

Kababayan Multicultural Centre

ANNUAL REPORT 2018-2019

MESSAGE FROM
THE
CHAIRPERSON
AND EXECUTIVE
DIRECTOR

Welcome everyone to our 42nd Annual General Meeting. The Kababayan Multicultural Centre (KMC) Annual Report for fiscal year 2018-2019 describes the accomplishments for the period of April 1,2018 to March 31, 2019. The services, activities and events conducted were possible because of the commitment and dedication of staff, volunteer, Board of Directors, community partners and funding support of funders.

This year, KMC provided 7,468 1- on -1 services to 3, 777 clients. There were 117 group sessions conducted with a total 2,559 participants. These services were provided in 5 locations namely: KMC Queen's office, Bathurst-Finch office location, Toronto Public Library -Parkdale Branch. And 2 schools at Northview Heights Secondary School and St. Mary Catholic Academy. The research for GREO was conducted in NVHSS, The 519, Scarborough Village, Thorncliffe Neighborhood and in 2 offices of KMC.

We greatly appreciate the funding support of the 3 levels of the government namely: Federal Government of Canada: Immigration Refugee & Citizenship Canada and Employment and Social Development Canada – (CSJ) Canada Summer Job, Province of Ontario, Ministry of Citizenship -Newcomer Settlement Program and City of Toronto - Community Service Partnerships Program and GREO- Gambling Research Exchange Ontario. The total revenue KMC have was \$424,676.

There were new active partner agency and groups that we have this year. They are: Royal Ontario Museum (ROM) who provided our newcomers, youth, seniors and women free access to ROM that provide knowledge on Arts, culture and history of Canada and other countries around the world. Job Start has partnership on joint outreach program. The Association of Filipino Canadian Engineers were active in providing services to Philippine trained engineers on how to access the engineering profession. We have also partnered with Mennonite New Life Centre Toronto and West Neighborhood House for our After School Programs.

We are looking forward to the year ahead with renewed spirit, enthusiasm in empowering immigrant newcomers, youth, women seniors and professionals who have high hopes and dreams in Canada through the different integrative programs that we continue to provide and recreate according to clients needs and aspirations.



Jelbert Real
CHAIRPERSON



Flordeliz Dandal
EXECUTIVE DIRECTOR

7648 SERVICES

SUMMARY REPORT ON KMC SERVICES

In total, KMC provided 7648 services comprised of 6401 Settlement Services, 1056 Community Social Support Services and 191 GREO services for fiscal year of 2018-2019.

Services	IRCC	NSP	LSP		
Initial Needs Assessment	267	324	127		
Referral	406	150	176		
Advocacy	0	0	100		
Forms	286	40	272		
Follow-Up	338	65	4		
Information/ Orientation	1779	555	387		
Interpreta- tion	40	0	46		
Translation	1	0	0		
Para- Professional	237	213	0		
Employment Related	459	126	3		
TOTAL	3813	1473	1115		



SETTLEMENT SERVICES

ORIENTATION & INFORMATION SERVICES

Provision of accurate information to enable and empower newcomers and facilitate settlement in the community. Settlement counselors work with the client to create a personalized newcomer's settlement plan to guide them in the settlement transition.

REFERRAL SERVICES

KMC works with other agencies and partners to provide seamless service to newcomers. KMC provides appropriate avenues to clients by referring to organizations that will best respond to clients' specific needs.

SUPPORTIVE COUNSELLING SERVICES

Professionally trained settlement counsellors assist and support newcomers in discovering their strengths and personal power to better improve their chances for a successful life in Canada.

EMPLOYMENT— RELATED SERVICES

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

TRANSLATION AND INTERPRETATION SERVICES

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

ADVOCACY

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

LIFE SKILLS SEMINARS

Seminars and workshops to develop and enhance life and coping skills are conducted regularly (i.e. peer nutrition, CPR/First aid training, financial management, stress management.

