

**Ontario Council of Agencies Serving Immigrants  
(OCASI)**

**November 21,  
2023**

**P2P Conference,  
Montréal**

# Ontario Council of Agencies Serving Immigrants- OCASI

## A) Financial profile

- 2023 OCASI Salary Survey
- Agencies' revenue sizes
- Funders
- Hourly wages
- Group benefits

## B) Demographics

- Ed/SEO
- Management team
- Employees

## C) Challenges

- The Bill 124
- Equity
- Retention/hiring the staff

# A.1) 2023 OCASI Salary Survey

# 2023 OCASI Salary & benefits survey-Ontario wide

**April-May** 2023

**67** questions (French, English)

**40** job titles

Total responses: **136**, almost 54% of OCASI members

Including **14** francophones

**16** agencies are not charities

Survey results distribution: **June** 2023

# Results categories



Salaries by size of revenue



Salaries by size of geographic location



Salaries by number of employees



Salaries by unionization status



Salaries for Francophone services



Salaries by women-focused agencies



Salaries by funders

Group benefits for employees (by location size)

Group benefits for management teams (by location size)

Salary increase administration (by location size)

Demographics: employees

Demographics: management teams

Language training services profile

% of annual budget by funder (4 tables)

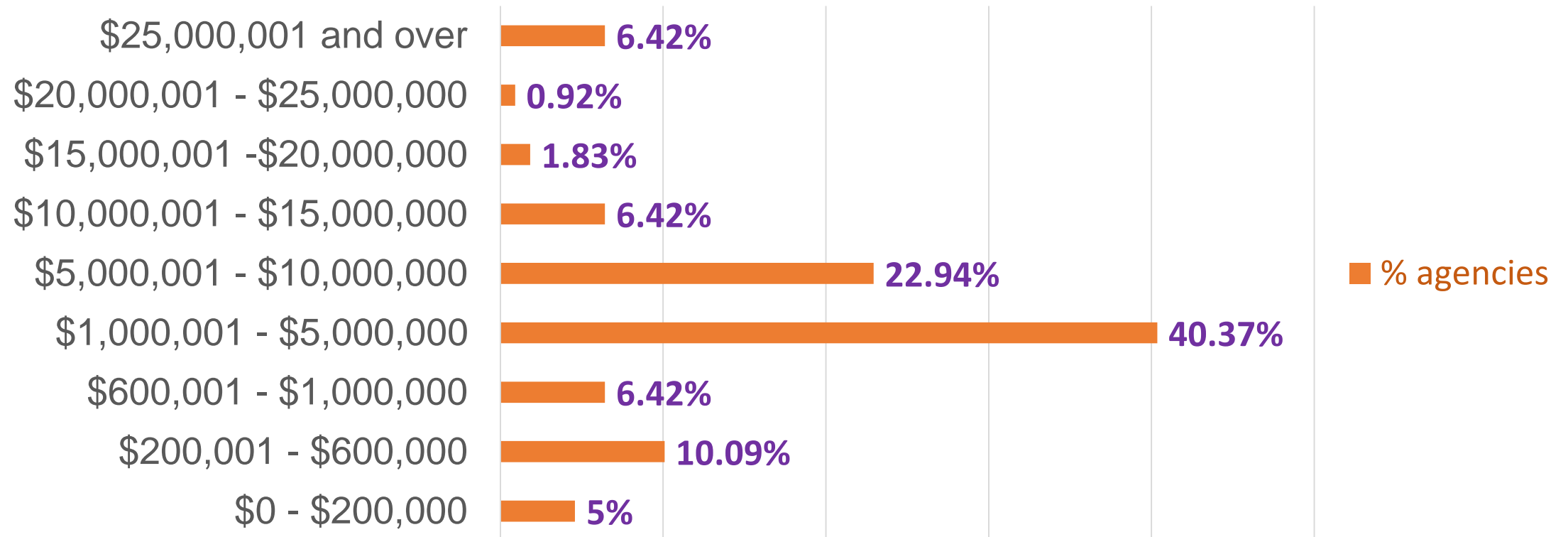
## A.2) Annual budget & funders

Among the **136** respondents, **14** organizations (= **10%**) benefited from a budget increase while **3** others (= **2%**) faced a decrease in income. There is no change in annual budget for the majority (**88%**).



# Annual revenue- all sizes

## Revenue size- details

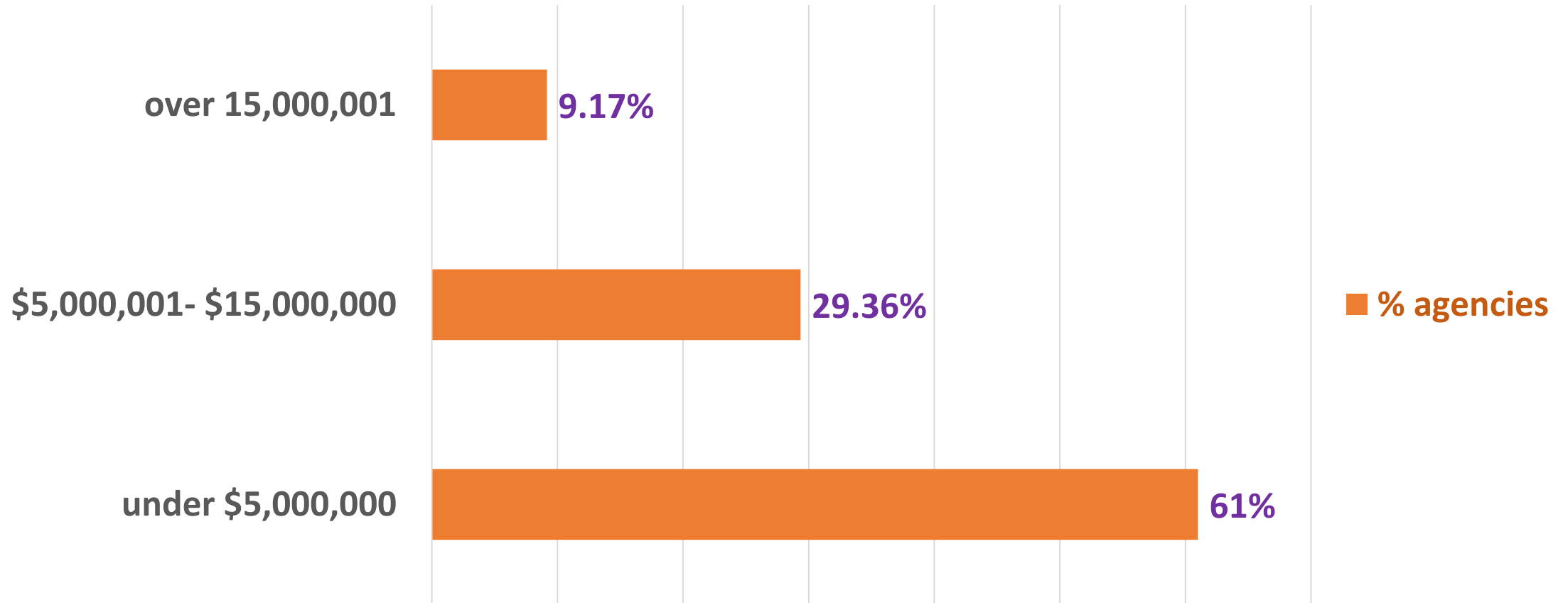






# Revenue sizes – highlight summary

Revenue size- summary



# Funding

Financing resources are very diverse.

