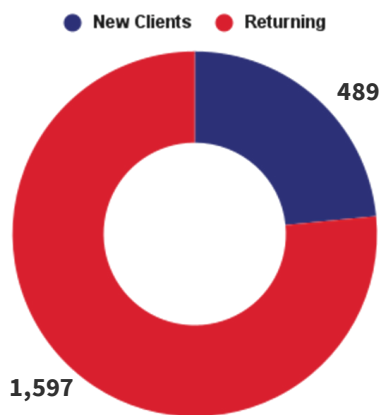
SETTLEMENT: TYPES OF SERVICES
TOTAL DELIVERED: 5,140



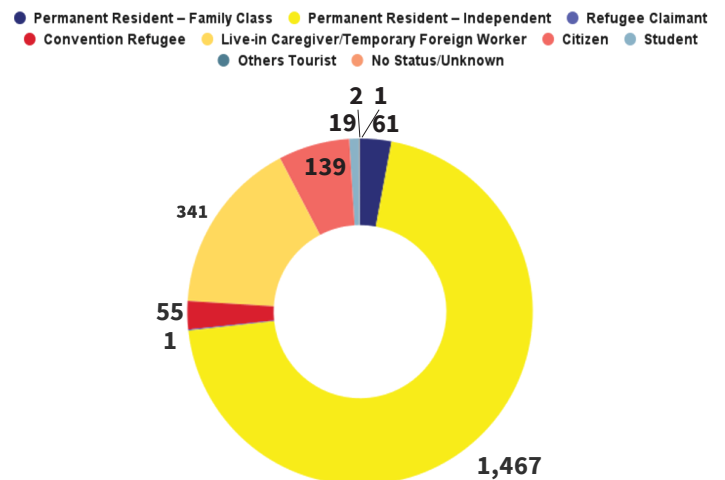
SETTLEMENT: UNIQUE CLIENTS
TOTAL: 2,086



SETTLEMENT: CLIENT VISIT TO KMC
TOTAL: 2,086

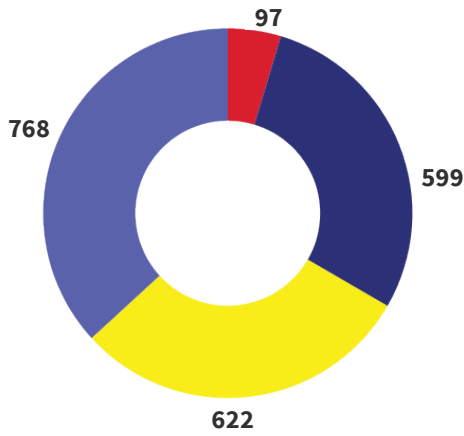


SETTLEMENT: RESIDENCY STATUS



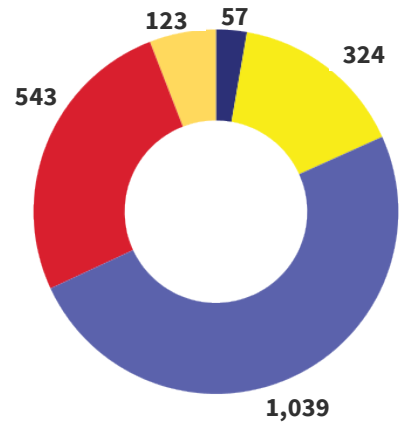
**SETTLEMENT:
YEARS OF STAY IN CANADA**

● 0 - 1 years ● 2 - 3 years ● 4 - 5 years ● 5 years over



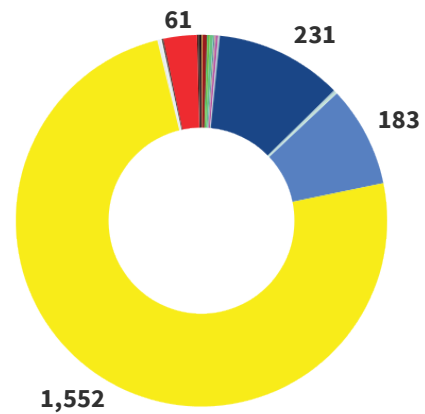
SETTLEMENT: AGE

● 0 - 14 ● 15 - 24 ● 25 - 44 ● 45 - 64 ● 65 and over



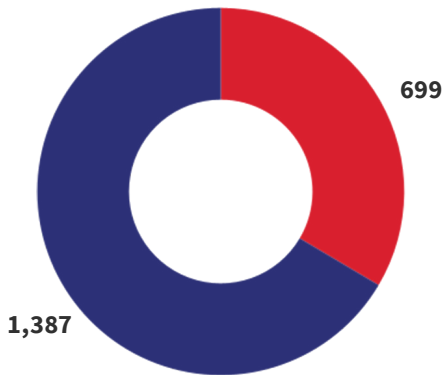
SETTLEMENT: COUNTRY OF ORIGIN

● Angola ● Azerbaijan ● Bhutan ● Bolivia ● Burundi ● Canada ● China (Hong Kong) ● Congo ● Czech Republic ● El Salvador ● Eritrea ● Grenada ● Guyana ● Hungary ● India ● Iran ● Ivory Coast ● Jamaica ● Morocco ● Nepal ● Philippines ● Poland ● Portugal ● Russia ● South Africa ● Sri Lanka ● Tibet ● Trinidad & Tobago ● Turkey ● Uganda



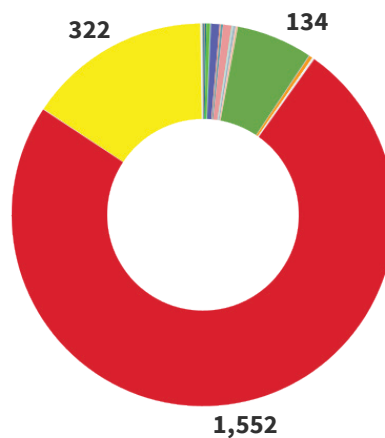
SETTLEMENT: SEX

● Male ● Female



SETTLEMENT: LANGUAGES

● Afrikaans ● Arabic ● Azerbaijani ● Bengali ● Bhutanese ● Czech ● Diolla ● English ● Farsi (Iran) ● Gujarati ● Hindi ● Hungarian ● Kinyarwanda ● Kirundi ● Luganda ● Nepali ● Polish ● Portugese ● Russian ● Spanish ● Tagalog ● Tamil ● Tibetan ● Tigrinya ● Turkish



Below are details for each Settlement funding stream.

1. IRCC Settlement Program

The IRCC Settlement Program supports the needs of newcomers as they adjust to life in Canada. Users of this service include permanent residents, refugee claimants, and conventional refugees.

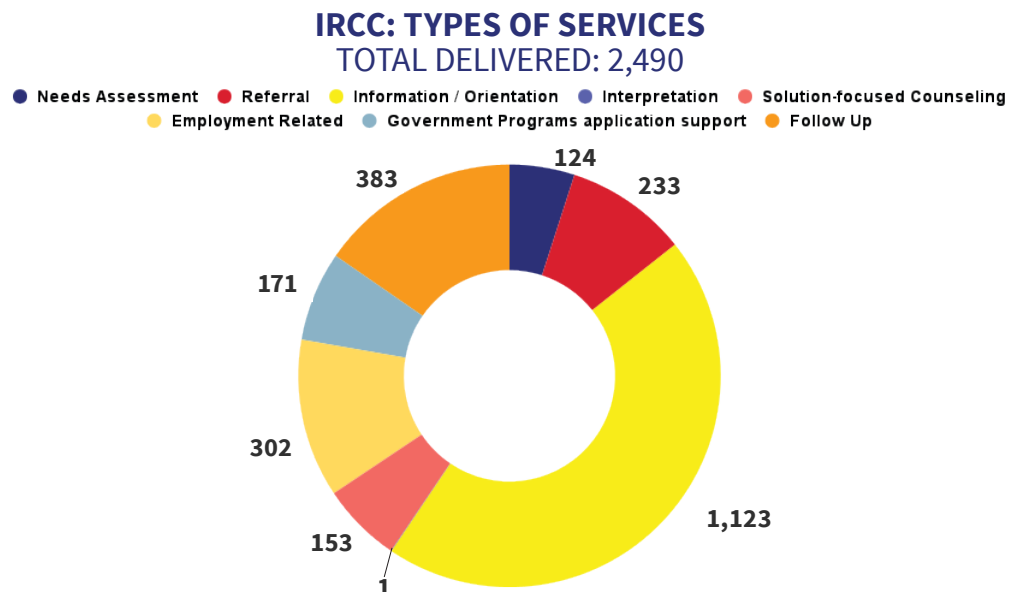
As a partner organization of this program, KMC supports newcomers to Canada by delivering Needs and Assets Assessment and Referral Services, delivering Information and Orientation Services, promoting civic engagement opportunities, and helping newcomers connect with their community.

This report details the accomplishments achieved in Fiscal Year 2 of a five-year funding and performance cycle, 2020-2025.