SETTLEMENT SERVICES, **EVENTS AND ACTIVITIES**



Association of Filpino-Canadian Engineers **Accessing Engineering Profession**



Workshop on Career Self-Marketing



First Time Home Buyer Seminar



Senior's Program (Nutrition Workshop)



LSP Celebration 2018



Computer Training on Job Search

SETTLEMENT SERVICES, EVENTS, AND ACTIVITIES



High Park Citizenship Ceremony



Access to Engineering Profession



Customers Service Training



Women's Rights & Abuse Prevention Workshop



Parkdale Newcomer Service Provider Network 10th Year Anniversary Celebration

SETTLEMENT
SERVICES
GROUP SESSION
AND COMMUNITY
CONNECTION



Group Mentorship for Internationally Trained Professionals



CPR-First Aid Training Workshop



Newcomer's Orientation



High Park Citizenship Ceremony



Festive Season Celebration December 2018

Community Programs



Senior's Program (Dancing Session)



Senior's Program (Birthday Celebration)



Youth After School Program



Senior's Program (Art and Crafts Session)



Women's Empowerment Support Group



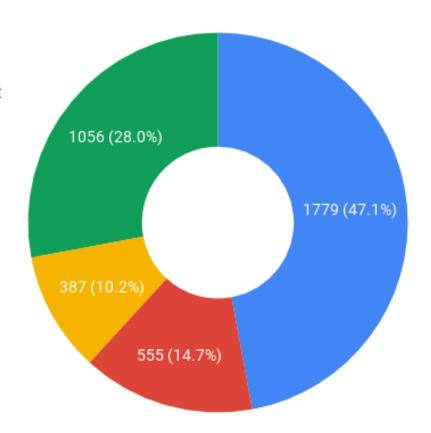
Assertive Communication Workshop

SUMMARY REPORT ON INDIVIDUAL CLIENT PROFILE

During the period of April 1, 2018 to March 31, 2019, Kababayan Multicultural Centre served a total of 3777 clients. The charts below show the number of clients per program including their residency status, immigration category and client language.

- IRCC Immigration, Refugees and Citizenship Canada
- NSP New Comers Settlement Program
- LSP Library Settlement Partnership
- CSP Community Social Support Program

The CSP served clients were attendees of the different workshops, group sessions and other support activities for our women, seniors and youth.



Residency Status

	IRCC	NSP	LSP
0-1 Year	330	97	37
1-3 Years	443	106	136
4-5 Years	475	117	91
5 Years	531	235	123

Client Visit to KMC

	IRCC	NSP	LSP
New Clients	469	300	127
Returning	1310	255	260

IMMIGRATION CATEGORY

	IRCC	NSP	LSP
Live-In Caregiver	397	147	45
Independent Immigrant	1344	154	312
Family Class	29	122	
Refugee Claimant			4
Convention Refugee	9	1	14
Canadian Citizen		120	12
Others		6	

Client Age

	IRCC	NSP	LSP
0 - 14	90	23	15
15 - 24	154	48	28
25 - 44	958	254	258
45 - 64	542	171	73
65 over	35	59	13

CLIENT COUNTRY OF ORIGIN



SUMMARY REPORT
ON SETTLEMENT
PROGRAM GROUP
SESSIONS

During the period of April 1, 2018 to March 31, 2019, Kababayan Multicultural Centre provided a total of 117 group sessions. Of these, 42 sessions were conducted under the Immigration, Refugees Citizenship Canada and 15 Newcomers Settlement Program (NSP) and 8 sessions by the Library Settlement Partnership (LSP).

Newcomers Settlement Program (NSP) and Library Settlement Partnership (LSP) Programs provided Settlement Services to all newcomers, citizens and refugees with no eligibility criteria. LSP is conducted in a Toronto Public Library—Parkdale branch. LSP is funded by IRCC and NSP is funded by Ministry of Citizenship and Immigration, Province of Ontario.

KMC provided high quality personalized client centered approach to settlement services. The sessions were geared towards providing newcomers with sense of direction and practical guidance in coping with the problems of everyday living and understanding life in Canada. Each session have a different focus and benefit that equips them with mechanisms to make settlement easier like accessing and navigating resources to support them in settlement activities ranging from housing, health concerns, school for children, transportation and recreational facilities, etc.

The Settlement Program is funded by the Federal Government—Immigration, Refugees and Citizenship Canada (IRCC), which provided services to Convention Refugees, Permanent Residents and participants of Live-in-Caregiver Program (LCP).