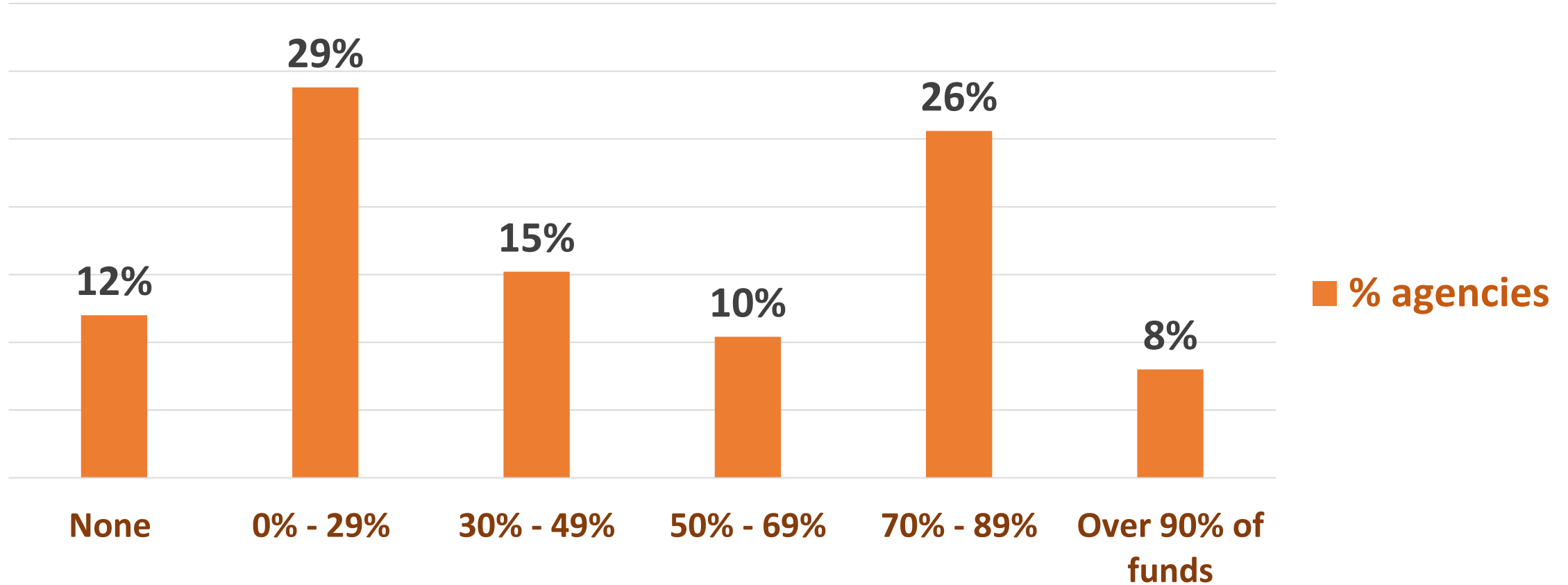
The largest funder is **IRCC** followed by the Government of **Ontario**.

Some **other federal** ministries and **municipalities** also provide funding to certain agencies.



