



A home of our own,
and a dream come true
for the community.

PRESIDENT'S / EXECUTIVE DIRECTOR'S REPORT

2011/2012 was an extremely exciting year for Tropicana Community Services. Initially, our major focus was the Strategic Plan for 2012-2016. We hired Deloitte to assist in the development of the planning process and their stated objectives were to support the Board of Directors' effort to drive the organization towards its mission and vision, assess and analyze community context and stakeholder priorities and develop a process for a strategic plan that would be incorporated into the governance and planning process of the organization.

Deloitte staff, in conjunction with Tropicana Board, staff and volunteers, completed a current state assessment to identify strengths and enhance opportunities. Enhancement opportunities were grouped under three key themes and ten initiatives were identified and sequenced according to dependencies and timing. These initiatives are as follows:

THEME	STRATEGIC INITIATIVE
Healthy Communities	<ul style="list-style-type: none"> Continued Support for programs that provide opportunities for: <ul style="list-style-type: none"> Employment or self-employment Youth engagement Alleviation of family violence Education outcomes improvement Program leadership and partnership roles
Agency Self sufficiency	<ul style="list-style-type: none"> Strategic performance measurement Fund/income generation Short and long term indicators identification Succession planning
Community Leadership	<ul style="list-style-type: none"> Outcome focused program evaluation Brand growth Organizational visibility
<i>Plan development is on-going and fluid and these initiatives will be analyzed annually to ensure that they remain relevant to the organization.</i>	

During the course of the year, the focus was shared with securing a facility suitable for the needs of the organization. With much hard work and support from Board, staff and political allies, Tropicana was awarded a grant of \$2 million which was to be flowed through the Ministry of Children and Youth Services. We were mandated to have a building in place by March 2012 and to complete renovations by March 2013. Words cannot begin to describe the elation that was felt when we collected the keys for our own building on February 17, 2012. Our new home address will soon be 1385 Huntingwood Drive – just West of McCowan Road. We are working diligently with Hilditch Architect to renovate the building, which we hope the entire community will be proud to call home. Fundraising for this initiative remains crucial as we currently have Champagne tastes with a Gingerale budget. Please continue your efforts to allow us to meet our goals.



CARMEN JAMES-HENRY - President



SHARON SHELTON - Executive Director

Financial Highlights for the year include:

- A modest increase in Total Revenues over the prior year despite cutbacks and/or elimination of a few programs.
- Expenses were kept in check vs. last year reflecting a prudent response by Management to anticipated reduction in revenues. The overall result was a modest excess of revenues over expenses.
- As mentioned elsewhere in the Annual Report, we were successful in acquiring a building with the assistance of the Ontario Government. More funds are required to complete the necessary renovations, hence our need to continue our fundraising efforts.
- The procurement of a mortgage loan from Royal Bank on reasonable terms to assist in the purchase of the building.
- A relatively healthy cash position at year end.

My thanks to the members of our Audit and Finance Committee who continued to provide good guidance and counsel throughout the year. Thanks are also extended to our staff and, in particular, our Executive Director, Sharon Shelton, and Finance Director, Leonardo Comentan, for their assistance and efforts.



CHARLES CHAMBERS -Treasurer

Board of Directors 2011/2012



ANNUAL REPORT
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Management Staff 2011/2012



ANNUAL REPORT
2011/2012

SHARON SHELTON *Executive Director*

TRACY LLOYD *Director*
- AYCE Employment Services

OLIVE MCKENZIE *Supervisor*
- Infant/Toddler,
Children of Tomorrow Daycare Centres

SUSAN SEDGLEY *Supervisor*
- Pre-School/School Age,
Children of Tomorrow Daycare Centres