S.M.A.R.T Goal Setting Workshop

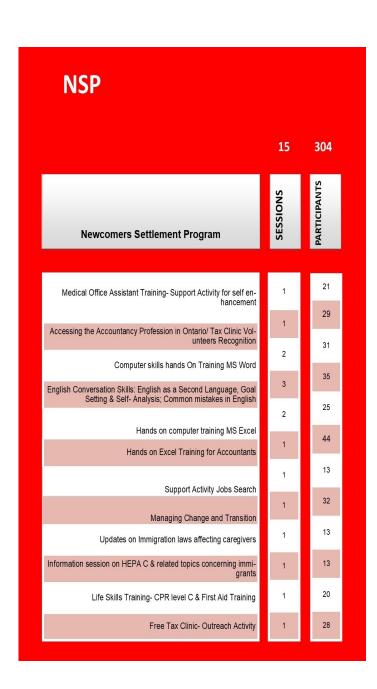


Newcomer Information Session

LSP	8	317
Library Settlement Partnership	Sessions	Participants
Medical Office Administration: Medical Billing and Patients Management	1	21
Summer Activities in Ontario: Outdoor Orientation/Networking Session	1	54
Citizenship Test Preparation Session	1	7
LSP Celebration	1	42
Newcomers Christmas Celebration	1	16
Income Tax Preparation: Information Session	1	5
Citizenship Ceremony	1	100
Festive Season Celebration	1	72

65 Group Sessions

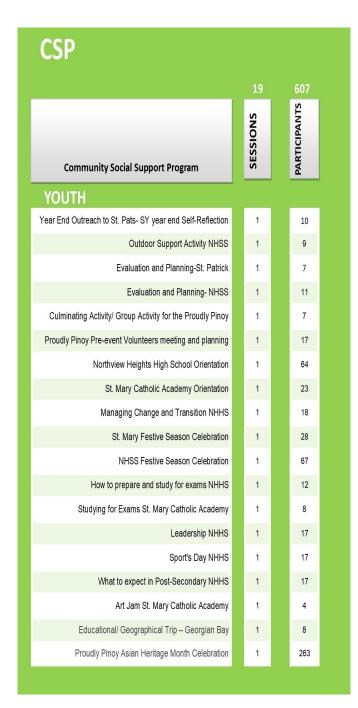
SUMMARY REPORT ON SETTLEMENT PROGRAM GROUP SESSIONS



IRCC	42	691
Immigration, Refugees and Citizenship Canada Group Sessions	SESSIONS	PARTICIPANTS
INFORMATION SESSION		
Awareness Session on HIV, Hepatitis A,B,C	1	24
Information Session on Labor and Employment Mobility Skills Training in Caring People With Visual Impaiment Community Awareness: Outdoor Orientation for Newcomers CAREGIVERS AND THEIR FAMILIES	1 1 1	17 14 18
Financial Wellness	1	11
Stress Management/Taking Care of Oneself	1	6
Immigration Updates	1	13
Importance of Volunteering	1	17
Effective Communication Skills	1	33 16
S.M.A.R.T. Goal Setting	1	15
Safe Food Handling	1	23
Coping With Winter Blues	1	8
Access to Engineering Profession	1	20
Access to Engineering Profession /Licensing and Certification	1	8
EMPLOYMENT RELATED		
Group mentorship for Internationally Trained Professional	1	21 11
Computer Applications for Medical Practice Employment and Career Fair for Nurses and PSW	1	18
Computer Training on Job Search	1	14 144
Employable Skills Assessment and Development	1	15 16
Career Self-Marketing: Part 1- Resume Writing FAMILY REUNIFICATION	1	16
Meeting the Challenges of family Reunification	1	32
LIFE SKILLS TRAINING		J/2
Life Skills - CPR/Fist Aid Training	1	16
PERSONALITY DIMENSION Self-Assessment and Building Confidence	1	12
ENGLISH DISCUSSION/CONVERSATION		
English Discussion and Conversation	8	120
INCOME TAX CLINIC	1	42
Income Tax Clinic		13

39
GROUP
SESSIONS

CSP REPORT ON GROUP SESSIONS





CSP			
	10	173	
Community Social Support Program	SESSIONS	PARTICIPANTS	
SENIORS			
Evaluation and Planning Session for Seniors	1	17	
OUTDOOR Support Activity- Seniors & Women	1	32	
Updates on CSP,GIS and CPP Information	1	16	
Capacity Building	1	11	
Stroke Prevention	1	14	
Christmas Party/Festive Season Celebration	1	20	
Art session with seniors	1	15	
Valentine's and Birthday Celebration	1	11	
Royal Ontario Museum Trip	1	21	
Educational/ Geographical Trip – Georgian Bay	1	16	

39 GROUP SESSIONS

CSP REPORT ON GROUP SESSIONS

During the period of April 1, 2018 to March 31, 2019, Kababayan Multicultural Centre provided a total of 39 group sessions conducted under the Community Social Support Program (CSP) with a total of 1,056 participants.