# What % of annual funds come from IRCC?

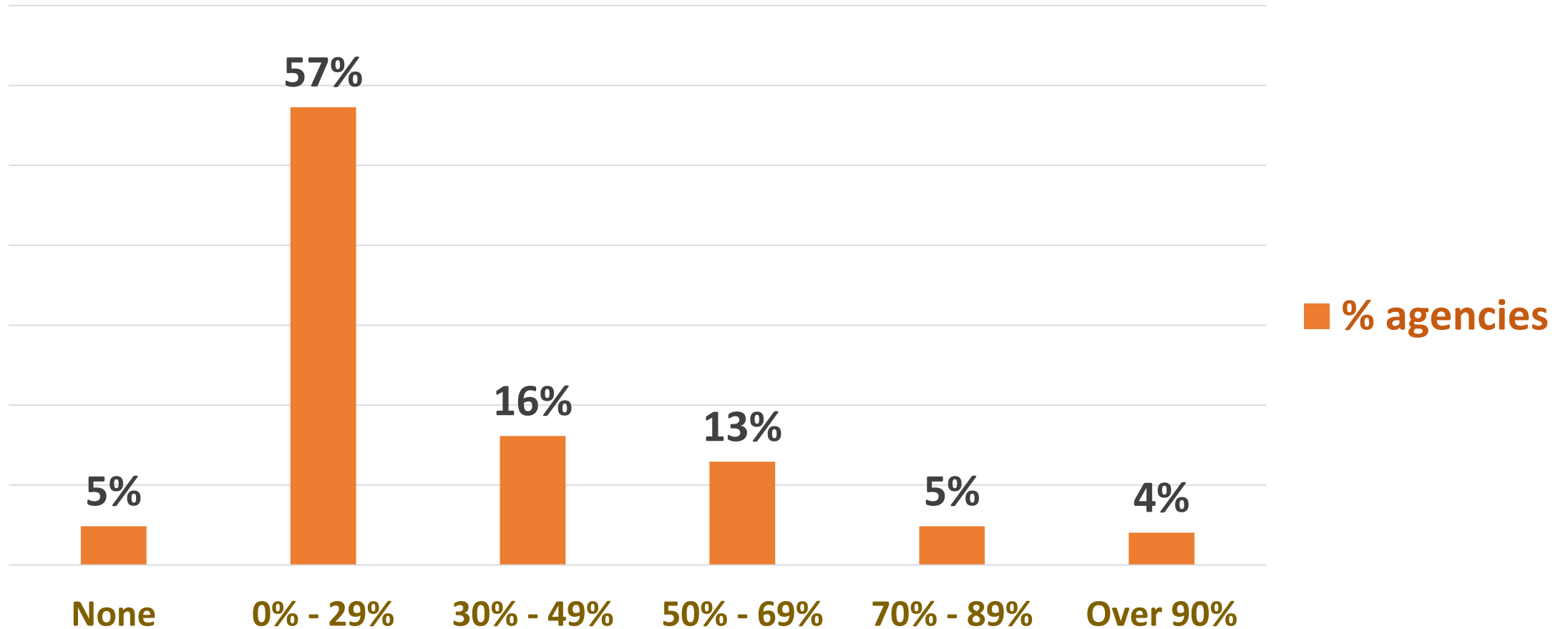
% of annual funds from IRCC





# What % of annual funds come from Ontario government?

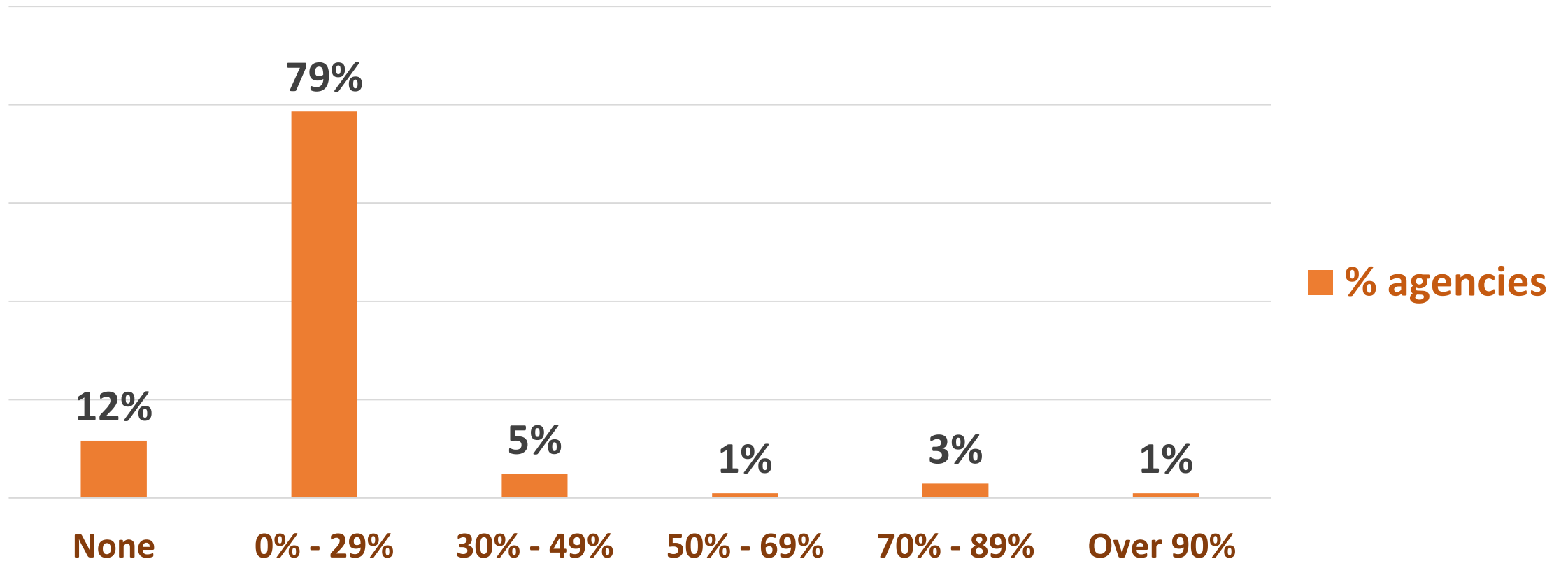
## % of annual funds from Ontario Gov.





# What % of annual funds come from Other federal funders?

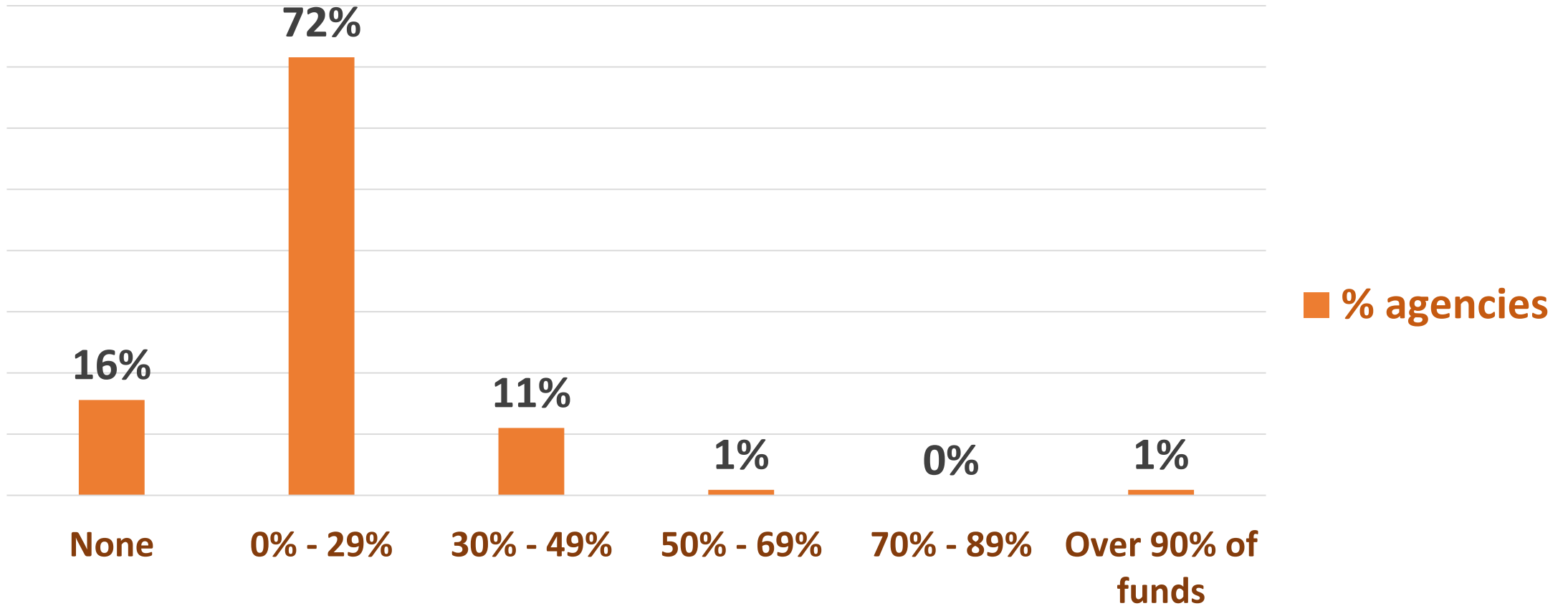
**% of annual funds from other federal funders**





# What % of annual funds come from Municipal governments?

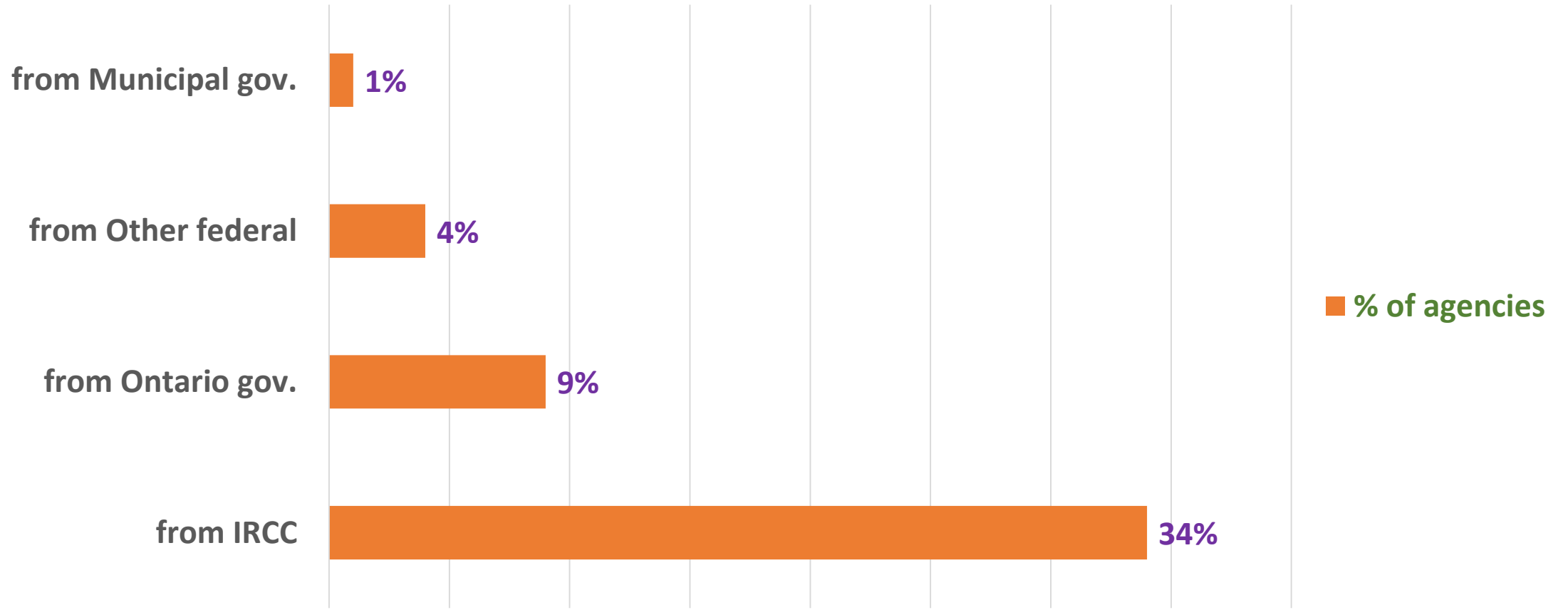
**% of annual funds from Municipal gov.**





