




**2022-2023**

# GTA COMMUNITY ENGAGEMENT AND FAMILY SUPPORT CENTRE

**(CEFS CENTRE)**

# ANNUAL REPORT

 905-209-2223

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Markham, ON L6E 1A3

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## **Message from the Chairman of board and Executive Director of CEFS Centre**

The past year has been the most significant and pleasantly surprising one for the CEFS Centre. The community has undergone many changes and gradually found its path.

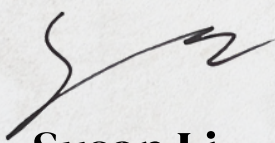
After a year of searching and with the generous support of board members and community members, we finally leased our first office. The office's is surrounded by our members, and the location is convenient for everyone to reach by car or public transportation. Our staff and volunteers finally have a stable office space. This office has provided great convenience for our settlement services, enabling us to schedule client appointments, facilitate form-filling, and document printing. Additionally, we have another activity room for organizing activities for seniors, women, youth and children where everyone can learn and share experiences, and support another. Sometimes, what we can't learn online can be continued in the office.

This year, we offered various online and in-person programs and workshops for seniors, women and children. We also organized events such as the Gardening and Harvest Festivals and three generation Lunar new year celebration. Furthermore, we held our first five-week summer camp and spring camp at Castlemore Elementary Public School. These camps not only provided children with joyful experiences but also offered summer job opportunities for youth. College students contributed their knowledge and skills to give back to the community during the camps. High school volunteers gained practical experience through volunteering, learned the importance of teamwork, accumulated valuable social skills, and developed leadership qualities.

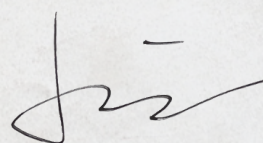
Our board of directors was also re-elected under the guidance of our legal advisor. The members of our community elected the second term of board members, which continues to consist of five directors collectively managing the CEFS Centre. The two new directors will specifically assist with activities for the seniors and women.

Lastly, we extend our heartfelt gratitude to our board members who have dedicated most of their time voluntarily in the office. We are also very thankful to our selfless volunteers. Every community event wouldn't be possible without your diligent efforts. We appreciate the support of our members, your participation makes our work meaningful.

Currently, CEFS Centre continues to face many challenges. While we have received project funds from the three level governments, but we lack ongoing core funds. Most of the community's work still relies on the assistance of our dedicate volunteers, and we still need to raise fund our office rent. We hope our members will continue to support the community as you always have, helping us overcome these challenges.



**Susan Li**  
**Executive Director**  
**of CEFS Centre**



**Jamie Li**  
**Chairman of Board**  
**of CEFS Centre**





**OUR  
MISSION**

**GTA Community Engagement and Family Support Centre is a non-profit and multi- service organization aiming to improve equity, social justice and quality of life through community engagement and family support services.**

**To facilitate families in multicultural communities to access social service.**



**OUR  
VISION**



# **Funding Sources (2022-2023)**

**CEFS Centre, thanks to the great support and contributions of individuals, corporations, and the community between April 2022 to March 2023. In the past year, we earned the trust of:**

- Service Canada (NHSP Program)**
- Canada Summer job**
- the Ministry for Seniors and Accessibility**
- City of Markham**

**Who funded and supported the CEFS Centre to organize meaningful programs and services for the community's well-being.**



# ADVISORY COUNCIL

**Social Service Advisor** Dawin Kong

**Legal Service Advisor** Ada Wang

# BOARD DIRECTORS

**Chairman of the Board** Jamie Li

**Secretary** Susan Li

**Treasurer** Lily Lin

**Board Director** XiuQin Bian

**Board Director** HanLing Yu



# WORK TEAM

**Executive Director** Susan Li

**Family Services Director** Jamie Li

**Financial Manager** Lily Lin

**Senior Services Manager** XiuQin Bian

**Senior Services Director** HanLin Yu

**Community Coordinator** Hannah Zheng

**Volunteer Coordinator** Cheri Chen

**Youth Volunteer Coordinator** Anna Zhao



# History of CEFS Centre

## **2018- Dec 2022**

CEFS Centre is a volunteer-based, not-for-profit, and multi-service organization. It was founded in 2018 by four dedicated, passionate, professional volunteers. We provide settlement service, family support service, senior support service, community development and volunteer engagement services.

## **January 2023 – Present**

To better serve the community, the new office of CEFS Centre is located on the outskirts of Markham. We are actively engaged with our neighborhood communities. We service covers communities in GTA.