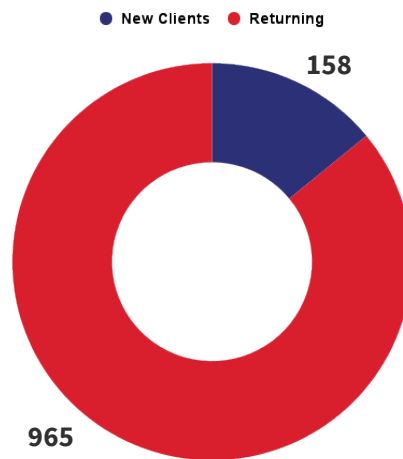
ACCOMPLISHMENTS

During the period April 1, 2021 to March 31, 2022, a total of 1,123 newcomers (unique clients) received a proper assessment and referrals to appropriate resources in individual consultations, and 348 newcomers learned relevant information about life in Canada through the 23 group information sessions that we organized and facilitated.

A summary of the types of services offered, as well as of the individual clients serviced, during this period is shown below.



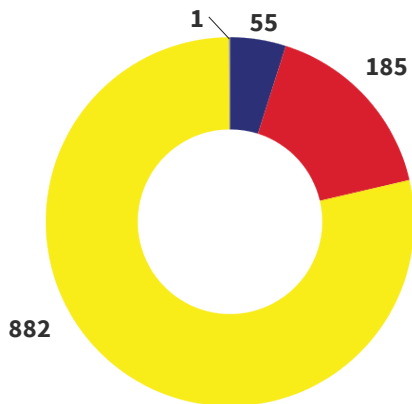
IRCC: CLIENT VISIT TO KMC TOTAL INDIVIDUAL CLIENTS: 1,123



Below is an overview of the profiles of individual clients who received service during this period.

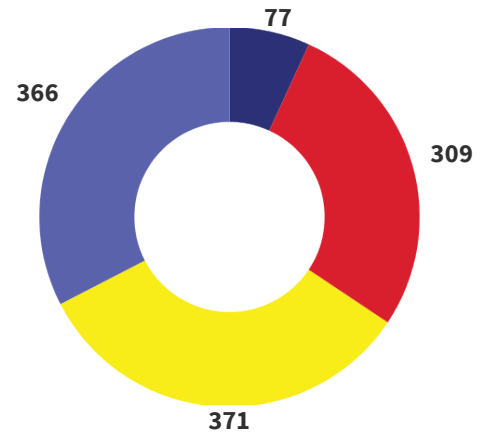
IRCC: RESIDENCY STATUS

- Permanent Resident - Family Class
- Live-in - Caregiver / Temporary Foreign Worker
- Permanent Resident - Independent
- No status / Unknown



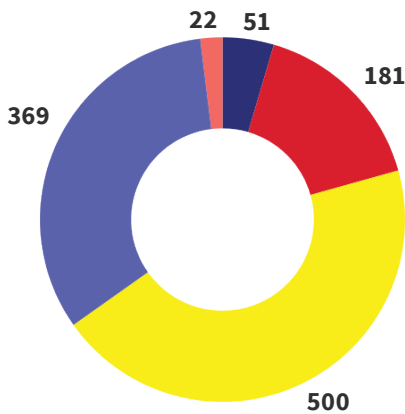
IRCC: YEARS OF STAY IN CANADA

- 0-1 Year
- 2-3 Years
- 4-6 Years
- 5 Years Over



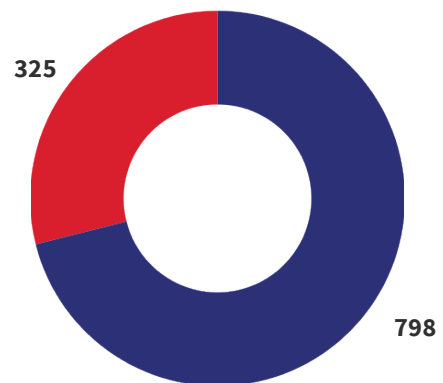
IRCC: AGE

- 0-14
- 15-24
- 25-44
- 45-64
- 65 and over



IRCC: SEX

- Female
- Male



Below is a summary of the group information sessions held during this period.

TABLE 1: IRCC GROUP SESSIONS		
Title	Number of Sessions	No. of Participants
Information Sessions		
Information and Requirements for First Time Home Buyers	1	10
Overcoming Financial Challenges	1	15
Update on the Programs and Services for Caregivers	1	23
Importance of Volunteering	1	13
Accessing Community Resources and Social Services	1	23
The Challenges of Hybrid and Blended Learning	1	15
How to fill out PR Card Application Form and Online Payment from IRCC website	1	11
Social Determinants of Health for Newcomers and Immigrants	1	20
Information Session on Hepatitis C	1	15
Total Information Sessions	9	134
Employment-Related		
Employable Skills and Career Transition	1	20
Information on Labour Market Trends	1	13
Online Job Search and Networking	1	17
Resume Writing and Interview Techniques	1	14
Mapping Out Your Career Path: Learn from Career Journey of Immigrants	1	20
Access to Teaching Profession	1	11
Second Career Program and Resources	1	15
Preparing for Citizenship Test and Interview	1	11
Alternate Careers for Foreign Trained Workers	1	13
Career Transitioning for Caregivers: Successes and Inspirational Experiences	1	17
Total Employment-Related Sessions	10	151
Family Separation and Reunification		
Family Relationship and Well-Being	1	17
Total Family Separation and Reunification Sessions	1	17
Personality Development		
Enhancing Self-Esteem and Confidence	1	14
Stress Management and Self-Care	1	11
Total Personality Development Sessions	2	25
Income Tax Clinic		
Income Tax Information Session / Q & A	1	21
Total Income Tax Sessions	1	21
Grand Total	23	348

2. Library Settlement Partnerships

Started in 2008, the Library Settlement Partnerships (LSP) – partnerships between IRCC, settlement agencies, and public libraries throughout Ontario – offers one-on-one settlement information and referrals, group information sessions, and community outreach to newcomers. More than 20 agencies work out of the 49 branches of 11 public libraries in communities – in Brampton, Hamilton, Kitchener, London, Markham, Ottawa, Richmond Hill, Toronto, Vaughan, Waterloo, Windsor – with high newcomer populations (Government of Canada, 2013)¹.

In Toronto, KMC is one of the seven settlement agencies in partnership with the Toronto Public Library (TPL) that provide settlement services from different TPL branches across the city. KMC provides settlement services from the Toronto Public Library-Parkdale branch.

This report details the accomplishments achieved in Fiscal Year 2 of a five-year funding and performance cycle, 2020-2025.

ACCOMPLISHMENTS

During the period April 1, 2021 to March 31, 2022, a total of 501 newcomers received one-on-one information and referral services to help them navigate appropriate resources. As well, 48 newcomers learned relevant information about life in Canada through the 5 group information and networking sessions that we organized and facilitated. In addition, a total of 42 newcomers were welcomed and engaged in their new community through a Community Connection event that we organized.

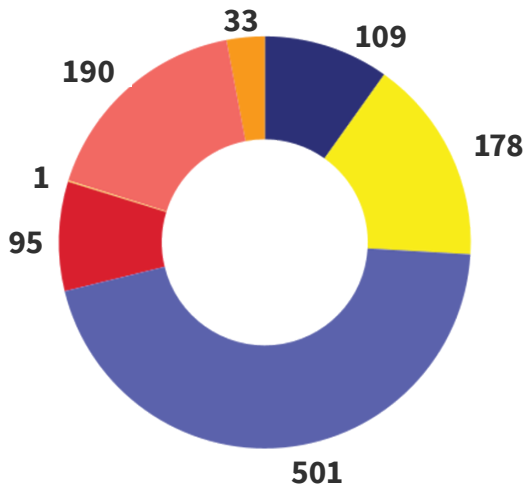
A summary of the types of services offered, as well as of the individual clients serviced, during this period is shown below.

¹ Government of Canada. (2013, February 13). Library Settlement Partnerships. <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/partners-service-providers/immigrant-serving-organizations/best-practices/library-settlement-partnerships.html>

LSP: TYPES OF SERVICES

TOTAL DELIVERED: 1,107

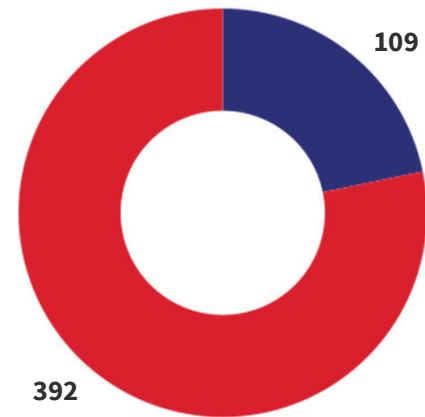
- Needs Assessment
- Referral
- Information/Orientation
- Interpretation
- Employment Related
- Government Programs application support
- Follow up



LSP: CLIENT VISIT TO KMC

TOTAL INDIVIDUAL CLIENTS: 501

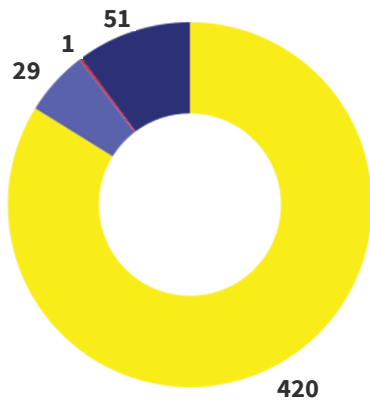
- New Clients
- Returning



Below is an overview of the profiles of individual clients who received service during this period.