**Highlight: over 70% of annual budget comes from**

**Over 70% of annual budget coming from:**



A.3) Hourly wages

&

Salary increase

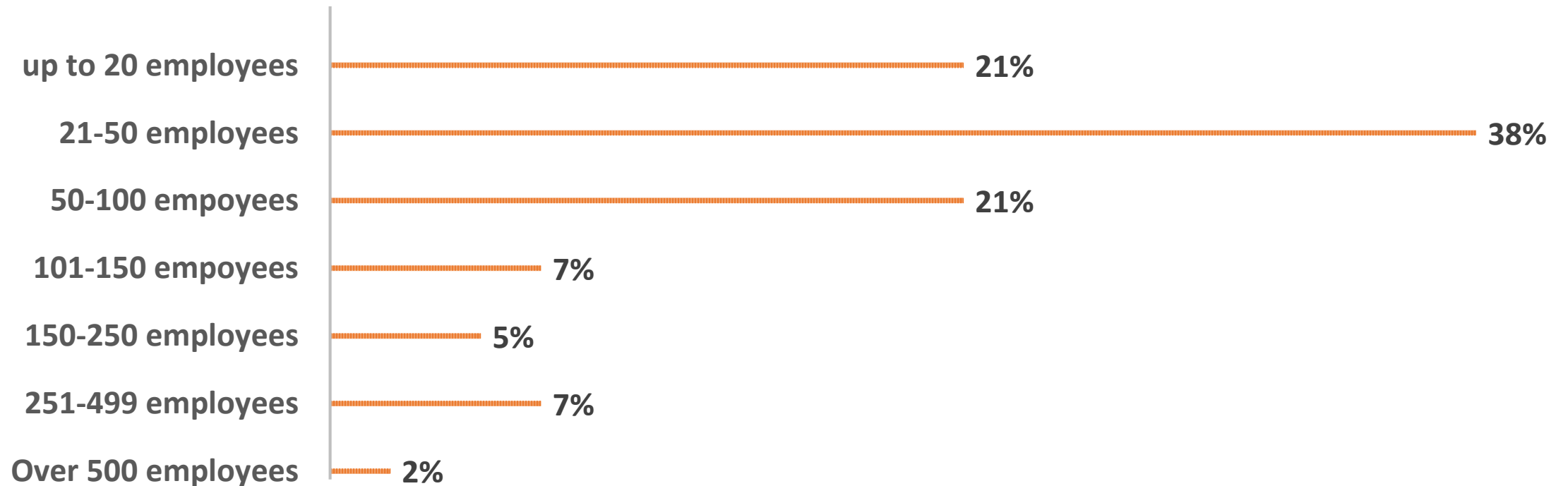




# Number of employees per agency

## NUMBER OF EMPLOYEES

■ % agencies



# Hourly wages: minimum & maximum

Job titles	Minimum	Maximum	difference
Executive director/CEO	25.00	181.32	725%
Associate Executive Director / Deputy Executive Director / Chief Operating Officer	25.00	109.28	437%
Senior director	32.00	82.00	256%
Program director/Department director	25.00	65.25	261%
Human ressource director(without certification)	34.00	100.00	294%
Human ressource director(with certification)	24.00	75.90	316%
Finance Director (with certification)	29.00	100.00	345%
Finance Director (without certification)	24.00	75.90	316%
Administrative Assistant/ Financial Services Assistant	17.00	37.82	222%
Childcare Worker	18.00	35.00	194%

# Hourly wages: minimum & maximum

<b>Job titles</b>	<b>Minimum</b>	<b>Maximum</b>	<b>difference</b>
<b>Childminder</b>	<b>16.00</b>	<b>32.09</b>	<b>201%</b>
<b>Communications Agent/Coordinator</b>	<b>16.00</b>	<b>38.36</b>	<b>240%</b>
<b>Community Service Worker</b>	<b>17.00</b>	<b>35.00</b>	<b>206%</b>
<b>Division Manager/Department Manager</b>	<b>25.00</b>	<b>55.00</b>	<b>220%</b>
<b>Employment Counsellor / Career Facilitator</b>	<b>21.00</b>	<b>40.00</b>	<b>190%</b>
<b>Health worker/Medical clinic worker</b>	<b>25.78</b>	<b>41.00</b>	<b>159%</b>
<b>Housing Coordinator/Worker</b>	<b>17.50</b>	<b>40.83</b>	<b>233%</b>
<b>Human Resources Assistant</b>	<b>19.00</b>	<b>38.36</b>	<b>202%</b>
<b>Human Resources Manager/Coordinator</b>	<b>25.00</b>	<b>55.00</b>	<b>220%</b>
<b>Job Developer /Employer Relations Specialist</b>	<b>21.00</b>	<b>34.63</b>	<b>165%</b>

# Hourly wages: minimum & maximum

<b>Job titles</b>	<b>Minimum</b>	<b>Maximum</b>	<b>difference</b>
<b>Language Instructor / Teacher (preparation time)</b>	<b>24.81</b>	<b>75.00</b>	<b>302%</b>
<b>Language Instructor / Teacher (when teaching)</b>	<b>24.81</b>	<b>75.00</b>	<b>302%</b>
<b>Life Skills Coordinator/Worker</b>	<b>21.89</b>	<b>35.00</b>	<b>160%</b>
<b>Mental health worker</b>	<b>20.00</b>	<b>41.00</b>	<b>205%</b>
<b>Office Coordinator/ Logistics Agent</b>	<b>20.00</b>	<b>36.92</b>	<b>185%</b>
<b>Outreach Worker</b>	<b>18.00</b>	<b>37.32</b>	<b>207%</b>
<b>Program Coordinator (staffing responsibility, may not have full budgetary responsibility, smaller projects)</b>	<b>18.00</b>	<b>46.35</b>	<b>258%</b>
<b>Program Manager</b>	<b>23.66</b>	<b>54.19</b>	<b>229%</b>
<b>RAP Case Worker</b>	<b>22.00</b>	<b>35.20</b>	<b>160%</b>
<b>RAP settlement worker</b>	<b>23.00</b>	<b>35.00</b>	<b>152%</b>

# Hourly wages: minimum & maximum

Job titles	Minimum	Maximum	difference
Receptionist	15.00	35.00	233%
Residential Coordinator/Worker	18.00	28.00	156%
Senior Manager	28.00	55.88	200%
Settlement Worker	17.50	38.36	219%
Shelter worker	16.00	32.93	206%
Social Services Worker (no registered)	19.38	39.34	203%
Social Worker (registered) / Psychologist	22.00	41.25	188%
Volunteer Coordinator	15.00	47.78	319%
Wellness Counsellor	19.37	37.17	192%
Youth Worker	15.00	35.00	233%

## Unionization status

Comparison of median rates by unionization status shows that the median hourly rate for **80%** of unionized positions is higher than the rate for the same non-unionized position titles. While the rate for **13%** of positions remains the same.