SENIORS SUPPORT GROUP

The support group assists seniors to engage in activities that will provide them an environment where they can receive and give support to one another and to the community in general. The support group helps in addressing elderly issues such as isolation, abuse and family break-ups. Furthermore, it also helps seniors in accessing information and social services such as government benefits/pension, housing, employment, recreation, health and wellness and volunteer work.



Senior's Outdoor Activity (ROM Visit)

YOUTH PROGRAM

Newcomer Youth between the ages of 13-24 years old join the different activities that KMC organizes. These activities aim to empower the youth to develop their personality and leadership skills. KMC coordinates with other secondary schools to help newcomer students through our "After School Program" particularly in Northview Heights Secondary School and St. Mary Catholic Academy.



Northview Heights Secondary School After School Program

WOMEN EMPOWERMENT SUPPORT GROUP

The group help members empower themselves and other women by supporting each other and sharing their knowledge and skills. We also conduct stories. educational forums and workshops in partnerships with other groups to uphold women's rights, facilitate personal growth and empowerment, enhance leadership capacitybuilding and skills and to provide information and opportunities for women to advance in their chosen career and life path. Counseling about abuse is also accessible in this service.



International Women's Day Celebration

13 Group Sessions

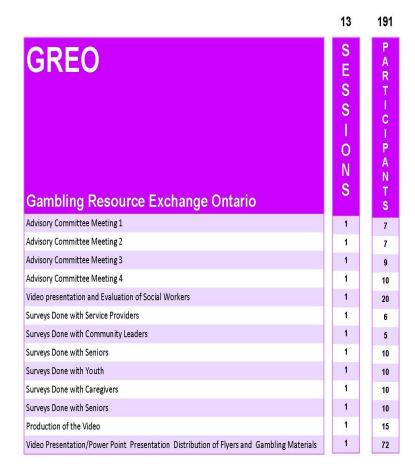
Gambling Research Exchange Ontario

The "Building knowledge and awareness of problem gambling within the Filipino community in Toronto" project instigated a culturally-sensitive needs assessment and the development of two knowledge translation (KT) products focused on problem gambling in the Filipino Canadian community in the Greater Toronto area. Our goal was to improve awareness and reduce the knowledge/information gaps in the community regarding problem gambling. We focused on building a community network to identify information needs and spaces for potential intervention/support.

Led by Kababayan Multicultural Centre (KMC), this project established an advisory committee with members embedded in the Filipino community to guide the overall project. Members were leaders affiliated with ethnic marketing; Filipinospecific support groups for seniors, youth (including LGBTQ youth), and caregivers; newcomer settlement, immigrant integration, and mental health; and church-based support groups.

We conducted a needs assessment, using one-on-one interviews and focus groups with a total of 50 Filipino community members, including newcomer youth, caregivers, seniors, frontline workers, former/current gamblers, and family members of problem gamblers. The needs assessment confirmed that the Filipino community asserts there are gambling issues in the community, but community members lack information about available resources for problem gambling. Further, existing resources are very limited. At the same time, gambling is perceived as "normalized" in the culture, and problematic gambling behavior is not discussed openly amongst family, friends, and the general community.

Upon reviewing the needs assessment data with the project team and advisory committee, we have completed the initial development of two products: a Tagalog (with English subtitles) video about problem gambling in the Filipino community and a PowerPoint presentation to be used by and with frontline / community workers.





Advisory Committee Members, Staffs and Filipino Social Workers

Clients Appreciation

I would like to thank Kababayan Multicultural Centre and its staff, most sincerely, for all the help you've given me since the time I had my work permit until now that I am already a permanent resident together with my family. Settling in Canada is both an exciting and a nerve-wracking process, but from the very beginning you have made me feel welcome like I found a home away from home. The assistance and counseling provided by the staff have showed me the knowledge, the process and the tools I needed to integrate in Canadian community and enable me to overcome the difficulties I encountered in my everyday life.

KMC other programs and services such as Computer training, English conversation, group sessions and other training have helped me in different areas of my life. I will continue to be with Kababayan and I'm inspired to work as volunteer in my spare time.

I have recommended KMC to my family and to other newcomers and immigrants so they can also avail the assistance, the programs and services which are beneficial not only in adapting to life in Canada but as well in our everyday challenges.

Thank you for all the services and support of the amazing staff. God Bless and More Power!

Marilyn Montenegro

I came to Canada with my father through my mother who applied for permanent residence in Canada. My mother introduced me to Kababayan Multicultural Centre to join some of the programs which are very helpful for newcomer immigrant like me. The staff are really nice and I feel welcome every time I go to the Centre.

