

North West Scarborough Local Immigration Partnership

Cluster 2: Settlement & Family Support Meeting – Minutes

Date: November 23rd, 2010

Location: Elizabeth Fry - 525 Markham Rd.

Attendees: Mary Sharif (CCS), Yoga Arulsubramaniam (TESOC), Helen Yang (YMCA NIC), Mei Tin Lee (CICS), Justine Barone (Elizabeth Fry), Frank Chu (TCDSB), Mani Mahadeva (NWS LIP), Rezwan Karim (NWS LIP), Michelle Davis (NWS LIP)

1. Welcoming
2. Appoint Chairperson
 - Elected Chair person Frank Chu to represent in the next Steering Committee
3. Worksheet Feedback

1. Enhance organizational capacity and individual staff capacity to provide improved services to newcomers

Review major activities

What services or activities already exist?

- Individual organizations have held Job and Information Fairs
- Scarborough Hospital and Working Women have Information Fairs annually

What opportunities already exist to be taken advantage of?

- CCC Internal resources for training staff
- Staff need to take the initiative to pass on the information they have learned through training
- Hong Fook has trained CICS staff on health issues
- Partner agencies can share their resources to train staff among one another
- ANC has headed a fair where they received sponsorships from participants

Key steps?

- Identify existing resources, create mechanisms
- Schedule training and information sharing well in advance
- In order to coordinate training establish a committee to head coordination
- Acquire sponsorships for fairs

- Space for fairs can be obtained through city properties, agencies, libraries
- Need to take into consideration the audience that we are targeting when choosing space, time, etc.
- Planning/Organizing committee to be established for Info. Fair
- Booth expenses are shared

2. Create mechanism and tools for inter-organizational collaboration and resource sharing

Review major activities

What services or activities already exist?

- CCC has co-locations in approx. 10 different agencies and 67 locations in Scarborough
- AAO also has many locations in other agencies
- Networks among legal clinics, addiction clinics, employment agencies, health sector, and the educational sector, and the Chinese Inter-agency network (Toronto) have been established in Scarborough already
- Itinerate services agencies – e.g. ACCT and Elizabeth Fry

What opportunities already exist to be taken advantage of?

- CICS would like to work more with Hong Fook in co-locations, but also have other co-locations in other organizations
- ISAP partners with the First Alliance Church and Bridletowne Park Church to target faith-based groups
- NAP is an existing network to take advantage of
- Chinese Family Services has established a network among Chinese agencies
- Existing interest in creating networks among Partners
- No LGBTQ, HIV- Aids, and seniors agencies
- Lesser known agencies with networks are women, youth, and family shelters

Key steps?

- In order to start co-locations it can stem from a very long term, solid agreement that is evaluated over time to assess the current situation, but can also be informal and short term
- Establish a leading Committee that will oversee all issues related to Settlement instead of small committees for various events
- In order to bring in partners that are missing from the partnership, start with agencies that serve or have experience with certain communities and get connected through them
- Ongoing evaluation and assessment will need to be established
- Establish education programs and information workshops for parents on LGBTQ issues

3. Improve legal support services and immigration support in North West Scarborough

Review major activities

What services or activities already exist?

- Many legal clinics exist
- Operation Springboard – criminal justice support for youth
- Elizabeth Fry – Criminal justice support for women
- Due to protocol – clients with immigrant legal issues are referred to lawyers
- Libraries have general legal services through partnerships with legal service providers
- SAFSS, TESOC, CCC, Chinese Family Services partnered with Family Services Assoc. of Downtwn., and CICS have staff that provide family counselling in various languages
- CCC does community education workshops on various topics effecting the community

What opportunities already exist to be taken advantage of?

- No immigration funding, however there is existing expertise and staff
- Partnerships with agencies and legal professionals to come in to the agencies and support on any legal issues that arise
- Existing agencies with various language skills and expertise
- Currently use outside organizations to conduct information and education sessions

Key Steps?

