



CSSP Centre for Spanish Speaking Peoples

CGHH Centro para Gente de Habla Hispana

OPENING DOORS



ANNUAL REPORT 2021-2022

ABOUT US

OUR MISSION

Enhance the quality of life for our community and deliver purposeful services to advance the social and economic integration of our community into the broader Canadian society.

OUR VISION

Grow a united engaged and prosperous community.

OUR VALUES

Unity | Accesibility | Equity | Accountability | Justice

OUR PRESIDENT'S LETTER



FABIANA MONTOYA
Board President

Dear CSSP supporters,

This has been a year of reflection, new beginnings and "opening doors".

We have reflected about our journey up until today, our future and our path forward. As part of this thorough analysis, through community consultation and key partners engagement, we developed our **new Strategic Plan for 2022-2025**.

This has also been a year of new beginnings. We started our technology infrastructure refresh through two key deliveries. First, we made **changes to our registration process** and introduced a **new intake web** form that is providing us a more efficient method to access our services. Second, we introduced **"Sumac case management" software** that will assist us in managing more effectively our workflows and processes, helping us provide an improved client care.

Finally, this year we are "opening our doors". While our multi service agency continued to provide services in virtual form for the past 2 years, this spring we were finally able to welcome back the community to **in person services**. Furthermore, CSSP was also "opening its doors" by developing **new strategic partnerships** such as HQ Toronto, The Redwood, COSTI, Making Art Making Change and Toronto Neighborhood Police.

All these accomplishments do not come unperceived. Most recently CSSP has **received the Dan Benedict Memorial Award 2021-2022** on behalf of the Ontario Society of Senior Citizens Organizations. This award recognizes organizations that are working for social justice on seniors issues.

Looking into the year ahead, we have set clear direction to further develop strategic partnerships, continue to strengthen community relationships, explore new methods to gather client insights and measure service satisfaction, continue to improve our programs, and enhance even further our board governance.

We are aware of the **macro economic challenges** the country is facing. **Nonprofits are even more relevant** during these challenging times. In times of need, the Latinx/Hispanic community is characterized by its **warmth and solidarity**. CSSP is proud to embrace these same values as part of its DNA. **With open doors, open hearts, and the support of our funders we are well positioned to continue helping the Latinx/Hispanic community into the years to come.**

Fabiana Montoya

WITH YOUR SUPPORT

+
2180

FAMILLIES recieved
FOOD BANK SUPPORT



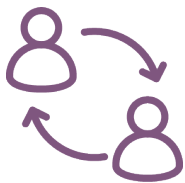
**768 LEGAL
CASES**

attended related to employment,
immigration and community
support.



**+150
PEOPLE**

attending
**SETTLEMENT INFORMATION
WORKSHOPS**



1216 ONE-ONE

**SETTLEMENT
COUNSELLING**
clients were assisted



294 WOMEN

received **CRISIS COUNSELLING**



48 WOMEN

received
**TRANSITIONAL HOUSING
SUPPORT**



+600 CLIENTS

**HIV/AIDS
COUNSELLING AND
OUTREACH SERVICES**
were assisted



28 YOUTH

collaborated in the printing and dis-
tribution of Avenida Magazine in the
past year



**+
150**

**CHRISTMAS
DONATIONS**

were given to children from
low-income families

OUR PROGRAMS

LEGAL CLINIC

With the support of Legal Aid Ontario, the Legal Clinic staff continue to provide advice, representation and Public Legal Education (PLE) to the financially eligible Spanish speaking population in the areas of workers' rights, income maintenance (Ontario Works, Ontario disability support program, old age security, guaranteed income supplement, Canada pension plan) immigration, landlord-tenant, human rights and powers of attorney. We continue to provide a document service for statutory declarations, affidavits, travel authorizations, invitation letters and notarizing.

Our priority in the last year has been to provide public legal education sessions, first by Zoom and now in person in the following areas: sponsorship, visitor visa, employment law, citizenship, Visitor/eTA Workshops, Wills & state/Power of Attorney, Long term Benefits, Human Rights and pathways to Permanent residency. We are very pleased to return to in person sessions and have seen a great response from the community to our in person services. As

services across the province resume to in person services, we are to report last year we saw an increase this year in cases (768 cases compared to 500 last year) with cases dominated by immigration (n=355).