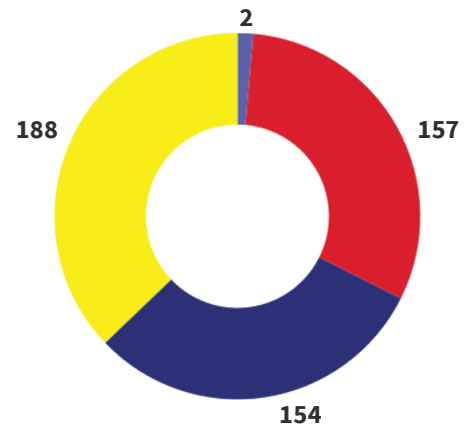
LSP: RESIDENCY STATUS

- Permanent Resident – Independent
- Live-in Caregiver/Temporary Foreign
- Refugee Claimant
- Convention Refugee



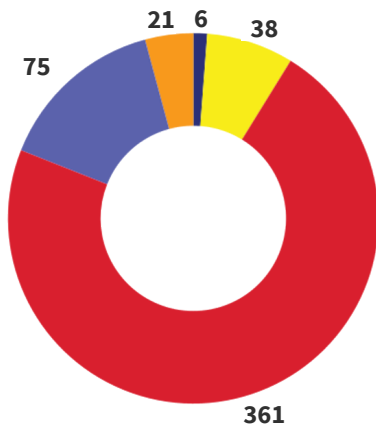
LSP: YEARS OF STAY IN CANADA

- 0 - 1 years
- 2 - 3 years
- 4 - 5 years
- 5 years and over



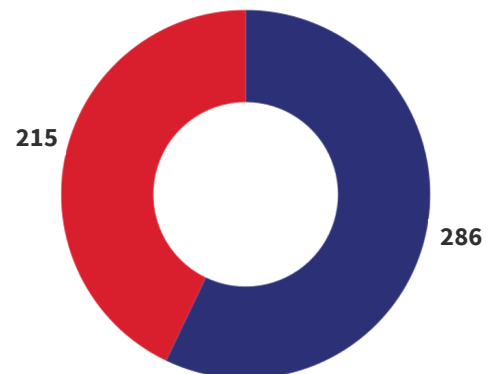
LSP: AGE

- 0 - 14
- 15 - 24
- 25 - 44
- 45 - 64
- 65 and over



LSP: SEX

- Male
- Female



Below is a summary of the group information sessions and networking events held during this period.

TABLE 2: LSP GROUP SESSIONS		
Title	Number of Sessions	No. of Participants
Information/Networking Sessions		
Information session on Citizenship Application and Test	1	13
Discussion Session on Discover Canada	1	11
Spousal Sponsorship and Application process	1	10
Inviting Parents to Canada	1	9
Newcomer Information Session on Tax Returns	1	5
Total Information/Networking Sessions	5	48
Community Connection Events		
Library Resources for Internationally Trained Accountants	1	42
Total Community Connections Events	1	42
Grand Total	6	90

3. Newcomer Settlement Program

A program of the Ministry of Labour, Training and Skills Development of the Province of Ontario, the Newcomer Settlement and Language Training Program (NSP) supports the social and economic integration of newcomers to Ontario. Eligible clients are residents of Ontario and include naturalized citizens, permanent residents, Ontario provincial nominees and their dependents, refugee claimants, temporary foreign workers, and international students.

Since the program's establishment in 2008, KMC has been a partner of the NSP program, delivering Settlement service activities under the Settlement and Orientation stream. Through both one-on-one and group services, KMC provides information and assistance to newcomers to access community and government services that address needs in areas such as employment, health and mental health, housing, income support, language assessment and training, and childcare and education.

This report details the accomplishments achieved in Fiscal Year 3 of a three-year funding and performance cycle, 2019-2022.

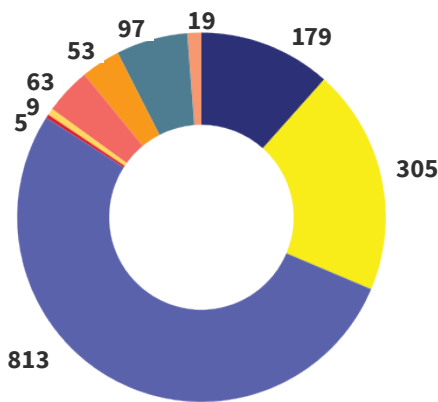
ACCOMPLISHMENTS

During the period April 1, 2021 to March 31, 2022, a total of 462 newcomers (unique clients) received a proper assessment and referrals to appropriate resources in individual consultations, and 234 newcomers learned relevant information about life in Canada through the 15 group information sessions that we organized and facilitated.

A summary of the types of services offered, as well as of the individual clients serviced, during this period is shown below.

NSP: TYPES OF SERVICES
TOTAL DELIVERED: 1,543

- Needs Assessment
- Referral
- Information/Orientation
- Interpretation
- Solution-Focused Counselling
- Employment Related
- Government Programs application support
- Follow Up
- Others (e.g. Advocacy, Digital Coaching)



NSP: CLIENT VISITS TO KMC
TOTAL INDIVIDUAL CLIENTS: 462

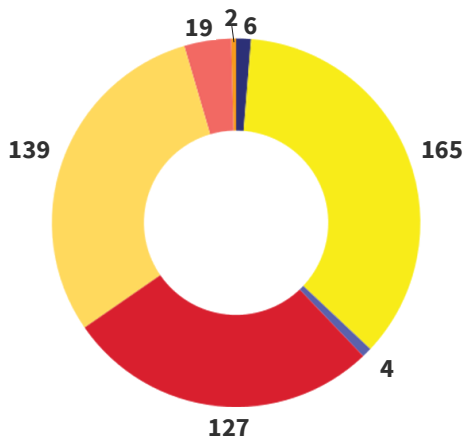
- Returning
- New Clients



Below is an overview of the profiles of individual clients who received service during this period.

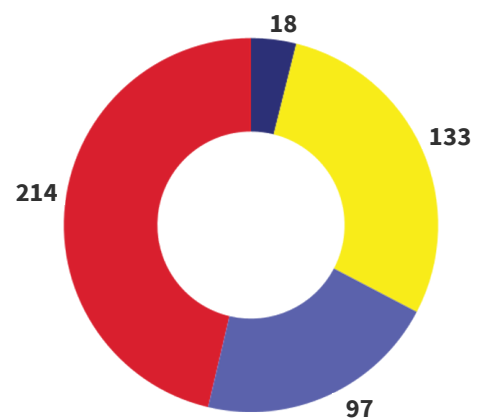
NSP: RESIDENCY STATUS

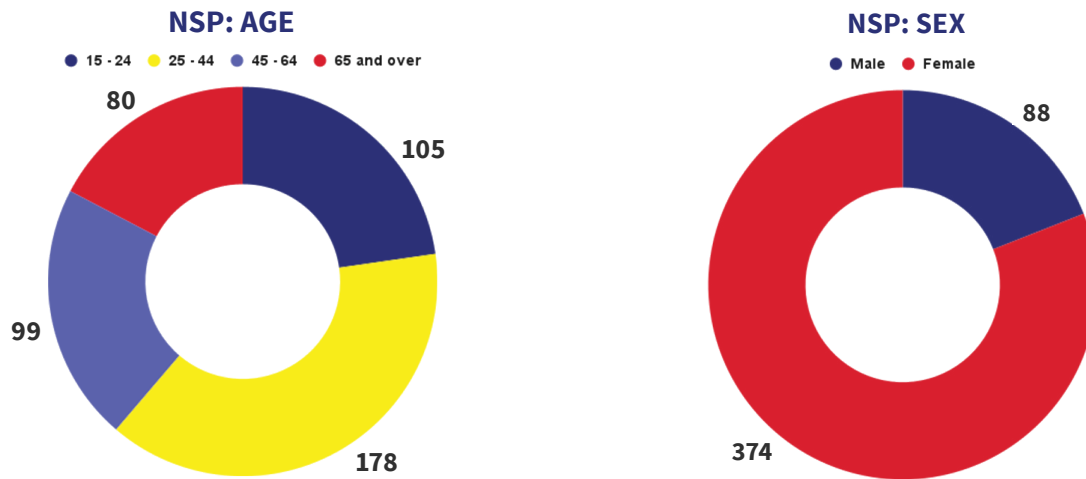
- Permanent Resident – Family Class
- Permanent Resident – Independent
- Convention Refugee
- Live-in Caregiver/Temporary Foreign Worker
- Citizen
- Student
- Others Tourist