## Francophone sector

The hourly rate for **81%** of positions is lower for Francophone agencies.

And the hourly wages of **19%** of positions are the same.

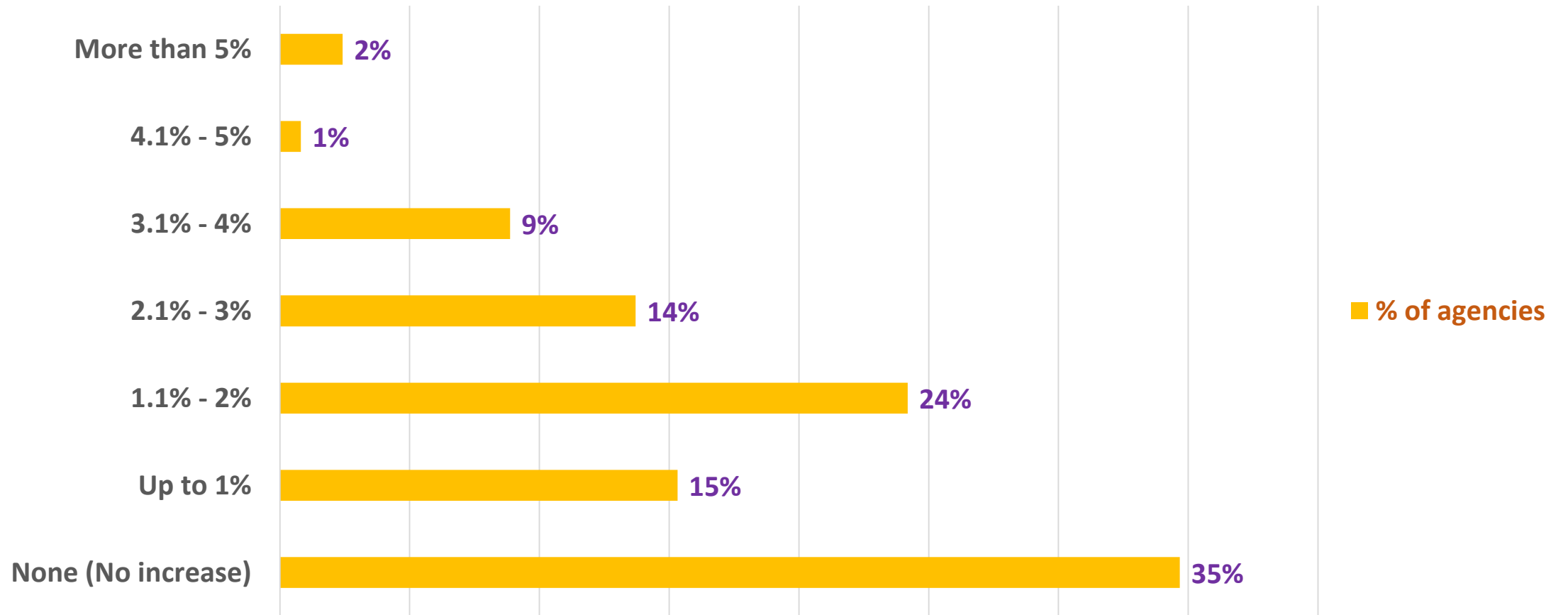
## Women-focused services

The hourly rates for all positions (**100%**) mentioned in the survey are **lower** among women-focused agencies.