Next year, the Legal Clinic plans to work with community agencies serving the Spanish speaking community to ensure our clients can have access to video conference hearings. In addition, the Legal Clinic has identified services to seniors as a priority and hope to collaborate with agencies who assist seniors with reliable internet, computer access and facilities.

Legal Clinic Staff Members

“ The legal clinic gave me unconditional support, thank you, without you I would not have solved my legal matters. The best decision I could make was to get to you, my son and I are so happy and grateful. ”

Misleidi. - CSSP Client



SETTLEMENT

The settlement program helps newcomers to settle into their lives in the Greater Toronto Area and vicinity by providing a range of free services aimed at supporting clients to live independently. Through the funding from the Ministry of Labour, Immigration, Training and Skills Development and United Way, the program is able to provide Latinx/Hispanic newcomers with the resources so that they can participate and contribute to various aspects of Canadian life.

Though the pandemic made it challenging for our clients to adjust to the new realities, our Settlement program counselors returned to in person counselling. Services included connecting clients to health services, social service applications including Ontario Works, CPP and Canada Child Benefit assistance. As a multiservice agency, our programs worked in collaboration to assist many families, including newcomers who struggled with language barriers by connecting them to ESL classes.



Settlement Members

“ I came to Canada with my son, without any address, family or friends to help and guide me in this country. The settlement program provided me with information and access to economic and social resources. **It is thanks to this service that today I am in a much more stable position**, my son is enrolled in school and I am learning English while working part time. ”

Edith. - CSSP Client

OUR PROGRAMS

HIV/AIDS

The HIV/AIDS Prevention Program promotes healthy sexual practices through community education, one-on-one counselling and support groups. Our Outreach services returned to in person delivery, participating in partnerships that focused on increase in reach and education.

Through the support of the AIDS Bureau, our mental health counselor delivered over 600 sessions. During this period, we also concluded the final year of the CHAMP in Action Program, funded by Public Health Agency of Canada (PHAC): an intervention program proven to being effective in reducing HIV related stigma and that promotes action against discrimination and social justice for those affected by HIV and AIDS.

We look forward to our new partnerships with HQ Toronto, Getakit, GMSH and BIPOC AIDS Serving organizations committed to the health and wellbeing of the LGBTQ+ community.



“After attending Counselling sessions at the HIV Prevention Program, I have learnt not only to identify and manage my emotions in a more regulated way, but also I am now more able to understand why my behavior is such. ***I learnt that facing my fears about HIV stigma and discrimination made me a stronger and resilient person.*** My Counsellor was highly skilled and empathetic which helped me to open up and share my story without shame. Now I can face my own life more freely. I feel hope where I used to feel emptiness, and I know I have a future I want to live for.”

Carlos.- CSSP Client

Hernán and Ricardo, staff from our HIV/AIDS Prevention program

OUR PROGRAMS



“I love the Seniors program. I have enjoyed socializing with other like minded people and **our group has developed a sense of camaraderie that is great to be a part of.**” **Ana - CSSP Client**



COMMUNITY ENGAGEMENT

FOOD BANK

We would like to thank North York Harvest Food Bank and Second Harvest for their continued food supply. Through volunteer support, our Food Bank program served 2,180 clients this past year. Additionally, we would like to thank Shoppers Drug Mart for their continued support in donating items that benefit our community members.



**\$40-\$50
HAMPER
VALUE**

ESL CLASSES

Through the continued support from Community Service Partnerships (CSP) from City of Toronto and United Way, we continued to offer English as a Second Language (ESL) classes for seniors and newcomers at our main office. These services continue to prove beneficial to community members who have recently arrived or have lived in Canada and are trying to integrate into society. Classes have returned to in person delivery with the option of virtual classes available in the evenings.

SENIORS

Our New Horizons program returned this past year and focused on arts-based workshops for seniors who were isolated from the pandemic. We were excited to have in person services return and witness high participation from our community members, including partnerships with COSTI and Making Art Making Change.