KIM ENGLAND *Manager*
- Community Relations & Resource Development

CATHY PROVIDENCE *Manager*
- Culturally Appropriate Counselling

LEO COMENTAN *Director*
- Finance & Administration

BRENNAN HEATH *Program Administrator*
- ProTech Media Centre

CAMEAL JOHNSON *Manager*
- Scarborough Youth Resource Centre

CARMEN BROWN HARPER *Director*
- Trusteed & Special Projects

BERNADETTE HOOD *Manager*
- Youth & Education Department



Program Reports

In its 17th year, the Scarborough Youth Resource Centre (SYRC) registered 1237 clients with a total of 9,286 visits. Our programs and services provide our youth with the tools to build healthy relationships and become positive, active members of our community. Topics addressed in this year's programming and

services included leadership development, education and employment, re-integration services, aggression replacement training, healthy relationships and health education, anti-bullying, violence prevention and intervention, and civic engagement.

“

Hey, Name's James.

My story here at SYRC starts off with me as a dancer. I heard of the area being a place where you could dance. So as a dancer, I came to check it out and to my surprise I was amazed and overwhelmed as a dancer. I came from a family where I had some trouble as a kid and school wasn't all too great for me. I started coming here more often on Fridays for the breaking sessions, as a means to escape and be freer for myself, instead of being enclosed in my life. My circle of friends was large, but my role in there was insignificant. My time was short at that point, but I grew more and learned more as I came here. I always spoke with the workers about certain aspects of life and they always coached me as I was here. I know there were various other things here at my disposal - computers, printing services, and even the occasional workshops that took place. I became surrounded in it, and more or less... SYRC became my second home. My first day began here 6-7 years ago. I'm 21 now. I love this place with as much love as I did the first day I walked in here. I'm thankful for what this place offered me. Each worker is different here, and all each have their own input. This is a pretty bright and colourful place to be in and welcomes everybody. Enjoy your stay when you're here, and bask in it. It's worth every moment.

”

HIGHLIGHTS

10 former youth gang members are now committed, consistent members of our Man Up and START Fresh programs **6** out of the **10** youth gained employment through Tropicana's Summer Jobs for Youth program.

Tropicana LYVE placed **35** youth in job placements after which **3** returned to school full time.

8 young ladies attended the Rise Above Conference to present their documentary on their hopes for the future of the Scarborough community and learned how to advocate for women's rights

1 SYRC youth has taken the skills learned at the Centre to sponsor a child in Africa

With the skills gained from the Man Up program, **1** youth has started his own mentorship program in Scarborough

1 youth is now a student advocate for troubled teens at her high school

40 youth participated in a forum with Transit City Toronto where they advocated for more efficient and cost effective transit

5 youth participated in the START Youth Art Festival where they advocated for social change through the arts

12 youth attended the Steeles L'Amoureux 2nd annual Youth Speaks event to identify the gaps in programs and services for youth residing in that neighbourhood



CHILDREN OF TOMORROW DAYCARE CENTRES

Throughout the year, the Children of Tomorrow Daycare Centres – Infant/Toddler and Pre-School/School-Age - provide high quality childcare for families in the community. Our programs have a strong emphasis on play based learning and recognize the importance of communication, language, social and emotional development.

We are very fortunate to have representation from a variety of cultures in our centres. We honour this diversity by learning about and celebrating a variety of holidays and cultural practises. Our service delivery is enhanced by the hard work and dedication of our placement students and eager volunteers.

“

I'm very grateful for the support the daycare staff gives me regarding my daughters behavior. I am very happy with the way the daycare works.
Very good daycare.

”

– Sandra



What our children's parents have to say...

“ I have been a parent of Children of Tomorrow Daycare for almost 10 years. When I was younger I attended Children of Tomorrow Daycare and made lifelong friendships with the staff. The staff members are caring, diverse and attentive. The children are always well fed, nurtured and treated fairly. I would not choose another daycare for my children to attend. ”

-Tanya

“ Children of Tomorrow Pre-School centre is a place I take my child to be happy, and I thank God my child and I love all the staff, they are great people. I like the way the staff take care of the kids. I also like the way Sue cares for the kids and says nice things to them. I want to thank you for all the work you are doing for me and the other kids. God bless you all. ”