NSP: YEARS OF STAY IN CANADA

- 0 - 1 years
- 2 - 3 years
- 4 - 5 years
- 5 years and over

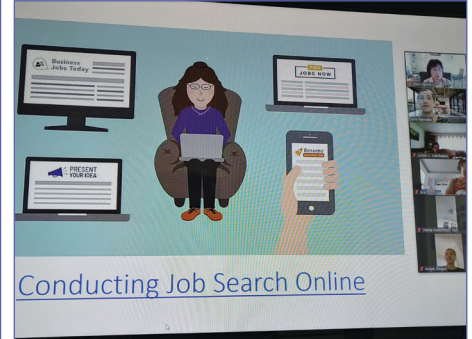
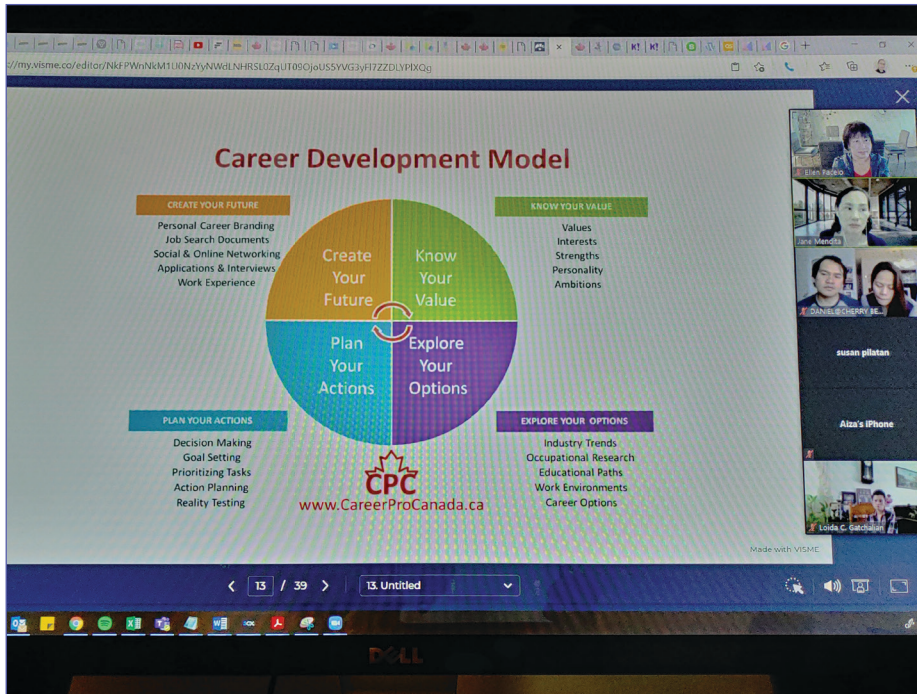




Below is a summary of the group workshops held during this period.

TABLE 3: NSP GROUP SESSIONS

Title	Number of Sessions	No. of Participants
Employment Related Workshop: Creating Professional Resume, Job Interview Techniques and Strategies	1	15
Information Session on Employment Resources and Job Search Tips	1	11
Information Session for Newcomer Youth: Accessing Social Services and Community Resources	1	19
Exploring Career Options (Learning from experiences of immigrants)	1	13
Newcomer Orientation and Information Session: Social Services and Community Resources in Toronto and Ontario	1	10
Improving and Enhancing English Proficiency of Newcomers	1	11
Cyber Security Information Session: securing devices, computers and networks at home and in the workplace	1	15
Newcomer Youth: Stress Management, Building Resilience and Coping Strategies	1	12
Computer Training and Managing Finances (Budgeting): Microsoft Excel	1	14
Social Engagement and Support Activity for Newcomer Youth	1	41
Career Transitioning for Caregivers	1	15
Early Childhood Assistant information Session: Requirements and Career Outlook	1	12
You and Canada Information Session for Newcomer Youth	1	18
Tax Information Session	1	11
Hepatitis C Information Session for Newcomers	1	17
Grand Total	15	234



▲ **Photo 1:** Virtual group session on "Mapping out your career path: Learn from career journey of immigrants", Settlement-IRCC **Photo 2:** Virtual group session on "Employable skills and Career transition", Settlement-IRCC **Photo 3:** Virtual group session on "Online job search and networking", Settlement-IRCC

EMPLOYMENT PROGRAM

PROGRAM OVERVIEW

Began in 1997, the work delivering Employment-related services by the Kababayan Multicultural Centre addresses one of the most important elements in settlement, that is, for the newcomers to find gainful and meaningful employment that can adequately support their life in Canada, as well as fulfill their passions and vocations.

Through the Employment Program, we help newcomers find suitable employment with the help of an array of partners acting as bridge between newcomers and their dream profession. We work with newcomers' strengths and passions, and we mentor them and help further strengthen their capacities through various skills training, workshops, and seminars on useful employment topics and issues. Equally important, we empower newcomers by educating them on workers' rights and employment standards as provided by provincial legislation, and through collaboration with allies and other social justice organizations, we contribute to advocacies calling for an end to systemic discrimination and racism in the workplace, including by supporting and working with professional and industry associations of immigrants.

Currently, KMC’s Employment Program is funded by the Settlement Program of the Immigration, Refugees and Citizenship Canada (IRCC). IRCC funding for the Employment Program began in Fiscal Year 2 of a five-year funding and performance cycle, 2020-2025.

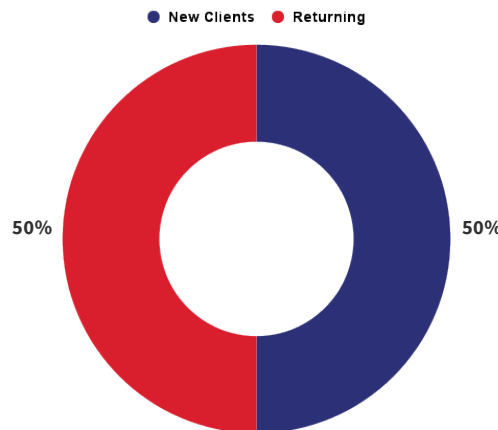
This report details the accomplishments achieved in the latter half of Fiscal Year 2 of a five-year funding and performance cycle, 2020-2025.

ACCOMPLISHMENTS

During the period November 15, 2021 to March 31, 2022, a total of 78 newcomers (unique clients) acquired increased knowledge of life in Canada through one-on-one consultations. As well, 46 newcomers acquired skills and connections to prepare them for the Canadian labour market through the 3 group information sessions that we organized and facilitated.

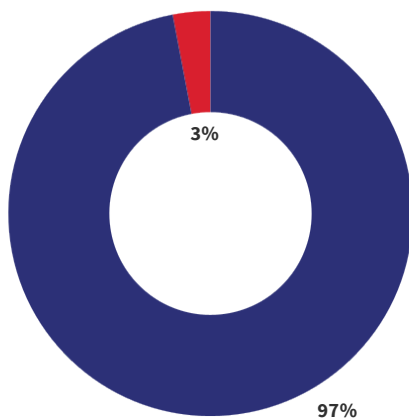
Below is an overview of the profiles of individual clients who received service during this period.