# % of annual salary increase in agencies

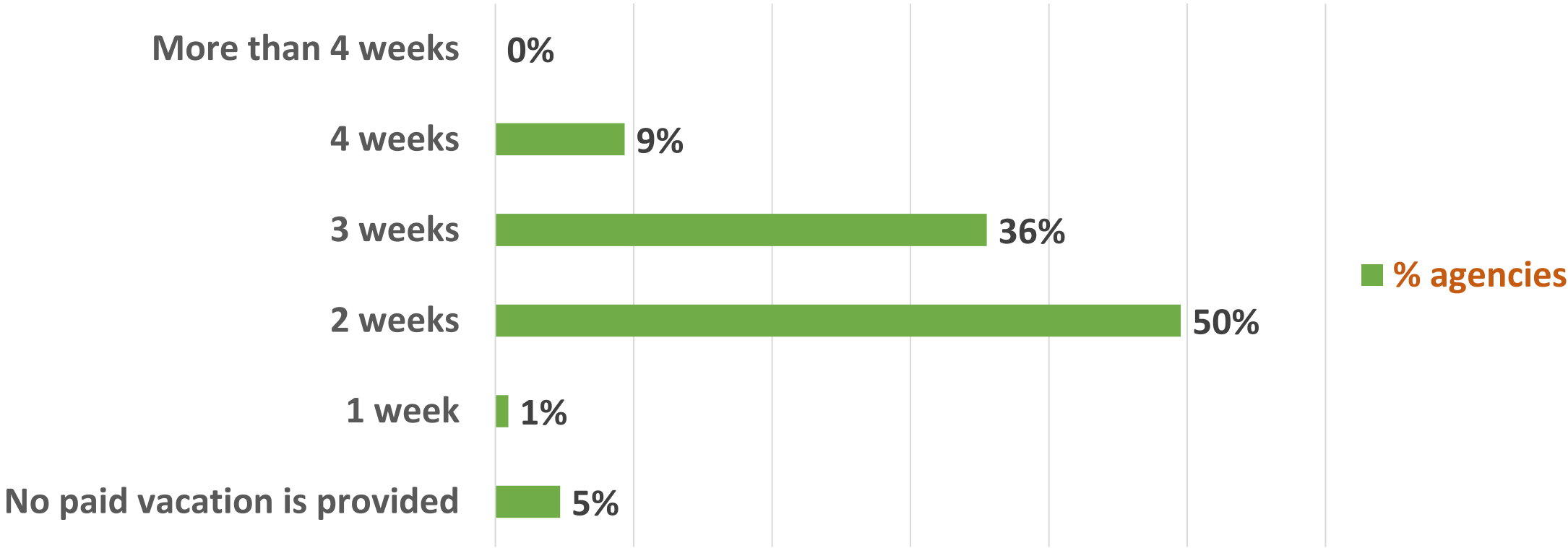
% of annual salary increase, 2022-2023



## A.4) Group benefits

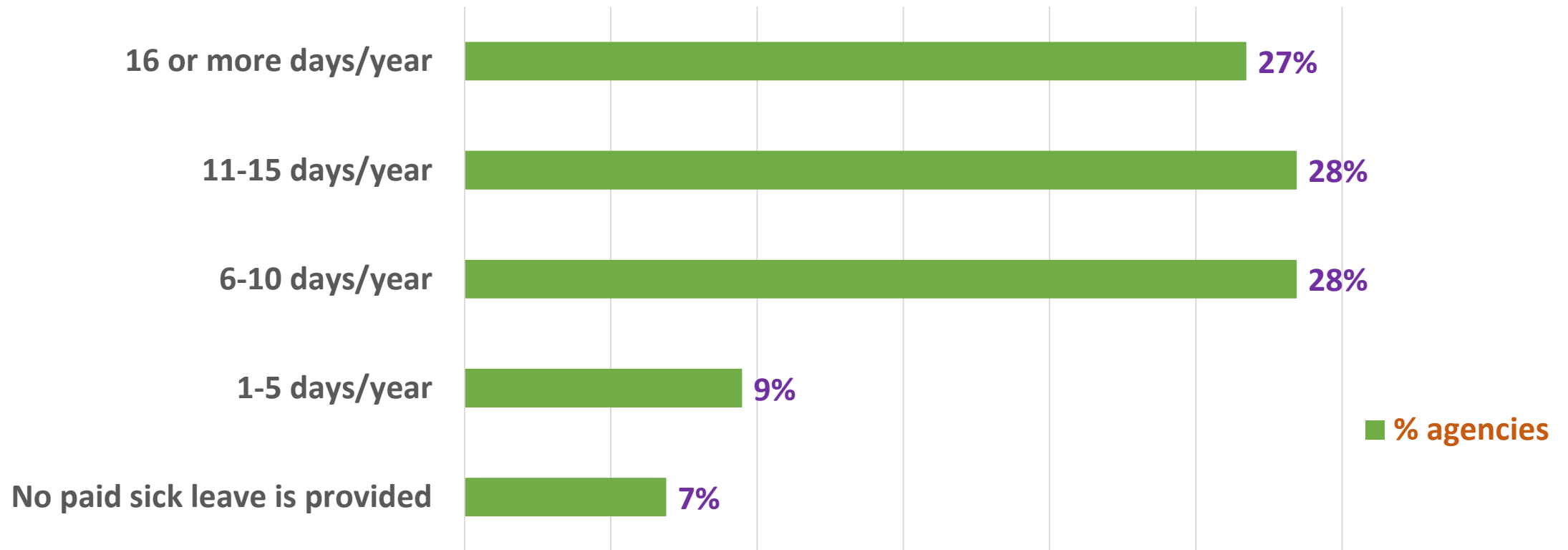
# Number of paid vacation weeks provided for starting employees during their 1<sup>st</sup> year of employment

# Vacation weeks- 1st year



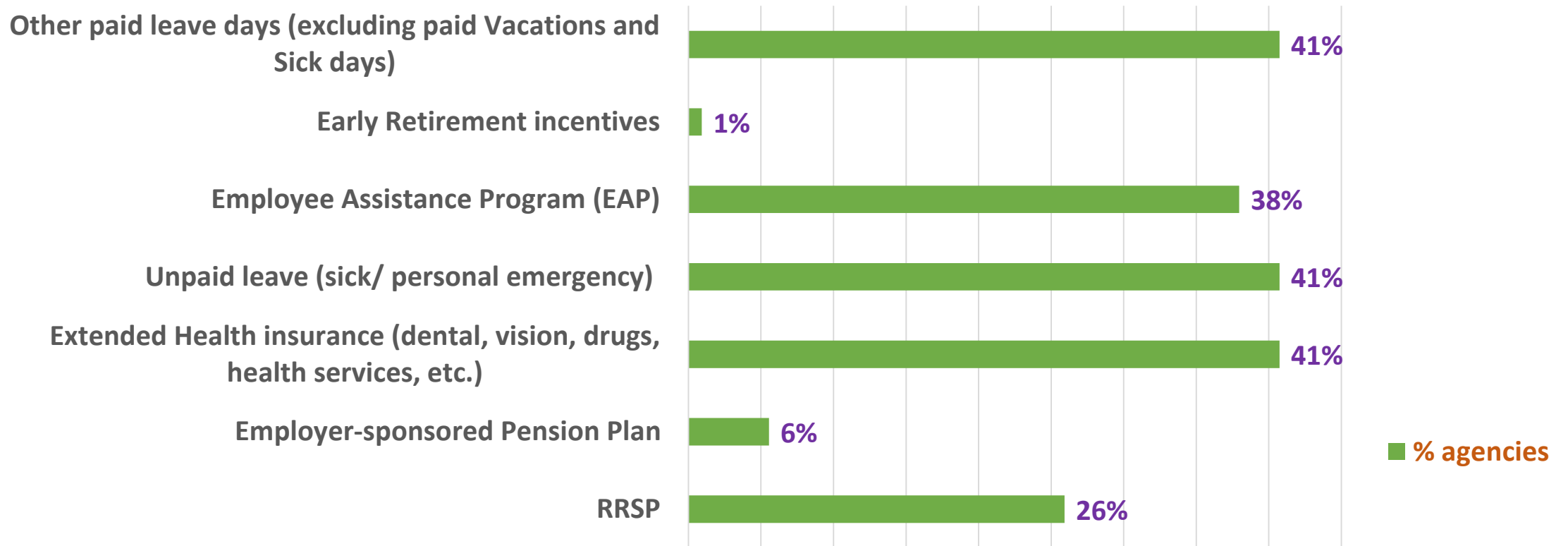
# Number of paid sick leave days provided to employees on an annual basis

# of Paid sick leave days/year (details)



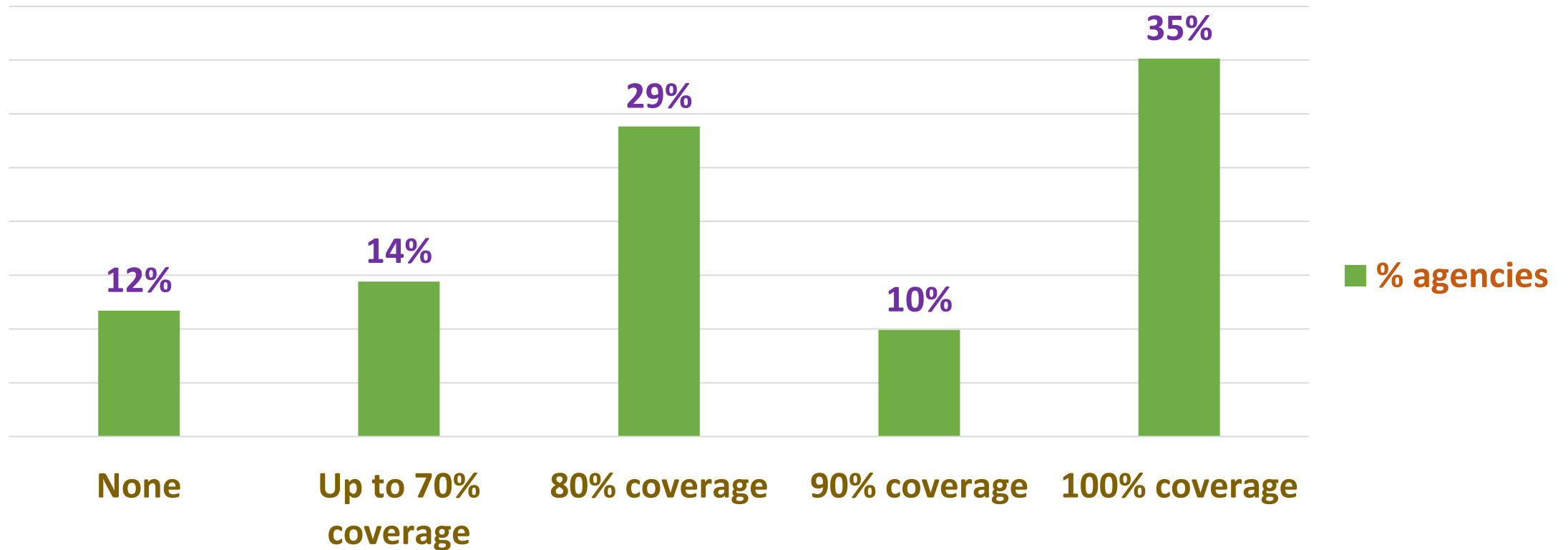
# Group Benefits for employees- excluding Senior leadership