- Maria

“ The staff are friendly and my children enjoy going to daycare. We are happy as a family with the daycare. The staff are helpful and caring. ”

- Charlene

“ Children of Tomorrow Daycare is very nice and my daughter Reina loves it very much. She always talks about the activities she did for the day. She knows all her teachers by name and she likes them very much. The place is clean and organized. The teachers are easy to get along with and professional. My experience with the daycare is a positive one. ”

- Rolston and Emelie



AYCE works with both job seekers and employers to help them achieve their employment-related goals. Over the years, employment counsellors and job developers have supported thousands of clients looking for work and assisted employers in finding suitable candidates. We help our clients secure employment, get training or upgrade their skills. In addition to resume writing services and interview coaching, job seekers have access to a variety of career planning, educational materials and job search tools in our resource centre. For employers, we save time and money in the hiring process. AYCE provides free job posting, recruiting, screening and coaching services. Employers can also access training incentives to offset the initial cost of training and orienting a new employee. Employers remain the backbone of our services. As such, we ended the year with a very successful employer engagement event at the Radisson Hotel. Employers had an opportunity to learn more about our services and also network with other business owners.

They also enhanced their knowledge of social media marketing and strategies to develop and support a diverse workplace.

AYCE continues to develop new partnerships in the community and build stronger relationships with local businesses in efforts to enhance employment prospects for our clients. We continue to open doors for young people in helping them explore new avenues whether that is training in a specific trade or becoming an apprentice, returning to school for a high school diploma or enrolling in a post-secondary program. Mature displaced workers have an opportunity to retrain and pursue a second career. Additionally, newcomers and internationally trained professionals learn about the Canadian workplace culture and secure their first job that matches their professional backgrounds.

Initially nervous about working in an industry traditionally dominated by men, a young woman speaks of her experience in the autobody and collision damage repair program:

“ I wanted a complete change. I knew that I could stay the same or do something different... if I can do it, anyone can. Don't give up! ”

– O.M. Pre-Apprenticeship Training, Autobody and Collision Damage Repair.

“ The Bridging Business Careers program helped me to get an interview opportunity with an employer. I passed the interview and secured a six-week internship which eventually led to an offer of a permanent position. Without AYCE's help, I might still be unemployed. I have benefitted much in terms of customizing my resume, developing interview skills and my understanding of Canadian work culture, and networking with other newcomers. The team at AYCE is very professional, knowledgeable, helpful, committed and encouraging ”

– N. N. Bridging Business Careers

What our employers have to say...

“ Our store benefits from AYCE's services by having access to a large pool of job-ready candidates. Resume preparation, pre-employment workshops and candidate screening provided by AYCE contribute to employee success and reduce training and turnover costs. The managers at Canadian Tire also appreciate the support that AYCE provides after the candidates have started work. AYCE assists us in underscoring the values of punctuality, attendance, and hard work in climbing the ladder. ”

– Elizabeth Leydolt, HR Manager, Canadian Tire

“ The Brimmell Group has worked with AYCE for a number of years. As an agency dedicated to getting young people into our industry, they exceed the bar. The collision industry is starving for young talent. The pre-apprenticeship training program has proved to be one of the few programs that has consistently produced quality young students that have graduated and gone on to placements within the collision industry. ”