EMPLOYMENT: CLIENT VISIT TO KMC
TOTAL INDIVIDUAL CLIENTS: 78



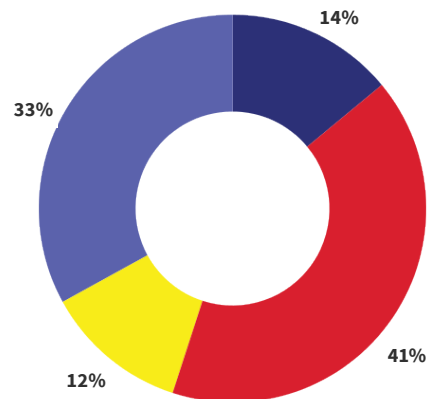
EMPLOYMENT: RESIDENCY STATUS

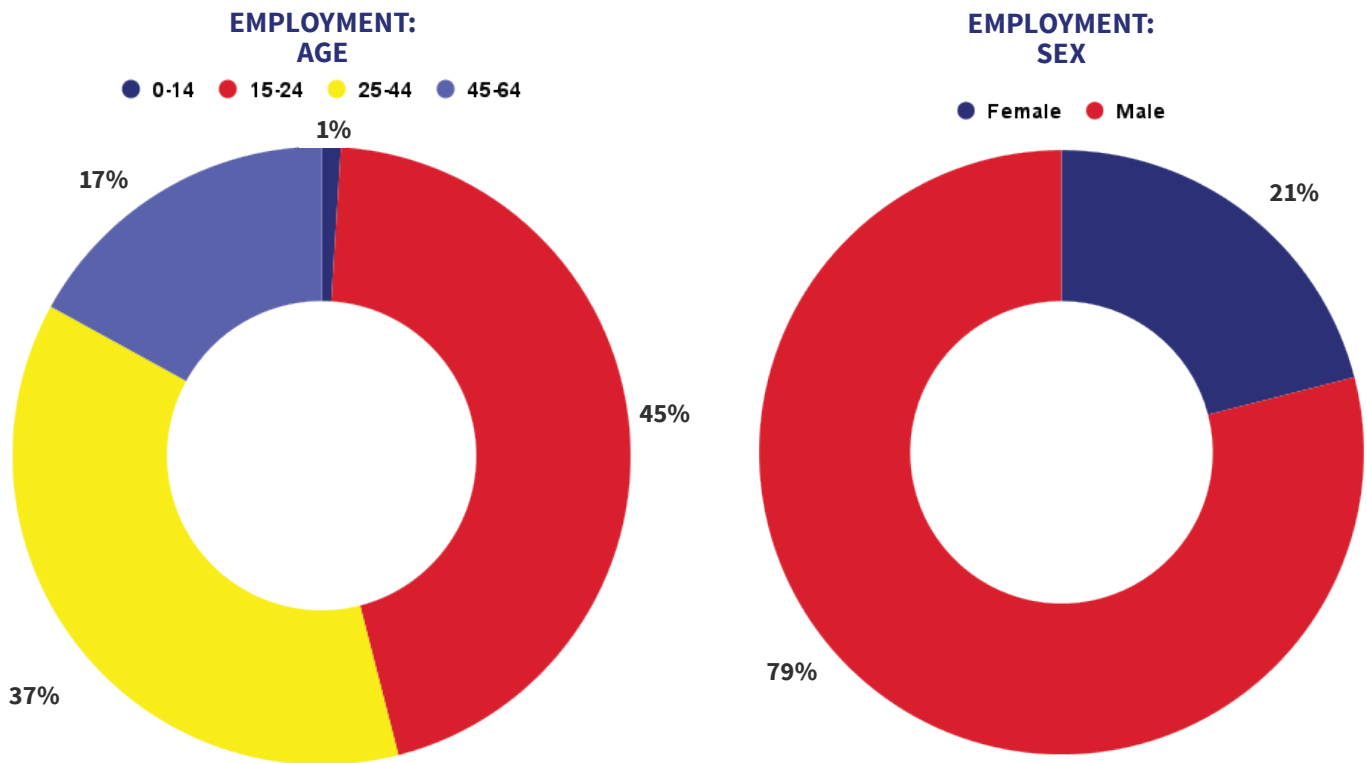
● Permanent Resident - Independent ● Permanent Resident - Family Class



EMPLOYMENT: YEARS OF STAY IN CANADA

● 0-1 Year ● 2-3 Years ● 4-5 Years ● 5 Years over





Below is a summary of the group information sessions held during this period.

TABLE 4: EMPLOYMENT GROUP SESSIONS			
Title	Number of Sessions	No. of Participants	
Early Childhood Education/Assistant	1	23	
Introduction to Post Secondary Education	1	16	
Career Exploration	1	7	
Grand Total	3	46	



▲ Photo: Outreach at Northview Heights Secondary School North York, Youth and Family Support Program

YOUTH AND FAMILY SUPPORT

PROGRAM OVERVIEW

Youth and Family Support Services have been a constant part of the suite of services offered by the Kababayan Multicultural Centre, and are an integral element of the settlement process. Immigration is a stressful life event, and youth and their families require supports to help them lay a foundation for a life of joy and success in Canada even as they navigate the complexities of the life of an immigrant.

Through the Youth and Family Support Program, we help newcomer youth and families, particularly those coming from racialized communities, manage the stresses associated with immigration, as well as care for their mental health, by providing counselling and by hosting information sessions and workshops on various topics that could impact a family's overall wellbeing, for example, finances, career, emotions and mental health, community involvement, etc. Recognizing that newcomer youth are at a delicate phase in their development and life journey, we offer particular supports to them that would help them successfully navigate the huge life event of immigration while laying a foundation for a joyful future in Canada. Through the Youth and Family Support Program, newcomer youth receive academic support, career

and financial planning support, and life coaching.

In its current form, KMC's Youth and Family Support Program is funded by the Settlement Program of the Immigration, Refugees and Citizenship Canada (IRCC). IRCC funding for the Employment Program began in Fiscal Year 2 of a five-year funding and performance cycle, 2020-2025.

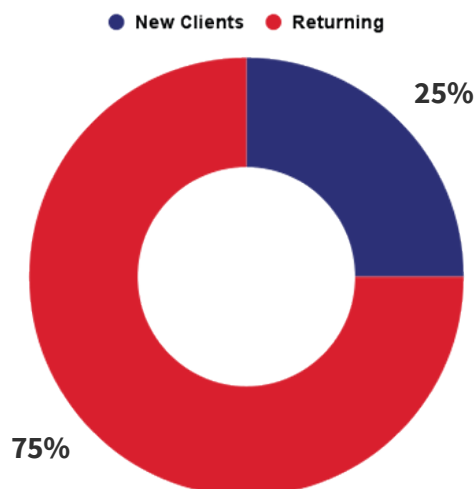
This report details the accomplishments achieved in the latter half of Fiscal Year 2 of a five-year funding and performance cycle, 2020-2025.

ACCOMPLISHMENTS

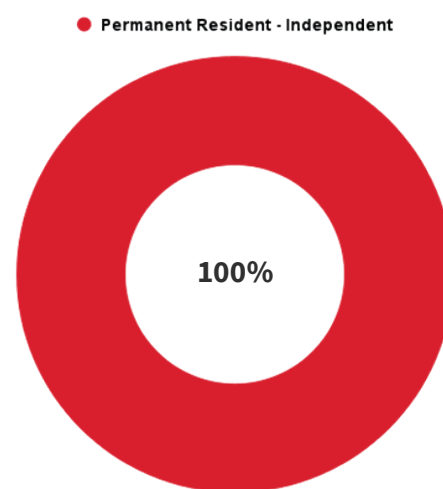
During the period November 15, 2021 to March 31, 2022, a total of 51 marginalized and racialized newcomers (unique clients) received supportive counselling and career planning and post-secondary schooling planning support, through one-on-one consultations. As well, 39 newcomers received information and guidance related to post-secondary schooling and career planning through the 4 group information sessions that we organized and facilitated. Some of them received support in developing a personalized financial plan, as well as articulated plans to enroll in post-secondary professional or trade education.

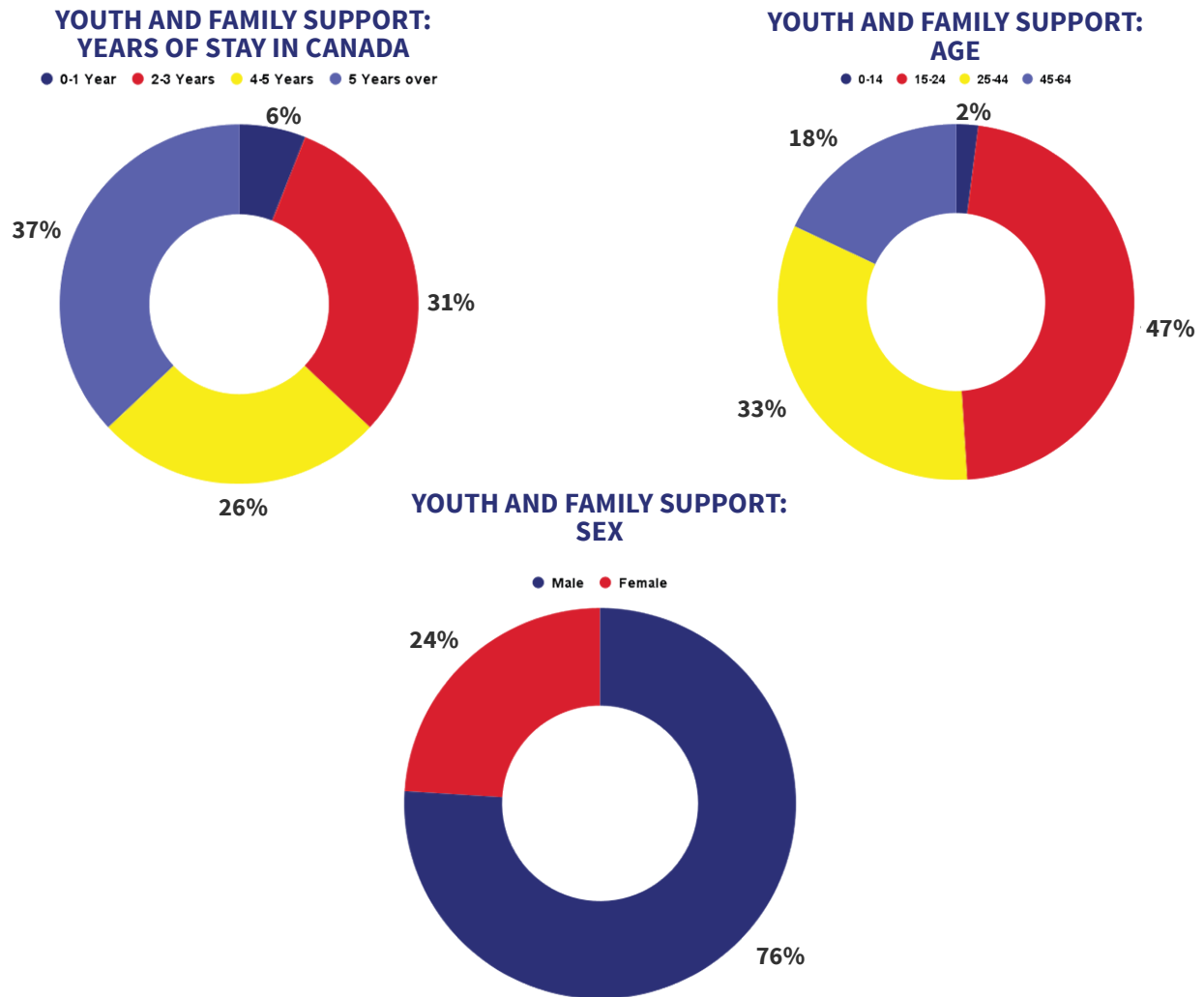
Below is an overview of the profiles of individual clients who received service during this period.