## Benefits provided by agencies

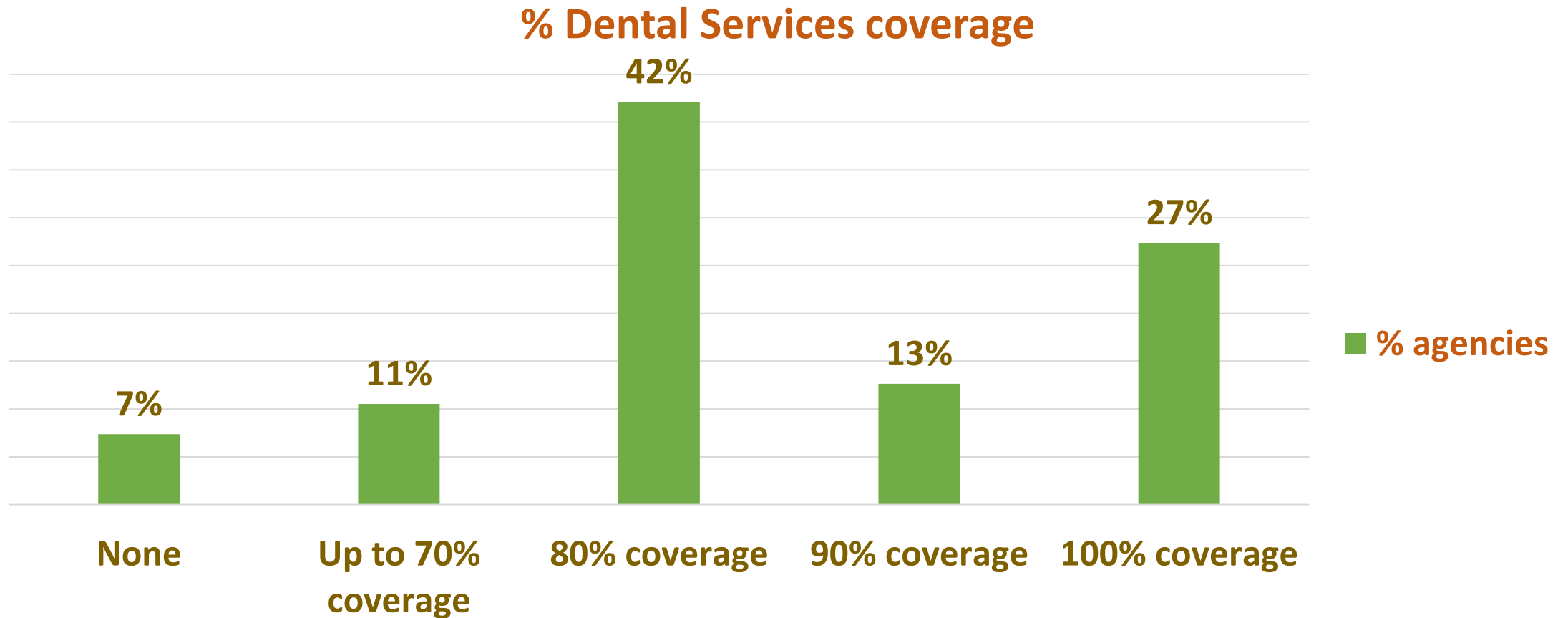


# The percentage of Health Services coverage (ex: physiotherapy, chiropractic, etc.)

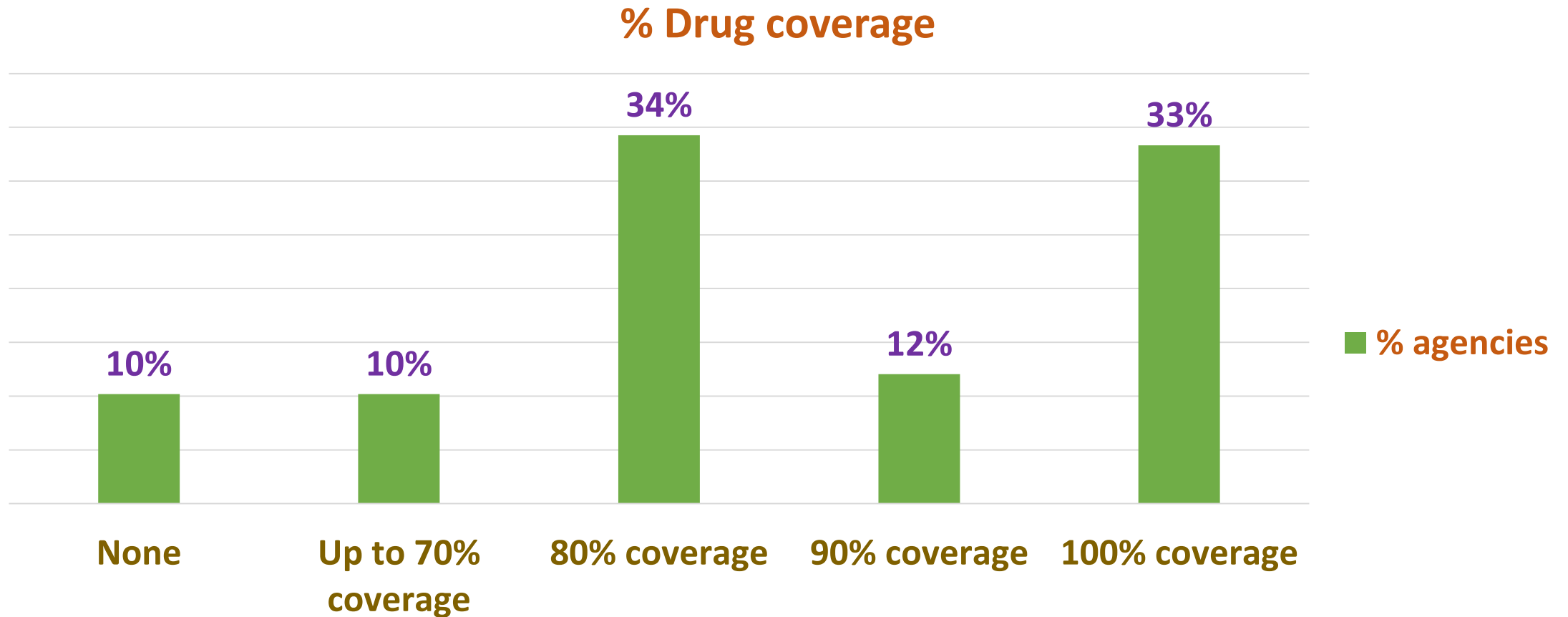
% of Health services coverage



# Percentage of dental services coverage



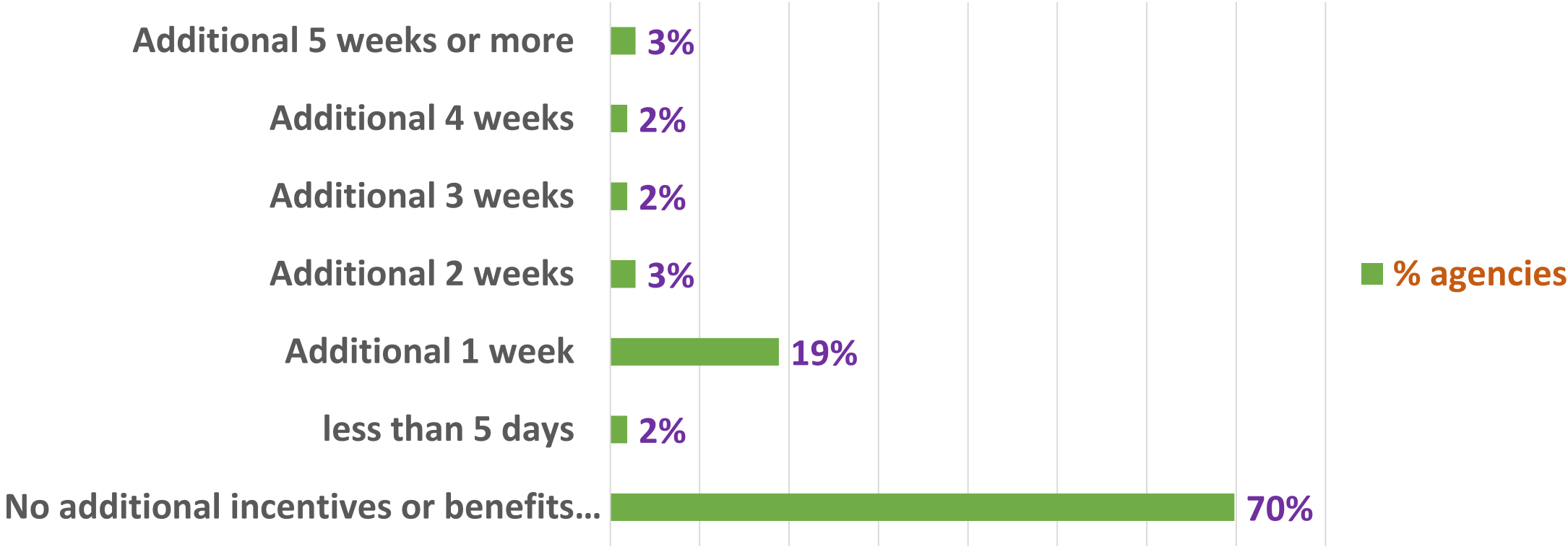
# Percentage of drug coverage





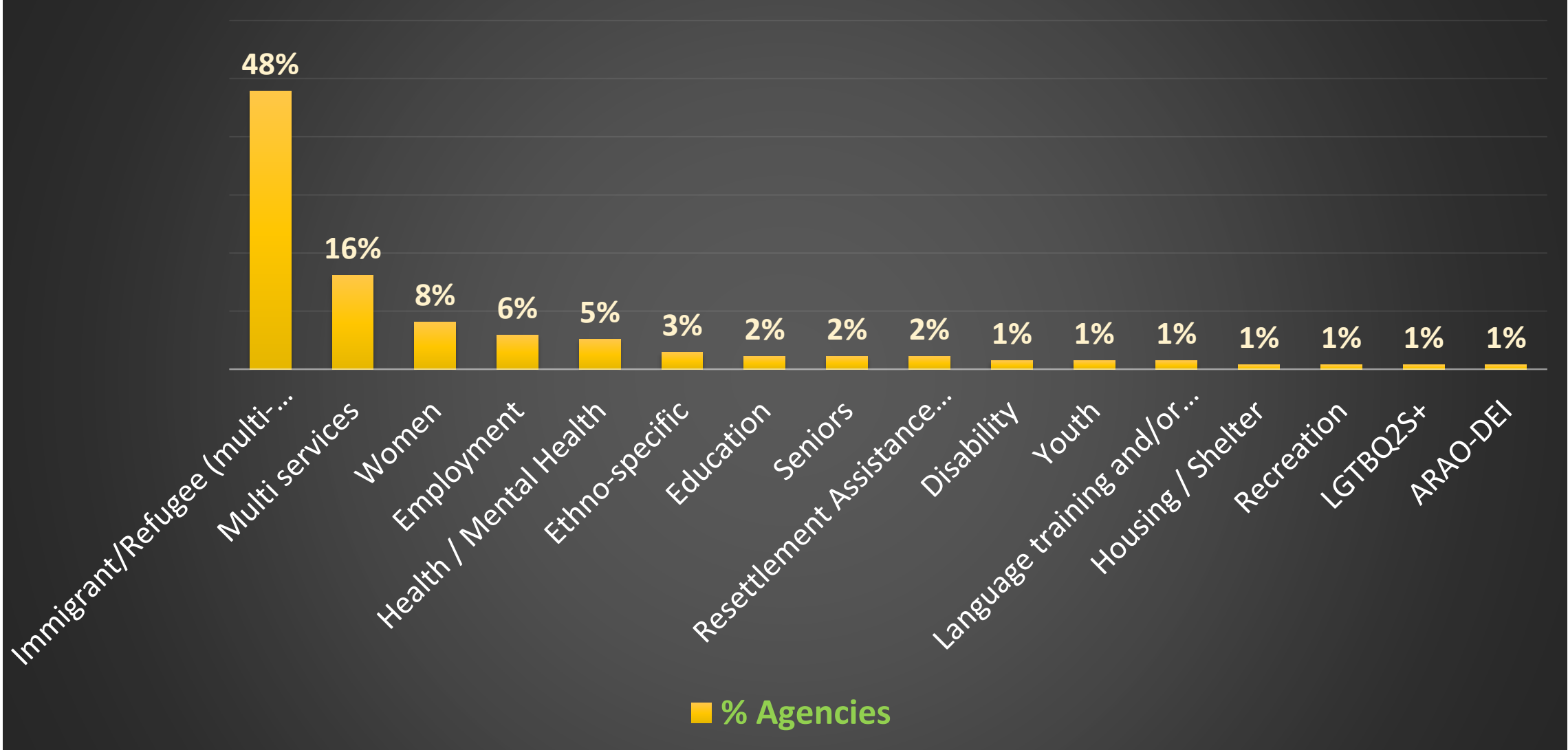
# Additional vacation leave for senior management team

## Additional vacation leave for S.M. team



## B) Demographics

# Primary organizational focus



## What percentage of your ED/CEO are from the following?

Female: **61%** / Male: **20%**  
No responses: **19%**

LGBTQ2S+ : **5%**

White (European descent): **45%**

Black: **11%**

East/Southeast Asian: **8%**

South Asian: **6%**

Middle Eastern: **6%**

Latino: **1%**

Indigenous: **0%**

No responses: **23%**

**What percentage of your senior management team (not including your ED/CEO) are from the following?**

Female: **48%** / Male: **20%**  
No response: **32%**

LGBTQ2S+ : **4%**

Immigrant: **46%**

Racialized: **26%**

White (European descent): **25%**

Indigenous: **0%**

No responses: **3%**

## What percentage of your employees are from the following?

Female: **78%** / Male: **22%**

LGBTQ2S+ : **4%**

Immigrant/refugees: **75%**

Racialized: **39%**

White: **30%**

Black: **24%**

Mixed ancestry: **13%**

Indigenous: **2.5%**

Non-binary/Gender fluid: **0.7%**

No responses: **14%**

## C) Challenges & concerns

# The Bill 124

Its history.

Who was (is) affected by this bill?

Its updates/future



# Equity

Challenges/barriers for agencies

The Bill 124 impact on salary equity in agencies with multiple sources of funds.

Is there solution(s)/hope?

# Retention/hiring the staff

**Salary competition:** big difference between salaries available for the same positions, in the sector and compared to government positions.

Hybrid work model & 4-day/week work model

Group benefits packages

additional challenges for rural/less populated regions and francophones