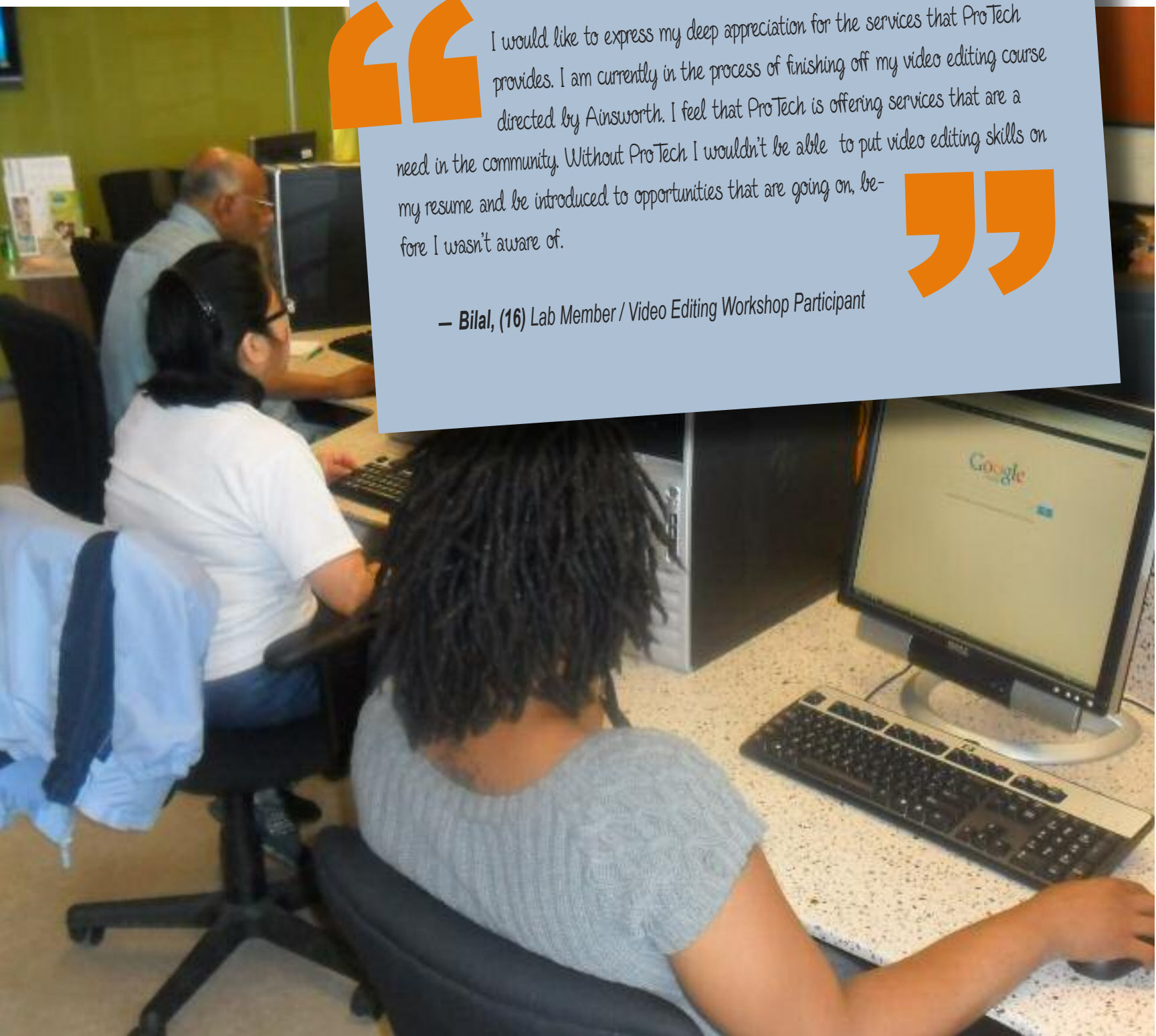
– Richard Marsh, Operations Manager, The Brimmell Group Paint and Collision Centre

With August 2011 marking our second operational year, ProTech could not have asked for a more exciting 2011-2012. This year we conducted 64 programs, focusing on a wide array of topics, including: graphic design, web page design, digital photography, digital video production, digital music production, workplace productivity software, computer basics and digital employment skills / employment counseling

As with our first operational year, our successes would not have been possible without an array of local partnerships. Through the year, we had the pleasure of working with: the Toronto Public Library, Scarborough Arts Council, YMCA JUMP Program, YouthLink, Second Base Youth Shelter, AYCE Employment Services, Toronto Public Health's RAP (Reunification and Adaptation) Project, the City of Toronto's Investing in Families Program, and CASSA – the Council of Agencies Serving South Asians.