OUR PROGRAMS

YOUTH

Our Youth program led through Avenida Magazine, is in its third year in printing and distribution across Toronto. The magazine has published ten editions to date and themes focused on being a point of resource for Latinx/Hispanic youth living in the city. Among the issue themes included are professional development, travel advice and coming issues will focus on body image and social media. The magazine staff would like to thank the Laidlaw Foundation for its continued support.



“ Going through Avenida Magazine has been a very enriching experience that has allowed me to connect with the Latino community in Canada and with students. Through the youth employment workshops and my coordinators from Avenida who I built a strong bond with, **I developed networking skills to be able to contact a company that hired me.** ”

Khaled.- CSSP Client



VIOLENCE AGAINST WOMEN

The VAW Program continued offering services to women who had experienced or are suffering from domestic abuse. Our services focused on two main areas: counselling/advice; and support during the transition to an independent and safe life. Women's Program Counsellors assisted 294 clients, and the Transitional and Support Worker helped 48 women with applications for Priority Subsidized Housing or to access other resources.

We partnered with Unison Community Services for workshops on managing anxiety and stress during COVID-19. For the coming year, we are excited to also collaborate with Redwood Mobile Healing Van, which will provide complimentary drop off support for clients including providing hygienic supplies, food supports and medical assistance on a monthly basis.

The VAW program is able to create an impact due to the support from the Ministry of Children, Community and Social Services, United Way and Community Service Partnerships (CSP).



Violence Against Women Members

“ The Center for Spanish-Speaking People helped me when I needed it most, when I arrived in Canada and received a lot of abuse. When I contacted the VAW (Violence Against Women) program, they guided me and explained what my rights were, the counseling **helped me recover my self-esteem and get my life together again**, another significant help was to get a subsidized home, this has helped my children and me to have a more peaceful life. Thank you for all the support I received. ”

Mercedes. - CSSP Client

OUR COMMUNITY



Volunteers are at the heart of our organization, assisting us in delivering essential services.

“ I volunteer at the Food bank, it's a great way to make new friends and help the community. **I feel blessed by the gratitude of the people.** ”

Julia.- CSSP Client



OUR STAFF



FINANCIAL SUMMARY

2021-2022

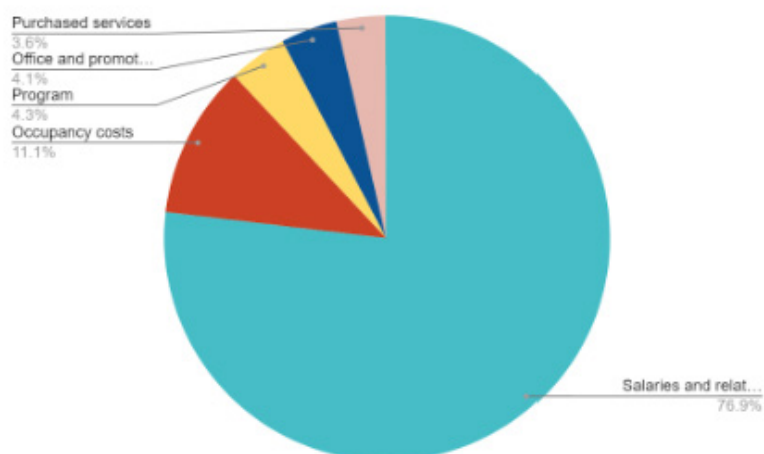
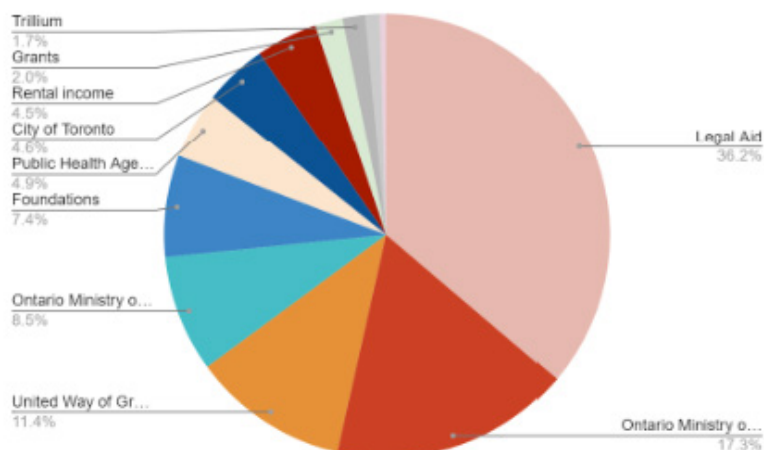
Statement of Revenue and Expenses