**YOUTH AND FAMILY SUPPORT:
CLIENT VISIT TO KMC**
TOTAL INDIVIDUAL CLIENTS: 51



**YOUTH AND FAMILY SUPPORT:
RESIDENCY STATUS**

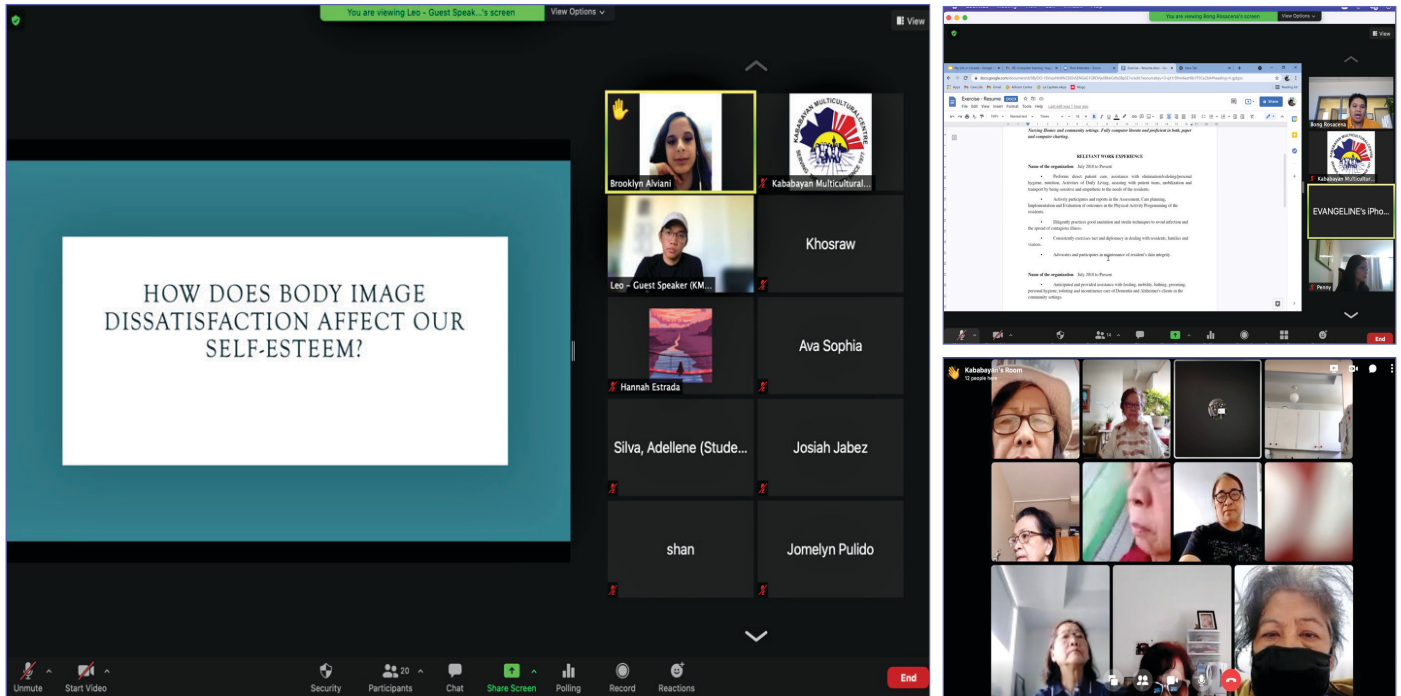




Below is a summary of the group information sessions held during this period.

TABLE 5: YOUTH AND FAMILY SUPPORT GROUP SESSIONS

Title	Number of Sessions	No. of Participants
Financial Literacy	1	14
How to Fund Your Post-Secondary Education	1	12
Stress Management	1	6
Who Am I 5 Years From Now	1	7
Grand Total	4	39



▲ **Photo 1:** Virtual workshop for the youth on “Body image and Self-esteem”, Community Programming-CSP **Photo 2:** Virtual computer training for women on “Creating professional letters and resumes”, Community Programming-CSP **Photo 3:** Virtual networking and social connection among seniors, Community Programming-CSP

COMMUNITY PROGRAMMING

PROGRAM OVERVIEW

Even before 1990 when the Kababayan Multicultural Centre formally established the Community Program on Youth, Women, and Seniors, KMC already had community building at the heart of its mission and strategy. After all, the success of settlement of newcomers could be measured, among others, by how much newcomers feel to be a member of their community. KMC’s Community Programming pays particular attention to marginalized and vulnerable members of society – Youth, Women, and Seniors.

Through Community Programming activities, we provide a platform for communities of youth, women, and seniors to get together and connect with their community. Through various information sessions and workshops, and outdoor excursions and outings, we help empower each community with useful information, skills and experiences that they need at this phase in their lives. We design and facilitate activities that help enhance the youth’s confidence and leadership skills; that help women stand up for their rights and strengthen their professional and leadership skills; and that helps seniors deal with the practicalities of advancing years – e.g. accessing government pensions/benefits and housing services, volunteering, health and wellness –

as well as face the unique challenges confronted by people of advanced years, for example, the issue of elderly abuse and family breakups and feelings of loneliness and isolation.

KMC's Community Programming is funded by: the Community Service Partnerships (CSP) of the City of Toronto; and the New Horizons for Seniors Program (NHSP) of the Employment and Social Development Canada; while KMC's Food Security Program (FSP) is supported by the Community Food Centres Canada-Good Food Access Fund.

HIGHLIGHTS

During the period April 1, 2021 to March 31, 2022, a total of 1,438 vulnerable members of community received Community Programming services. As well, 601 community members joined the 46 group information, capacity- and leadership-building, and community-building sessions that we organized and facilitated.

TABLE 6: COMMUNITY PROGRAMMING SUMMARY OF SERVICES					
	Services	CSP	NHSP	FSP	TOTAL
Individual Clients	Individual Check-Ins and Referrals	504	446	301	1,251
	Food Security Support	177	N/A		177
	Homework Support	10	N/A	N/A	10
				Total Individual Clients	1,438
Group Sessions	No. of Group Sessions	33	7	N/A	40
	No. of Group Sessions Participants	485	116	N/A	601
TOTAL SERVICES		1,176	562	301	2,039

Below are details for each Community Programming funding stream.

1. Community Service Partnership Program

A program of the City of Toronto, “CSP supports community organizations to offer high quality and relevant services that respond to the changing needs of the community and strengthen the City’s well-being” and work to “improve social outcomes for vulnerable, marginalized and high-risk communities”.² (City of Toronto, n.d.)

Since 1991 KMC has been a community partner of the CSP Program. Vulnerable and marginalized youth, women, and seniors benefit from individual check-in and referral services, and food support through grocery card distribution and delivery. The youth also participate in the “Youth After School” Program done in collaboration with schools under the Toronto District School Board (TDSB) and the Toronto Catholic District School Board (TCDSB), as well as receive homework support.

This report details the accomplishments achieved in Fiscal Year 2021-2022.

ACCOMPLISHMENTS

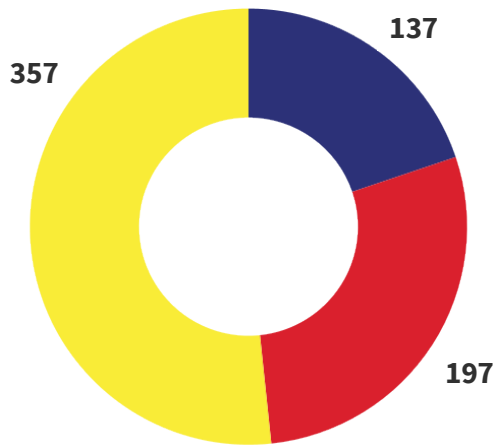
During the period April 1, 2021 to March 31, 2022, a total of 691 individuals belonging to the vulnerable and marginalized communities received information and referral services in individual consultations. As well, a total of 485 youth, women, and senior residents got to join in the 33 group skill-building workshops and trainings and social and recreational events that we organized and facilitated. Volunteers and partners helped in delivering services.