I would like to express my deep appreciation for the services that ProTech provides. I am currently in the process of finishing off my video editing course directed by Ainsworth. I feel that ProTech is offering services that are a need in the community. Without ProTech I wouldn't be able to put video editing skills on my resume and be introduced to opportunities that are going on, before I wasn't aware of.

— Bilal, (16) Lab Member / Video Editing Workshop Participant



The Youth & Education department focuses on the all-round development of children and youth and encourages family involvement in all of its programs. The range of services include tutoring, camps, chess and steelpan instruction, YouthSTART, Defy Your Label and other youth development initiatives in schools and in the general community, that meet the needs of the changing youth culture. Partnerships

with the TCDSB, YMCA and other agencies sustain our community connection.

One of the successes of the department is the number of youth who maintain contact with the department and the organization through volunteerism and employment opportunities. One of the challenges for this year was staff changes which resulted in the restructuring of staff placement/responsibilities.

“

Last year I was fortunate to develop a partnership with the staff members at Tropicana and together we piloted 3 girls groups at the school. We have had issues at the school with bullying, self-confidence and sexualized behaviour with our young girls and boys and this has formed the foci of our groups. With the support and expertise of the Tropicana staff we have noticed a remarkable difference in our at risk girls who were selected to be part of this program. There has been a marked decrease in bullying and sexualized behaviour and an increase in self-confidence which we will continue to foster as we continue our second year of the program.

”

Ralph Walker
Principal, William Tredway Junior Public School

APRIL 1, 2011 – MARCH 31, 2012 EVENTS

APRIL 2011	The partnership with Kids Up Front continued throughout the year. Youth received tickets for sporting events, concerts, etc.
MAY 2011	YMCA Exchange Program – 12 youth and 2 supervisors from PEI Newcomers Association visited Tropicana for 1 week
JUNE 2011	Tropicana's Steel Orchestra serenaded the guests at TCS' Gala YMCA Exchange Program – 12 youth and 2 supervisors from Tropicana visited PEI for 1 week
JULY 2011	Camp Tropicana at St. Barnabas Catholic School from July 4 – August 12.
AUGUST 2011	Camp Tropicana
SEPTEMBER 2011	IYS student, Shanice Waite, received a \$1,000 scholarship courtesy of a donation to IYS from Flow 93.5 FM Weekends of Learning Program begins for 2011 – 2012 – Tutoring, Chess, Steelpan YouthSTART and Defy Your Label from September to December Youth Development workshops at William Tredway P.S. from September to May
OCTOBER 2011	Students from the tutoring program visited the Ontario Science Centre for a workshop facilitated by 22 professional engineers. Due to generous donation from Direct Energy, the Tutoring program visited Ontario Science Centre and Evergreen Brickworks
NOVEMBER 2011	Registered Early Childhood Educator, Mary Stuart from Childlife, facilitated a workshop for tutors
DECEMBER 2011	Tutoring program hosted an end-of-year celebration for our diverse mix of students. Celebrations included Christmas, Kwanzaa, Diwali, Eid-al-Adha and Hanukkah
JANUARY 2012	Continuation of Weekends of Learning
FEBRUARY 2012	YouthSTART and Defy Your Label from February to May Tutoring program celebrated African Heritage Month
MARCH 2012	March Break Camp – Express Yourself – 6 to 11 year-olds

This year the Counselling Department serviced 16% more clients than last year. Areas of service delivery within the department included individual and family counseling, violence and women and children services, transitional housing and support services, settlement services, and START for Life.

Individual & Family Counselling:

Individuals initiated contact with the Individual and Family counselling program seeking assistance for the following: relationship maintenance, behavioural management, life-skills enhancement, mental health concerns, coping with grief/loss/bereavement, sexuality/sexual identity, separation and reunification, employment support, education, immigration, childcare and financial literacy.

Violence against Women and Children Services:

Services provided included supportive counselling and education related to safety planning, awareness and referrals to community resources and self-empowerment strategies.