Year Ended March 31

Year 2022 Year 2021

Revenues		
Legal Aid	725,121	709,319
Ontario Ministry of Children, Community & Social Services	347,213	378,396
United Way of Greater Toronto	227,837	316,021
Ontario Ministry of Health and Long Term Care	170,059	170,059
Foundations	148,529	116,966
Public Health Agency of Canada	98,736	104,398
City of Toronto	92,427	105,635
Rental income	89,484	83,694
Grants	40,323	52,499
Trillium	33,100	0
Miscellaneous income	20,917	65,227
Other sources (Interest, Fundraising, Memberships, HRDC)	9,454	9,382
	2,003,200	2,111,596

Expenses		
Salaries and related benefits	1,403,582	1,642,571
Occupancy costs	203,242	177,100
Program	77,679	76,574
Office and promotion and travel	75,230	130,256
Purchased services	65,248	47,326
Grant expenses	783	71
	1,825,764	2,073,898
Excess of revenue over expenses	177,436	37,698



THANKS TO OUR SUPPORTERS

Our Financial Supporters

Legal Aid Ontario
Ministry of Children, Community and Social services
Ministry of Labour, Immigration, Training and Skills Development
Ontario Ministry of Health and Long-Term Care - AIDS Bureau
United Way of Toronto and York Region
Ontario Trillium Foundation
Public Health Agency of Canada
City of Toronto – Community Service Partnership
Laidlaw Foundation
Employment Services Toronto - Investing in Neighborhoods
Toronto Public Health
New Horizons for Seniors Program
Canadian Women's Foundation

Our Allies

HQ Toronto
North York Harvest Food Bank
Second Harvest
Black Creek Community Health Centre
GMSH
The Redwood
Family Service Toronto
La Guía Magazine
Making Art Making Change (MAMC)
Toronto Neighbourhood Police
City of Toronto, Parks and Recreation
Ontario HIV Treatment Network
Getakit
CONOSER/Teach2Learn
Story Centre Canada
Hispanic Canadian Heritage Council (HCHC)
Hispanic Development Council (HDC)
Silvia Mendez AHORA!
COSTI
San Lorenzo
BIPOC Harm Reduction Alliance (ACAS, APAA, ASAAP & AP)
Unison Health and Community Services
Radio Voces Latinas
America United FC (Children's Christmas Toy donation)
Mario Armani, Real Estate (Children's Christmas Toy donation)
Toronto Habla Español

Our Board of Directors

PRESIDENT	Fabiana Montoya
VICE PRESIDENT	Ericka Aguilera
TREASURER	Mauricio Cordova
SECRETARY	Marcela Aranda

María Cordero
Valentina Latorre
John Navarrete
Julio Vergara

Our Staff

Administration

Elvis Lázaro
Gia Pflucker
Myriam Motta

Settlement Program

Eliana Fonseca
Erica Urias

Violence Against Women (VAW) Program

Natalia Calderon
Alicia Torres
Christel Perez
Ana Roa Vargas
Giselle Vazquez

Youth Program

María Caridad González
Myriam Bustos

Senior's Program

Diana Prado

Community Outreach and Front Desk Support

Wendy Vasquez
Gloria Hernandez

Legal Clinic

Mary Ellen McIntyre
Silvana Venegas
Mayra Salas
Gloria Carrasquerro
Ana Castro
Daniel Rippes

HIV/AIDS Prevention Program

Ricardo Romero
Morales
Hernan Sierra
Celeste Joseph



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