Below is a summary of the types of individual services availed by members of the youth, women, and seniors communities.

² City of Toronto. (n.d.). Community Service Partnerships (CSP) Funding. <https://www.toronto.ca/services-payments/grants-incentives-rebates/community-partnership-investment-funds/>.

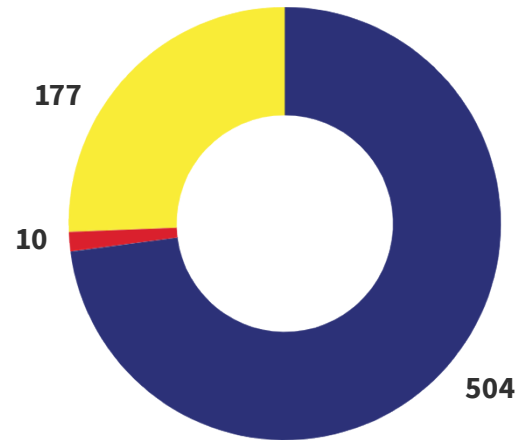
CSP: GROUP DISTRIBUTION
TOTAL INDIVIDUAL CLIENTS: 691

● Youth ● Women ● Seniors



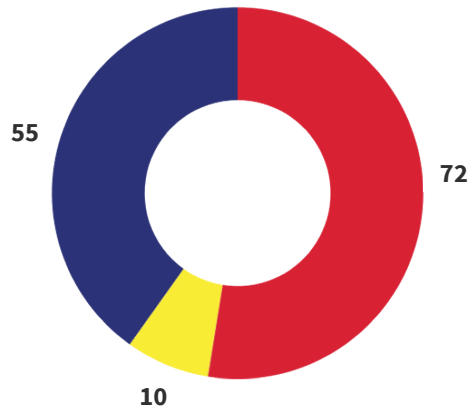
CSP: SERVICES DELIVERED

● Individual check-in and referrals ● Homework support ● Food security support



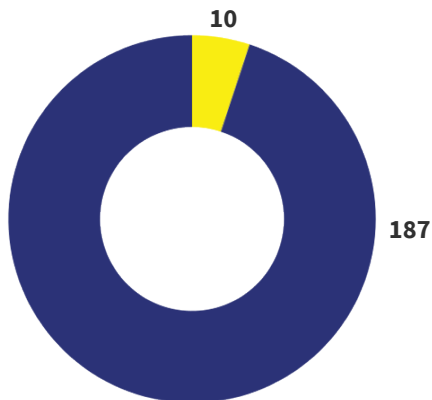
CSP: YOUTH SERVICE
TOTAL INDIVIDUAL CLIENTS: 137

● Food security support ● Homework support ● Individual check-in and referrals



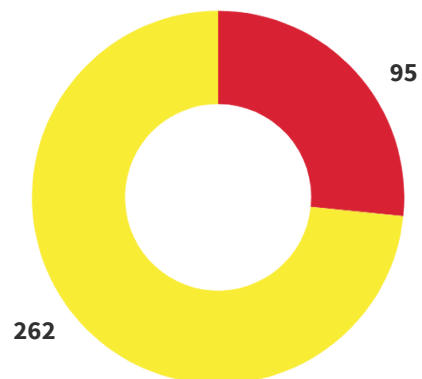
CSP: WOMEN SERVICES
TOTAL INDIVIDUAL CLIENTS: 197

● Food security support ● Individual check-in and referrals



CSP: SENIORS SERVICES
TOTAL INDIVIDUAL CLIENTS: 357

● Food security support ● Individual check-in and referrals



Below is a summary of the group skill-building workshops and trainings and social and recreational events held during this period. All of these events were held virtually, on Zoom.

TABLE 7: CSP GROUP SESSIONS

Title	Number of Sessions	No. of Participants
Women		
Will Preparation and Other Legal Issues	1	10
Self-Care, Self-Love and Self-Development	1	12
Improving and Enhancing English Communication Skills Workshop for Newcomer Women	4	38
Active listening, assertive and effective communication skills workshop	2	18
Computer Training: Creating professional resumés and letters	1	11
Computer Training: Creating effective presentations	1	15
Royal Ontario Museum virtual engagement for women	1	11
Community connection and social support activity	1	20
Hepatitis C information session	1	13
Women social connection: Coping with winter blue	1	10
Total for Women	14	158
Seniors		
Seniors Support Group social interaction and group check-in	1	13
Will Preparation information session	1	21
Self-care and wellbeing workshop	1	22
Ontario Stage 2: Guidelines and re-opening plan information session	1	13
Overview of dementia and Alzheimer's disease including warning signs	1	22
Seniors Royal Ontario Museum virtual engagement session	1	12
Social and community connection virtual activity	1	21
Service Canada Information Session: Seniors' public pensions, benefits, and fraud prevention	1	21
Housing engagement/Long-term care	1	17
Seniors' social connection/Festive season celebration	1	22
Cybersecurity, fraud awareness, and prevention	1	26
Mental health and wellness	1	26
Program evaluation and physical fitness (virtual chair exercises)	1	24
Total for Seniors	13	260
Youth		
Service Canada services and programs for the youth	1	19
Body image and self-esteem workshop	1	19
Resilience and grit	1	9
Well-being	1	6
Goal-setting and steps in achieving your goals and dreams	1	5
Friendships, positive perceptions and reacting mindfully	1	9
Total for Youth	6	67
Grand Total	33	485

2. New Horizons for Seniors Program

A program of the Employment and Social Development Canada, the New Horizons for Seniors Program (NHSP) provides funding for projects that make a difference in the lives of seniors and in their communities, including those that support the social participation and inclusion of seniors, engage seniors in the community through the mentoring of others, promote volunteerism among seniors, and expand awareness of elder abuse, including financial abuse³ (Government of Canada, 2021).

Since 1991 KMC has been a community partner of the NHSP. By providing a space and opportunities for seniors to connect and share their experiences with one another and for them to participate in equally fun and informative group activities, we help improve their overall wellbeing and help make them feel like the valued member of society that they truly are.

This report details the accomplishments achieved in Fiscal Year 2021-2022.

ACCOMPLISHMENTS

During the period April 1, 2021 to March 31, 2022, we got in touch with a total of 446 seniors at different periods in the year, to simply check in on them and to help them keep connected with their peers and the community. In addition, 116 seniors participated in the 7 group socials and informational and educational sessions that we organized and facilitated.

To help encourage more seniors to join community activities to connect with their peers and experience meaningful engagements, we launched a video series featuring powerful testimonials and stories of seniors from immigrant communities. Watch the videos on KMC's YouTube channel (Kababayan Multicultural Centre, I am Kababayan playlist).

Below is a summary of the group events held during this period.

³ Government of Canada. (2021, November 23). About the New Horizons for Seniors Program. <https://www.canada.ca/en/employment-social-development/programs/new-horizons-seniors.html>.

TABLE 8: NHSP GROUP SESSIONS

Title	Number of Sessions	No. of Participants
Phone In and Group calls to Reduce Senior's Isolation	1	6
Support and Group Calls on Experience and Fears of Vaccine	1	11
Sharing Sessions on Effects of Covid 19 in their Daily Lives	1	8
Workshop from Service Canada with Special Emphasis on Fraud	1	5
Information Session on Affordable Housing	1	10
Phone In and Group calls to Reduce Senior's Isolation	1	26
Phone In and Group calls to Reduce Senior's Isolation	1	50
Grand Total	7	116

3. Food Security Program

KMC's Food Security Program is geared towards aiding seniors who are experiencing isolation, as well as other vulnerable populations, such as: newcomers who have limited financial resources and who may be experiencing financial challenges and/or un/underemployment; and persons with disability who need help to access food and other essential goods. Funded by the Government of Canada, Community Food Centres Canada-Good Food Access Fund, the Food Security Program allows us to respond to critical food needs among the most vulnerable populations in the community in a very timely manner.

This report details the accomplishments achieved in Fiscal Year 2021-2022.