Transitional Housing and Support Services:

The Transitional Housing and Support program facilitated the process for women to escape abusive individuals by securing independent housing through the formulation and implementation of safety/transitional plans, crisis counseling, referrals/accompaniment to housing/legal and long-term counseling services.

Settlement Services:

Individuals, having immigrated to Canada, in need of assistance to establish roots in their new community received services which included: needs assessment, information and referral (e.g. education, housing, community resources, and health), supportive counselling, form completion, service accompaniment, group information sessions and access to computers/internet.

START for Life:

The life-skills development program entitled "Success through Aggression Replacement Training for Life" was facilitated three (3) times for individuals interested in enhancing their skills of leadership, anger control and decision-making.

“

Well, I can thank Gregory and Melanie and Everton because I came here plenty of times and never succeeded because there's too much things was going on at the time, a lot of temptation; so I chose temptation over getting some knowledge. And right now I can say I got a lot of knowledge; I can take back out to the community and make a better man out of myself. This is one place that I, I'm not going to come back here; I would love to come and volunteer but I'm not going to come back for the same reason anymore because I've learned the skills to take me through any problem I may run in to. I've run in to a couple of problems this week already and it was like a piece of cake. The same reason why I was here, I ran in to the same problem this week, and that person is my friend now because I talked to him in a proper manner. I looked at him and I said 'listen, were both human beings you know. Why should we always have to fight to prove a point. Why can't we just talk it through and settle things as a man.' Thirty minutes he said 'I never looked at it that way, I've been always a bully' That's what the person said to me. Bullying is not something you want to label yourself as, you can label yourself as a gentleman by just walking away right now, settling it like a man and just walking away; and the person said 'you know what, that's a good idea what's your name?' I told him my name, I told him Andre, he said what's your number so I gave him my number, and we met up twice already, went to the bar, drank a couple drinks and walk away. Since then I said to myself I have to thank Gregory and Melanie because you know what, they understand my situation every time I used to call and say I can't make it, they always found time to say you can come in today or tomorrow, which I really appreciated. When I wasn't here with you guys I missed you guys but at the same time, I have a lot of things to do over there. So I'm very grateful and appreciative to everybody; my fellow classmates, and the teachers Melanie, Greg and Everton. I had a blast and I'm very thankful for that. If it wasn't for you guys I wouldn't be where I am right now so thank you very much

-START for Life participant, 2011

”



Summer Jobs for Youth

In 2011/12 the Summer Jobs for Youth program proved to be successful in all thirteen priority neighbourhoods. Successes included the prevention of incarceration, negative behaviours being replaced with positive ones, participants facing multiple barriers being able to overcome their challenges, youth taking advantage of career-related opportunities, continued employment offered to many youth and employers giving references to many youth therefore allowing them to gain future work opportunities.

Program Statistics

Program targets:

- 1,020 youth placed in jobs,
- 80% of youth reporting satisfaction with their placement, and
- 80% of employers reporting satisfaction with the services received.

Program outcomes:

- 4,693 youth applied to the program – this represents a 31% increase over the previous year's 3,571 figure
- 1,135 were registered
- 1,097 were placed in employment
- 1,016 completed their six week placement – 92.6%
- 81 youth dropped out of the program
- 34 youth received certification in areas such as CPR/First Aid, food handling, WHMIS, cashiering and LINKS
- 311 employers worked with the program

Program Evaluation:

- 306 employers responded to the satisfaction survey and of these, the overall satisfaction rate was 99%.
- 995 participants returned the satisfaction survey and 987 (99%) reported overall satisfaction with their placements.

Youth, in answer to the question...

“ What was the most helpful part of the program? ”

- Teaching me to be more responsible and better at understanding the workplace and what work is all about
- I got the job after summer!
- Gaining Canadian work experience as a recent immigrant
- During pre-employment I learned skills and ways of doing things that made my job experience better
- This program helped me with my communication skills. I learned how to communicate with customers.
- Learning the importance of money and how hard it is to earn it. It helped me become independent
- This program gave me a chance, even when I didn't think I was qualified or deserving of it
- Learning organization and time management skills
- Showing me that I have a future
- Making money for school
- Teaching me to be more responsible and better at understanding the workplace and what work is all about

What our employers have to say...