- Lobby for legal clinics or settlement agencies to obtain more legal aid support
- Take an inventory of the existing legal service providers and establish partnerships
- Partner with mainstream agencies that have a history in the field and can share expertise

(Please also refer to following chart for Cluster 2)

4. Next Meeting

- **Next Cluster 2 meeting: December 14th, 2010 TESOC - 1160 Birchmount Rd., Unit 2A (Entrance at Crouse Rd.) from 10:00am to 12:00pm**

Cluster 2 : Settlement & Family Support – November 23rd, 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 	<ul style="list-style-type: none"> ▪ Organizations have expertise in case management training ▪ Staff participate in major training can transfer it to other staff in the organization 	<ul style="list-style-type: none"> ▪ Identify existing internal resources ▪ Make an inventory of skills and expertise of member organizations ▪ Form a committee to coordinate training and capacity building ▪ Schedule training event in advance 	
	<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 provide training to other organization 	<ul style="list-style-type: none"> ▪ Organizations have expertise in different areas such as mental health, immigration support 	<ul style="list-style-type: none"> ▪ Start with your partners first – no money involve 	
	<ul style="list-style-type: none"> ▪ Organize annual information fair - showcase their programs, and for settlement workers to learn about other services in this neighbourhood./ community members 	<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 participated ▪ 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"> ▪ Secure a space – Agency office/ Civic centre/ Libraries/ community centres ▪ Committee will plan the event and invite member agencies and other agency ▪ Each agency should mobilize fund for their booth 	

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?
Create mechanism and tools for inter-organizational collaboration and resource sharing	<ul style="list-style-type: none"> Explore co-location and promote different organizations to provide their services in a central location convenient to clients – community Hubs / other locations 	<ul style="list-style-type: none"> CCS – working from ACSA, ACCESS, (67 locations in Scarborough) AAO – Storefront, library CICS – Library 	<ul style="list-style-type: none"> Community Hub of Steeles/ L’Amoreaux and Dorset Park Newcomer centers will partner with First Alliance Church 	<ul style="list-style-type: none"> Review existing co-location models Select appropriate model works for each agency Regular on-going evaluation to study the changing needs Review the working arrangement 	
	<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 Addiction counsellors Settlement services in school (SEPT) Chinese inter-agency network 	<ul style="list-style-type: none"> NAP networks Settlement agencies are interested to form a network and work in collaboration 	<ul style="list-style-type: none"> Settlement services working committee with facilitate the network 	
	<ul style="list-style-type: none"> Explore opportunities to promote Itinerant services - Invite and encourage agencies from outside North West Scarborough to partner with existing agencies and serve newcomers in this neighbourhood 	<ul style="list-style-type: none"> ACCT, Elizabeth Fry 	<ul style="list-style-type: none"> No agency to serve LGBTQ, HIV/ AIDS Women shelters. Youth shelter, family shelter are available in Scarborough Heyworth House East York/ Scarborough) (These services should be part of existing services) 	<ul style="list-style-type: none"> Inventory of available services Encourage agencies serve already to partner with experts in other locations Develop tools to identify needs of those underserved Create Outreach tool to promote services Educating parents (as a part of another session) within Scarborough On-going evaluation 	
Improve legal	<ul style="list-style-type: none"> Networking and 	<ul style="list-style-type: none"> There are many legal 	<ul style="list-style-type: none"> There are resource 	<ul style="list-style-type: none"> Lobby for legal clinic for 	

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support services and immigration support in North West Scarborough	coordination among organizations who currently provide legal support in North West Scarborough	<ul style="list-style-type: none"> ▪ clinics ▪ Operation springboard – criminal support for youth ▪ Elizabeth Fry – adult (women) ▪ Women abuse/ separation 	<ul style="list-style-type: none"> ▪ persons to support immigration issues (but limited funding) ▪ South Asian legal clinic support immigrants ▪ Legal aid to help immigrant 	<ul style="list-style-type: none"> ▪ immigration issue (Legal Aid to fund) – advocate with Province ▪ Settlement services committee with facilitate resource sharing 	
	<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) ▪ Establish partnership 	
	<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 	<ul style="list-style-type: none"> ▪ Committee with coordinate resource sharing ▪ Partner with mainstream agencies (e.g. Family Services Association, Hospitals) 	
	<ul style="list-style-type: none"> ▪ Awareness to residents (sponsors) about immigration fraud, marriage fraud 	<ul style="list-style-type: none"> ▪ There are community education program conducted – immigration fraud, consumer fraud, employment scam 	<ul style="list-style-type: none"> ▪ We have resource within Scarborough and also police, Ministry of consumer Affairs 	<ul style="list-style-type: none"> ▪ Inventory of cultural specific issues related to immigration fraud ▪ Outreach Govt departments conduct sessions ▪ Ongoing research to changing needs and redesign the training materials 	