# Highlights of the Year!



**Our second board of directors was re-elected under the guidance of our legal advisor. This time, it will still consist of five individuals who will continue to work diligently for the community.**

**On February 1, 2023, our new office finally had its grand opening. The new office will provide great convenience for our community services.**





# Settlement Service

| Program                                     | Sessions                        | Participants | Location        |
|---|---------------------------------|--------------|-----------------|
| Settlement Service                          | Monday to Friday by appointment | 141          | Office/Zoom/Tel |
| Information and Community resource workshop | 6                               | 250+         | Zoom            |

**CEFS Centre settlement service is to support the new immigrants to integrate into**

**Canadian society. We have helped our community members fill out various forms, including OAS, GIS, renewing PR card, Housing, Canadian passport, etc. We also provided translation and interpretation services for our members who has language barriers.**

**Moreover, we set up settlement information workshops and provided a one-to-one counseling service to meet the members' needs.**

**This year, we acquired a new office, greatly facilitating our provision of Settlement services for the community residents.**

# Tax Return Service

| Program      | Sessions | Participants | Location    |
|--------------|----------|--------------|-------------|
| Tax Clinic   | 3        | 40           | Zoom/Office |
| Tax Workshop | 2        | 70+          | Zoom        |

**During the tax season (Feb-April), we set up 3 online and onsite tax clinics to support 40 clients filling out their tax returns. We also organized two online tax workshop this year to promote tax knowledge, answer tax-related questions, with more than 70 people participating. We have helped over 110 members in the past year.**



# CEFS Centre

## 2022-2023 Senior Services

| Program                             | Sessions   | Participants              | Location                       | Remark  |
|-------------------------------------|--|---------------------------|--------------------------------|---|
| Senior English Class                | 44   | 52+                       | Zoom                           |   |
| Senior tablet and smart phone class | Online class 47<br>Online practice Class 10<br>In-person 2 | 100+                      | Zoom                           | 9 Youth Volunteers  |
| Traditional Chinese Painting Class  | 8  | 40+                       | Zoom                           |   |
| Knitting Class                      | Online 28<br>In-person 9                                   | Online 30<br>In-Person 10 | Zoom/ Office                   | Material distribution 3 times<br>Knitting Exhibition<br>Knitting Catwalk Show |
| Senior Fitness Club                 | 24   | 20+                       | Zoom/ Berczy Park              |   |
| Lecture                             | 10   | 150+                      | Zoom                           | Health and Nutrition, Social Resources, Welfare, Safety                       |
| Travel                              | 3  | 170+                      | ROM<br>AGO<br>Christmas Market |   |

Last year, we organized 28 online and 9 in-person knitting courses. We distributed knitting materials three times, organized a knitting exhibition, and a Knitting catwalk fashion show, all of which were highly appreciated by the seniors. Also, we've implemented other programs to support our senior community, including Senior English classes to help newcomers integrate into Canadian society, technology training for iPads and smartphones, Chinese painting and calligraphy classes for creative expression, and a Senior Fitness Club to improve physical health through Zoom and onsite sessions at Berczy Park. Additionally, we've organized various workshops on health and nutrition, social resources, welfare, social benefits, and safety, and have invited professionals from other social agencies and hospitals to educate our members. Over 150 seniors have participated in these workshops.



# CEFS Centre

## 2022-2023 Family Services

| Program            | Session      | Participants | Location                            | Remark                         |
|--------------------|--------------|--------------|-------------------------------------|--------------------------------|
| Summer Camp        | 5 Full Weeks | 56           | Castlemore Elementary Public School | July- August                   |
| March Break Camp   | One Week     | 36           | Castlemore Elementary Public School | March                          |
| After School Class | 90           | 192          | Zoom                                | 2 terms<br>50 Youth Volunteers |
| Art Class          | 10           | 40           | Zoom                                | April- June                    |
| Workshop           | 1            | 20           | Office                              | December                       |

This year, we organized our first entirely in-person summer camp and March Break camp. 56 children registered summer camp and 36 registered March break camp. Our summer and spring camps benefitted children, provided a joyful experience, and created summer job opportunities for youth. College students used their knowledge to give back to the community while working at the summer camp, fostering a sense of love and dedication. High school students, through volunteer activities, gained awareness of cooperation, accumulated interpersonal skills, developed leadership qualities, and derived valuable benefits.

Our after-school program continues to be very successful. It offers classes in English, Math, and French. We've organized a total of two terms, with 90 sessions, benefiting 192 children. 90 young volunteers were actively involved in teaching.

For the first time, we organized children's workshops in our new office, making paper quilling crafts, which were highly popular among the kids. The new office has provided significant convenience for our community's in-person activities.



# CEFS Centre

## 2022-2023 Community Events

| Program  | Participants |
|--|--------------|
| Spring Festival                                | 300+         |
| Harvest Festival                               | 365          |
| Christmas Party                                | 50+          |
| Three Generations Chinese New Year Celebration | 170+         |

This year, we have successfully organized four community events and celebrations, Spring Festival, Harvest Festival, Christmas Party and Three Generations Chinese new year Celebration.

It's worth mentioning that last year, for the first time, we held a Christmas party for the seniors in our new office. Due to budget constraints, our venue wasn't very spacious, but the seniors were still very delighted, enthusiastic, and celebrated our auspicious beginning.