- We were very pleased with the team this year. They did a great job in keeping the store clean and assisting customers. They were able to organise our store very nicely. I had no complaints with these three bright individuals.
- I was more than satisfied with the students this summer. I only wish I could have offered more support. The youth workers leaders have been amazing and thoughtful.
- The youth have been very productive. They are shining stars

AYCE Employment Services:

Evans Lisa

Namdar Shahnaz

Peprah Rita

Scarborough Youth Resource Centre:

Tenzin Shasur

Renee Montas

Children of Tomorrow Daycare:

Infant/Toddler Centre:

Albert Keisha

Gregory Simone

Halencak Gina

Moise Alyssa

Patel Hanifa

Thayanantharajah Sivakala

Youth & Education:

Danso Cynthia

Gonzalez Pablo

Ingar Zakiyya

Karbalaei-Heydari Tina

Khan Zara

Kirk Raquel

Lakshmi Deonarain Samantha

Pritchard Suzanne

Shanmugan Jothi

Wilson Althea

Wu Qi

Pre-School / School Age:

Asemota Eronmwon

Bacchus Fay

Singh Anita

Wang Shijun

Human Resources:

Allison Daisley

Culturally Appropriate Counselling:

Allick Javonne

Lewis Alicia

Ryan Lauren

Utting Louise

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Faustin, Michael
 Fraser, Sharon
 Gabriele, Lenore
 Gloudon, Patricia
 Gowlings
 Grant, Jennifer
 Harlow, Cindy
 Heron, Deanna
 Higgins, Kelvin
 Hurst, Catherine
 James, Merlyn
 Jarrett, Carolyn
 Johnson, Tanya
 Joseph, Ronald
 Krull, Achim
 Lloyd-Robinson, Elaine
 Londerberg, Tim
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 McKenzie, Olive
 Mitchell, Alex
 Mohammed, Michael
 Morrison, Paula
 Mutiisa, Aston & Molly
 Patrick, Leslie
 Pavri, Yezdi
 Pereira, Nancy
 Pinnock, Tka
 Plante, Marian
 Preudhomme, Rosaline
 Purdy, Monica
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Khalil Depradine
Keith Diaz
Joshua Dolendo

Alicia Edwards
Jerre Edwards
Kim England
Jocelyn Farias
Shannon Farias
Edwina Fernandes
Maya Fields
Timothy Fung
Stella George
Tracey Grant
Dennison Harcharan
Cindy Harlow
Jenna Harlow
Shauntelle Haynes
Jo-Anne Henderson
Alanis Jasmine - Nelson
Nicole Jolly
Siva Kandasamy
Nairy Khodabakhshian
Jennilyn Kiston
Jasmine Kwok
Sarina Laciste
Jasmine Lacistic
Melissa Lai
Sean-Michael Lawrence
Alicia Lewis

Othniel Litchmore
Kathryn McKechnie
Stuart McKechnie
Natasha McKenzie
Olive McKenzie
Franciene McLeod
Paula Morrison
Tamarinn Murray
Somani K. Nkombe
Naraine Nyssa
Maria Otyeka
Leslie Patrick
Nicholas Patrick
Karen Philadelphia-Brown
Joan Pierre
Lois Pinder
Tka Pinnock
Charles Providence
Joshua Providence
Patricia Providence
Natasha Ramnarine
Sherlon Thomas
Stephanie Roberts Thomas

Deola Rodney
Joseph Rouse
Selwyn Rouse
Robyn Rudolfo
Lauren Ryan
Suo Ryu
Jaelen Sandiford
Chris Shervington
Mike Sililiane
Bradley Tanguilig
Andrea Tolentino
Maisha Turner
Louise Utting
Jeffery Uy
Carl Veacock
Shanice Waite
Mahkelba Walters
Ditty Young
Marcia Young
Omari Young

Thank You!



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Working together to help each other!