

North West Scarborough Local Immigration Partnership

Cluster 2: Settlement & Family Support - Meeting Minutes

Date: December 14th, 2010

Location: TESOC - 1160 Birchmount Rd. - Unit 2A

Attendees: Frank Chu (TCDSB), Yoga Arulsubramaniam (TESOC), Helen Yang (YMCA NIC), Christine Ng (CareFirst), Mani Mahadeva (NWS LIP), Rezwan Karim (NWS LIP), Michelle Davis (NWS LIP)

1. Welcoming

- Introductions of each participant as seen above
- Regrets were sent from absent cluster members

2. Review Worksheet Feedback

(Please refer to the following chart for Cluster 2)

3. Next Meeting

There are no more cluster meetings due to changes in the future working structures and mechanisms that will be put in place with the inception of phase 2.

Community Summit January 11th, 2011 – Scarborough Hospital Auditorium, 3050 Lawrence Avenue, 5:30pm-8:00pm

Partnership Council January 18th, 2011 – Afghan Association of Ontario (AAO), 100 Tempo Avenue, Ste. 305, 9:30am-12:00pm

Cluster 2: Settlement & Family Support – December 14, 2010

Goal:

- Identify our strengths and opportunities
- Highlight key steps required to enhance our strengths and move forward our opportunities
- Identify stewards and participants

Strategy	Major Activity	What services/ activities do we have in this area?	What opportunities exist for us to take advantage of?	Key Steps We Recommend	Who needs to lead? Who else needs to be involved?
Enhance organizational capacity and individual staff capacity to provide improved services to newcomers	<ul style="list-style-type: none"> ▪ Identify a training strategy to improve capacity of service providers using internal resources and expertise. 	<ul style="list-style-type: none"> ▪ CCS using their internal resources ▪ ToT training on case-management (CICS) ▪ 211.com conducts information referrals and management training ▪ YMCA has internal – diversity and leadership training 	<ul style="list-style-type: none"> ▪ Organizations have expertise in case management training ▪ Staff participate in external training programs can transfer the knowledge to other staff within their organization ▪ OCASI provides provide \$750 per social worker per year to train on selected topics 	<ul style="list-style-type: none"> ▪ Form a committee to coordinate all the activities (no funds required) ▪ Identify existing internal resources(no funds required) ▪ Make an inventory of skills and expertise of member organizations (Ex: OCASI) (no funds required) ▪ Schedule training event in advance (funds required) 	Working Committee & Partnership Council Short Term On-going
	<ul style="list-style-type: none"> ▪ Mobilize external resources to train and educate settlement workers where appropriate 	<ul style="list-style-type: none"> ▪ Hong Fook provides training to other organization ▪ SHHC educates residents and frontline staff on housing issues 	<ul style="list-style-type: none"> ▪ Organizations have expertise in different areas such as mental health, immigration support ▪ AAO, TESOC & CICS have expertise to provide training on immigration and settlement support ▪ Community Resource Centre of Toronto (CRCT) provides training on mental health 	<ul style="list-style-type: none"> ▪ Identify no cost training programs offered by different agencies and secure space for staff ▪ Exchange of resources persons within the partner organizations(funds required) ▪ Mobilize resource from OCASI and other agencies to train staff 	Working Committee Long Term On-going

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	<ul style="list-style-type: none"> ▪ Organize annual information fair – a platform to display their programs & services; opportunity for settlement workers & community members to learn about other services in this neighbourhood 	<ul style="list-style-type: none"> ▪ City has organized one event 5 years ago ▪ Job fairs are organized annually ▪ Scarborough hospital – information fair ▪ Working women – info fair 	<ul style="list-style-type: none"> ▪ Many agencies have experience in conducting and have participated in many info fairs ▪ There are many agencies willing to sponsor such events ▪ Some member agencies are prepared to outreach to mobilize resources 	<ul style="list-style-type: none"> ▪ members where cost involved ▪ Negotiate with larger funders for training opportunities (funds required) ▪ Secure a space – Agency office/ Civic centre/ Libraries/ community (funds are required) ▪ Negotiate with property management to get space for free or subsidized rate(funds required) ▪ Committee will plan the event and invite member agencies and other agency (funds required) ▪ Outreach to various targets through specific mediums (requires funds) ▪ Planning meeting with all the participating agencies ▪ Each participating agency mobilizes fund for their booth and other expenses 	<p>Working Committee</p> <p>Short Term</p> <p>On-going</p>
<p>Create a mechanism and tools for inter-organizational</p>	<ul style="list-style-type: none"> ▪ Explore co-location and promote different organizations to provide their 	<ul style="list-style-type: none"> ▪ CCS – working from 67 locations in Scarborough ▪ AAO – Storefront, library ▪ CICS – Library 	<ul style="list-style-type: none"> ▪ Space at Community Hub of Steeles/ L'Amoreaux and Dorset Park. ▪ Newcomer centers partner with First Alliance Church & 	<ul style="list-style-type: none"> ▪ Review existing co-location models ▪ Identify geographic locations need services from different service 	<p>Working Committee ED's/Head of Agencies/Organizations</p>