# VOLUNTEERS

|  |    |
|--|----|
| Outstanding Adult Volunteers (80 hrs+) | 32 |
| Adult Volunteers (20 hrs+)             | 24 |
| Outstanding Youth Volunteers (80 hrs+) | 30 |
| Youth Volunteers (20 hrs+)             | 60 |

Volunteers are the most crucial component of our community. Due to financial constraints, many of our current tasks and activities are organized and worked by volunteers. Last year, we had 32 outstanding adult volunteers who contributed over 80 hours of work each person, 24 adult volunteers who contributed over 20 hours of work each person, 30 outstanding youth volunteers, and 60 youth volunteers, making a total of 146 volunteers.



**Outstanding  
Youth Volunteers**



**Outstanding  
Adult Volunteers**

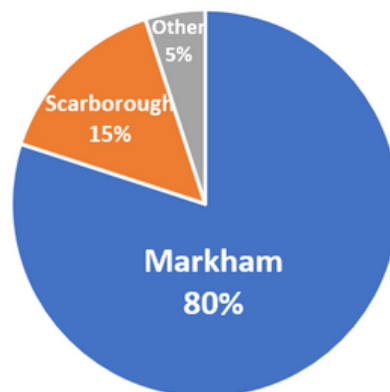


# Members of CEFS Centre

|                |     |
|----------------|-----|
| Adult Members  | 118 |
| Senior Members | 251 |
| Total          | 369 |

The stable growth of community members is the key to community prosperity, achieved through continually attracting new members, providing valuable resources, facilitating interaction among members, mutual learning, and sharing experiences. It helps community members integrate into the community and enhances their physical and mental well-being. The membership of CEFS Centre steadily increases each year. As of March 31, 2023, we have a total of 369 members, consisting of 118 adult members and 251 senior members. Currently, 80% of our members reside in Markham, 15% in Scarborough, and 5% in other areas. In addition to these members, we assisted approximately 1,000 people last year.

Statistical Map of CEFS Centre Members



■ Markham ■ Scarborough ■ Other

# CEFS Centre

## 2022.4.1-2023.3.31 Financial Statement



| Revenue                               | Amount               | Expenses                  | Amount                 | Net                |
|---------------------------------------|----------------------|---------------------------|------------------------|--------------------|
| Individual and Business Contribution  | \$ 20,765.00         | Administrative            | \$ (6,003.00)          |                    |
| Membership Due                        | \$ 3,690.00          | Advertising and Promotion | \$ (3,267.00)          |                    |
| Canadian Summer Job                   | \$ 26,853.00         | Bank Charges              | \$ (341.00)            |                    |
| City of Markham                       | \$ 3,500.00          | Donation                  | \$ (610.00)            |                    |
| Ontario Senior Community Grant        | \$ 24,229.00         | Insurance                 | \$ (1,138.00)          |                    |
| Canada New Horizons for Seniors Grant | \$ 17,167.00         | Occupancy Costs           | \$ (5,331.00)          |                    |
| Program Fee Collected                 | \$ 50,267.00         | Payroll Expenses          | \$ (35,298.00)         |                    |
|                                       |                      | Program Expenses          | \$ (53,736.00)         |                    |
|                                       |                      | Transportation Fees       | \$ (14,075.00)         |                    |
|                                       |                      | Professional Fees         | \$ (3,298.00)          |                    |
|                                       |                      | Telecommunication         | \$ (2,587.00)          |                    |
| <b>Total</b>                          | <b>\$ 146,471.00</b> |                           | <b>\$ (125,683.00)</b> | <b>\$20,788.00</b> |

**Prepared by:**

**ZHANG LI**

**Chartered Professional Accountant(CPA)**



# Thanks for Donating Business Donation

Zhujia.ca

Industrial and Commercial Bank of China (Canada)

Canada Gansu Federation of Chamber of Commerce (CGFCC)

Flower scissors fabric curtain workshop

## Individual Donation



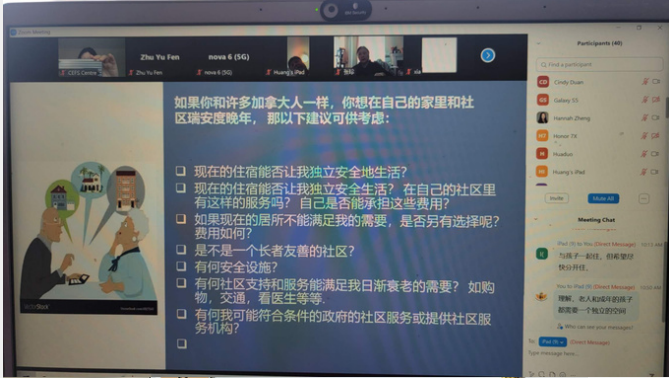


# 2022-23 CEFS Centre Spectacular Moments





# 2022-23 CEFS Centre Spectacular Moments





# 2022-23 CEFS Centre Spectacular Moments







**Please watch the annual  
activities of CEFS Centre  
April 2022-March 2023 by  
Click the Link**

**CEFS Centre 2022-2023 Video**

**Thank you for watching!**