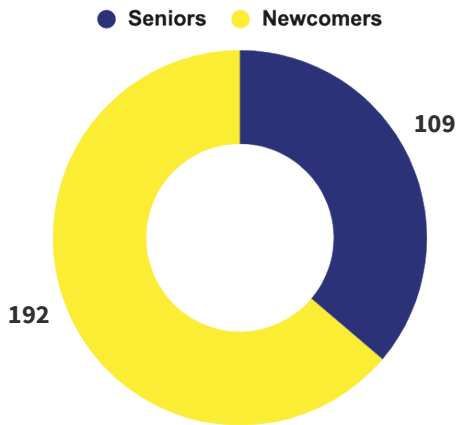
ACCOMPLISHMENTS

From 01 April 2021 to 31 March 2022, a total of 301 seniors and newcomers received food security support. We provided grocery gift cards for them to buy essential goods like food and medicine. A total \$12,450.00 worth of grocery cards were provided, funded by the Government of Canada, Community Food Centres Canada, Good Food Access Fund. Staff and volunteers provided phone check-ins as to the physical and mental health of

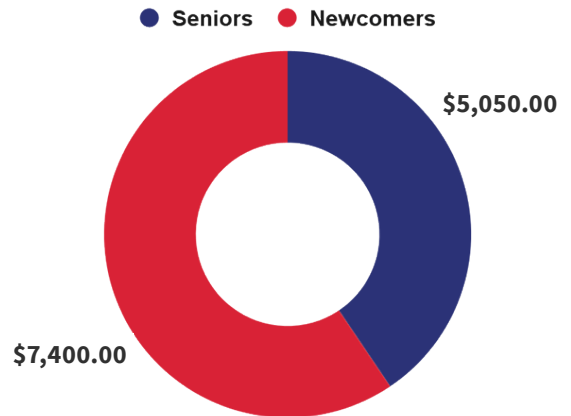
the seniors and newcomers. Gift cards were delivered by volunteers or sent by mail or received in-person by some seniors who were able to attend in-person meetings organized in March. Seniors were really happy to meet in person after two years in isolation due to the pandemic. They felt a sense of belongingness and connectedness to one another.

Below are the key figures on the Food Security Program.

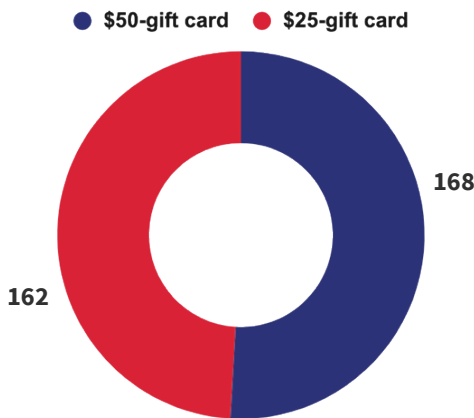
FSP: VULNERABLE POPULATION SERVED
TOTAL INDIVIDUAL CLIENTS: 301



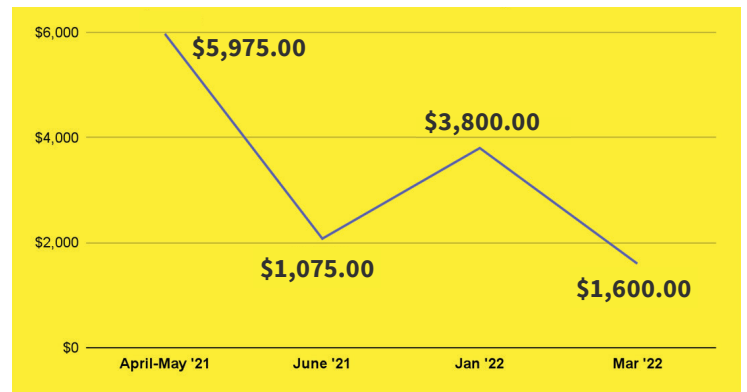
FSP: AMOUNT RECEIVED PER POPULATION
TOTAL AMOUNT DISBURSED: \$12,450.00



FSP: GIFT CARDS DISTRIBUTED
TOTAL NUMBER: 330



FSP: PERIODS OF GIFT CARD DISTRIBUTION
TOTAL AMOUNT DISBURSED: \$12,450.00



CLIENT APPRECIATION

► Virtual group information session on 'Overcoming financial challenges', Settlement Program-IRCC



After three weeks of migrating to Canada with my children, I was confronted with many challenges about domestic issues, police report, a place to live and court appearance. It was a complicated problem because my minor children were affected by the situation. It was overwhelming since I could hardly speak English, I was confused, didn't know what to do, didn't know where to go.

I was thankful that someone referred me to Kababayan Multicultural Centre.

I was attended by the Settlement Counsellor who patiently listened when I discussed my problems, and I admire her for her knowledge and skills in handling my case. She encouraged and gave me strength to focus, and guided me in this difficult moment in my life. Connecting me to community resources and services has been very helpful. Through her intervention, I was able to cope and gradually managed to face my problem.

I've now been in Canada for three months. I am still dealing with some of my problems and still in the process of adjusting to many things, but my situation has improved. I have found a job and got a place to live with my children and something to look forward to.

My great appreciation and big thanks to my Settlement Counsellor for continuously supporting me and always going beyond and above her job functions. More power to Kababayan Multicultural Centre.

RUBEN



From the beginning of my settlement process (asylum seeking) in Canada until I became Canadian citizen a few months ago, I received continuous help and support from Kababayan's LSP Program at Parkdale Library. It was many years in a row but I did not feel helpless. Thank you so much, LSP Program!

MANI RAJ



◀ One-on-one consultation at the Toronto Public Library-Parkdale branch, Settlement Program-LSP



◀ Virtual group information session on 'Social services and community resources in Toronto and Ontario', Settlement Program-NSP

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 Date: July 9, 2022 (Saturday) 2:00pm – 4:00pm

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▶ Virtual group session on "The challenges of hybrid and blended learning", Settlement-IRCC



I would like to say thank you to Kababayan Multicultural Centre. Thank you for guiding me during my temporary residence to permanent residence application. Your tax clinic was also extremely helpful to newcomers like me. I would also like to take this opportunity to express my gratitude to the KMC counsellor for being supportive, attentive and responsive to all the questions and queries that I asked. Again thank you very much, Kababayan Multicultural Centre, for all the help and effort you have done for me. You are a great community organization.

RIA MENDOZA



Staying in this country is not easy for me being a senior. There were so many trials and difficulties met such as adjusting to the environment, who to meet, and expectations as a visitor. But thank God, He made me realize that all these things will be easier through KMC. They are the people whom we can trust to help us in our social, moral and even in our legal needs. To mention some, they help us engage in programs to mingle with other seniors, filing taxes, processing papers with Service Canada and many other programs. I am grateful that we have this KMC who are always willing to extend any assistance needed by their clients. More power to KMC Staff! You are my Rock! Thank you very much. With God's blessings to all of you!

SOCORRO ESCUADRA

▼ Virtual group session on "The joy and challenges of Family Reunification", Settlement-IRCC



Kababayan Multicultural Centre

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 The Joy and Challenges of
 Family Reunification**



▲ Virtual group information session among seniors on 'Will preparation', Community Programming-CSP

▲ Post-pandemic check-in among Spanish-speaking seniors, Community Programming-FSP

FEATURE STORY: TO BE YOUNG AND A CHANGE MAKER

When Gizele Mirasol arrived in Toronto in 1993 from the Philippines, she wanted to move back just as immediately had that option been available. Missing old friends back home, the 13-year old had found it difficult to build new friendships in a strange new country, where new immigrants like her were called derogatory names like ‘FOB’ – Fresh off the Boat – or otherwise pitted against Canada-born Filipinos, those so-called ‘bacon’.



▲ Gizele kayaking with brothers Paul and Kenrick at the Kababayan youth camp in 1997

Then she joined Kababayan – then KCC (Kababayan Community Centre) – as a summer student two years later. She had done it to gain Canadian work experience, but then she stayed because of the community, knowledge, and life skills that it taught her. She ended up engaging with KMC from 1995 to 2000 as youth camp facilitator for the Kababayan Youth Network, and then later, throughout the years, as resource person for Kababayan whenever needed.

“As a young person whose first time it was to live outside of my home country, there were many uncertainties,” Gizele reflects. “What Kababayan

did was to help prepare me for the realities of living in Canada, including for example, the unfortunate reality of racism and discrimination of immigrants. This had been very important in my journey.”

The Kababayan Youth Network was not all about heavy discussions; she recalls thoroughly enjoying the camping, kayaking, teambuilding, and other outdoor activities that the network organized. She first did kayaking in one of the activities of the network, and to this day, it has remained one of her most loved hobbies.

Useful knowledge, transferable skills, and a supportive community that gave birth to lifelong friendships are what she says had been her ingredients for a successful and joyful life in her new home. “My experience with Kababayan had been very instrumental in my successful settlement in Canada.”



▲ Now a successful entrepreneur, Gizele credits her experience at the Kababayan Youth Network for clinching her first retail job at age 16.

Gizele is an award-winning real estate broker, a media personality, and an events host. Wearing many different hats does not stop her though from giving back to community; she serves in the board of a couple of non-profits. Her advice to young immigrants to Canada? “Volunteer. By volunteering, you are able to both gain useful life skills as well as contribute to community. No matter how young, you can be a contributor to change.”

MEET THE KMC TEAM

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