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collaboration and resource sharing	services in a central location convenient to clients – Community Hubs / other locations		Bridle town Park church <ul style="list-style-type: none"> ▪ Most of the member agencies in the Council are willing to share office space for co-location 	providers <ul style="list-style-type: none"> ▪ Develop a guiding policy for space sharing (Ex: ToR) ▪ Select appropriate model works for each agency ▪ Regular on-going evaluation to study the changing needs (requires funds) ▪ Review the working arrangement 	Long term On-going
	<ul style="list-style-type: none"> ▪ Partner organizations expand outreach to other organizations in the same sector and networking to provide coordinated services 	<ul style="list-style-type: none"> ▪ Network for legal clinic ▪ Network of job developers ▪ Network of counsellors of mental health sector ▪ Settlement services in school (SEPT) ▪ Addiction counsellors ▪ Chinese inter-agency network 	<ul style="list-style-type: none"> ▪ NAP networks ▪ Settlement agencies are interested to expand the existing network and work in collaboration 	<ul style="list-style-type: none"> ▪ Identify existing networking models ▪ Review the key features of those models ▪ Select appropriate models that work for services providers interested in collaboration and networking ▪ External resource mobilization ▪ Facilitate the network meeting (requires funds) ▪ Develop ToR's and letter of agreement where appropriate 	Working Committee and Partnership Council Long Term On-going
	<ul style="list-style-type: none"> ▪ Explore opportunities to promote Itinerant services - Invite 	<ul style="list-style-type: none"> ▪ ACCT, Elizabeth Fry already working in NW Scarborough 	<ul style="list-style-type: none"> ▪ No agency to serve LGBTQ, HIV/ AIDS in Scarborough but many Downtown ▪ Services for visually 	<ul style="list-style-type: none"> ▪ Inventory of available services and demand for services not available 	Working Committee

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	and encourage agencies from outside North West Scarborough to partner with existing agencies and serve newcomers in this neighbourhood		impaired (These services should be part of existing services)	<ul style="list-style-type: none"> ▪ Identify service demand of people in need (requires funds) ▪ Encourage member agencies to forge partnership with agencies located outside of Scarborough ▪ Develop outreach tool to promote services (requires funds) ▪ On-going evaluation (requires funds) 	On-going
Improve legal support services and immigration support in North West Scarborough	<ul style="list-style-type: none"> ▪ Networking and coordination among organizations who currently provide legal support in North West Scarborough 	<ul style="list-style-type: none"> ▪ There are many legal clinics ▪ Operation springboard – criminal support for youth ▪ Elizabeth Fry – support adult (women) ▪ Women abuse/ separation 	<ul style="list-style-type: none"> ▪ There are resource people to support immigration issues (but limited funding) ▪ South Asian legal clinic support immigrants ▪ Legal aid to help immigrant 	<ul style="list-style-type: none"> ▪ Connect with more legal organizations to become involved in our committee ▪ Lobby for legal clinic for immigration issues (Legal Aid to fund) – advocate with Province (require funds) ▪ Working committee will facilitate resource sharing and client referrals (funds required) 	Working Committee Long Term On0going
	<ul style="list-style-type: none"> ▪ Develop partnerships and collaborations with legal service providers located in downtown and other areas 	<ul style="list-style-type: none"> ▪ Storefront conduct program - immigration ▪ Some libraries – general (family law, women) 	<ul style="list-style-type: none"> ▪ There are many agencies in Downtown 	<ul style="list-style-type: none"> ▪ Inventory of existing services and needs ▪ Explore downtown agencies willing to serve (low charges) (require funds) ▪ Establish partnership with legal support services located outside of NW Scarborough 	Working Committee and Partnership Council Long Term

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	<ul style="list-style-type: none"> ▪ Provide counselling in different languages through coordination among organizations who conduct family counselling 	<ul style="list-style-type: none"> ▪ SAFSS, ▪ Family service association of Downtown used to serve at CCS locations ▪ TESOC ▪ Chinese Family services 	<ul style="list-style-type: none"> ▪ Member agencies have staff with different language skills and expertise in family counselling within Scarborough 	<p>(requires funds)</p> <ul style="list-style-type: none"> ▪ Committee with coordinate resource sharing and client referrals (requires funds) ▪ Identify service demand in various languages ▪ Identify existing resources ▪ Establish partner with mainstream agencies (Ex: Family Services Association, Hospitals) 	<p>Working Committee</p> <p>Short Term</p> <p>Long Term & On-going</p>
	<ul style="list-style-type: none"> ▪ Awareness to residents (sponsors) about immigration fraud, marriage fraud, etc. 	<ul style="list-style-type: none"> ▪ There are community education program conducted on immigration fraud, consumer fraud, employment scam, etc. 	<ul style="list-style-type: none"> ▪ We have resource within Scarborough and also Toronto Police, Ministry of consumer Affairs 	<ul style="list-style-type: none"> ▪ Inventory of cultural specific issues related to immigration fraud ▪ Organize community education sessions on marriage fraud, forced marriage, employment scam, etc. (funds required) ▪ Outreach to the local media to disseminate the message (funds required) ▪ Outreach to Government departments and legal experts to conduct sessions on selected topics (funds required) ▪ Ongoing research to study the changing needs and redesign the training materials (funds required) 	<p>Working Committee</p> <p>On-going</p> <p>Long Term</p>