After couple of years, it's now my turn to get my wife and two children to come and join me here. Again, I went to Kababayan and asked for assistance in my sponsorship application. My great appreciation to the counselor who guided me in getting and completing all the forms and documents required for sponsorship application. It is my sincere hope that my application will be approved soon and I will be very happy to have a life here in Canada together with my whole family.

Thank you Kababayan for your services in helping us and other immigrants to be reunified with our families.

Mark Anthony Montenegro

It is my honour to enumerate all the help I received from this Organization.

First, I was looking for someone who can help my friend to extend her tourist visa for a year. And with the help of the Director of Kababayan Multicultural Center, I was pleased and amazed because my friend's request was approved.

Secondly, since I am released from work, I came to another staff a Settlement Worker of this organization. Thru her she updated my application of my claim regarding Old Age Benefit, CPP and my Guaranteed Income Supplement. Through her help I was clarified and my questions was being answered correctly

Kababayan Multicultural Organization catered so many programs, likewise, helping Senior's Citizen in organizing so many activities to make them keep going. Like me, 72 years old and retired, I needed support being alone and no family but friends only. And these friends of mine became like my own family already through Kababayan, as they organize trips, like going to the farm, picking apples and more. Attending mass outside Toronto and visiting different places of Ontario, as well. And that we seniors are motivated. And yes, we are always looking forward to be with friends. And I would say, being a member of this organization is fun and at the same time educational.

At our age, seniors belong to an old era, and we should be introduced to a new system and not be left behind. Yet, Kababayan and staff are enhanced and compromised to do their best abilities to make us Senior's up to date and happy in all aspects being a Senior Citizen of Toronto, Canada.

Good job Kababayan Multicultural Organization. MABUHAY...Long live SENIOR'S of Canada.

Clients Appreciation

I came in this country as a stateless Tibetan person and filed my claim. I did not have formal education and did not know English; I knew Tibetan and Nepali. At the time, everything was new and confusing to me and I was looking for a place/program where I can ask my all questions and get help to settle in Canada. One of my friends told me about LSP Program at Parkdale Library and I went there to meet LSP worker. Then, most of my stresses are gone because I got the services in an accessible language and found the program to be very helpful for people like me. Now, I am already permanent resident and will apply for Citizenship soon. Still, I will look for help from the LSP worker at Parkdale Library. I really thank LSP Program.

Phurbu Dolker



Family Reunification Workshop

I came to Kababayan during the early months of 2017 because I was looking to get assistance on applying for open work permit and application for permanent resident. It may sound simple but for me, it was a very complicated situation because I had a first family with two children in that marriage who were not cooperating with the required documentations for me to submit the application. I wanted to include the two daughters in my application but my first wife was making it difficult. She would change decisions every now and then contributing to the delay of my applications.

Because of these situations, I requested assistance to write a letter to IRCC for an extension of the submission. I would sit together with the settlement worker and discuss how to convince my wife to allow our daughters to join me or to just comply with the required documentations. Getting desperate already, I decided to go home to the Philippines to talk to my first family to personally inform them of my desire to bring my daughters over to Canada together with my second family. The settlement counselor discussed with me positive alternatives that could convince them to listen.

Several confrontations took place in the presence of both parties and even with barangay officials in our town in the north, but all my efforts were all in vain.

I came back to the counsellor with all the frustrations and told her that I will just go ahead with the submission without the documentations from the first family and that I was ready as to whatever decisions that IRCC might give me. The counsellor told me the possible scenarios that could happen and walked me to the process. Even consulted a lawyer to confirm my information.

Finally, the settlement counselor prepared a letter for me explaining how hard I had tried to be with both my families. Enumerated all the efforts starting from here to the Philippines but no amount of begging and explaining did favor on my side. Along with this letter which was done in early February of this year was the submission of my application; not quite sure what the results will be. I was ready and prepared of any decision that will be given by IRCC.

Last April 2019, I called KMC counsellor advising her that I got a decision letter from IRCC about the application that we did and I almost cried when I learned that my application for permanent resident was approved despite the missing documents from my first family. I am so thankful about the support that the Centre have provided to me through my difficult times.

LU

KMC Board
 of
Directors



Standing L-R:

Voltaire Rosacena, Jelbert Real, Aguido dela Cruz, Richard Llanera Sitting L-R:

Luz Flores, Nilda Dosado, Flordeliz Dandal, Zenaida Rivera, Ana Labasug, Marites Abubo

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THANK

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Kababayan Multicultural Centre

42nd Anniversary Celebration