

Steeles L'Amoreaux Local Immigration Partnership

Partnership Council Meeting
Making Meaning of Initial
Interviews and Defining Topics for
the Summit



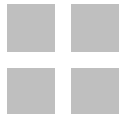
Project Phases

- **Phase One: Initial Engagement and Scoping**

1. Pre-Meetings of Partnership Councils and Clusters
2. February 11 Partnership Council Meeting
3. Conversations with Key Stakeholders to Identify the Topics We Need to Explore More Deeply
4. A Community Summit to Create a VISION and MANDATE for Our Project Work

- **Phase Two: Building a Settlement Strategy and Implementation Plan**

1. Deeper exploration of each mandated areas (additional research and conversations)
2. Definition of Strategies
3. Ideas and Actions



Project Phase One

Setting Up the Project – Initial Meetings



Partnership Council Planning and Capacity Building Session – Feb 11

Overview of Project Plan and Methodology



DISCOVER : Neighborhood Research- Feb /Mar

Conversations with Stakeholders

Gathering Facts and Demographics



Re-Grouping the Partnership Council to Consolidate Data – Mar 30

Planning the Community Summit



DREAM: Community Summit – Apr 7


Vision for Integration of Newcomers / Highlighting Key Areas for Action and Innovation



Project PHASE TWO: DESIGN: Clusters Work on Areas of Innovation and Action
– Apr to July



Discovery: Initial Neighborhood Research

- Purpose:
 - To uncover stories that illustrate what is working already for newcomer integration in this neighborhood
 - To better understand what are stakeholders want to enhance for newcomers – *what are our shared ideas about the ideal newcomer experience we would have energy for creating?*
 - To begin engaging key stakeholders in the inquiry: *“how can we work better in partnership to make a positive difference for newcomers and our community?”*
 - To identify the topics we need to explore more deeply to make a difference for newcomers
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Discovery: Initial Neighborhood Research

- Expected Results:
 - More conversations about enhancing the newcomer experience
 - Greater awareness of the role we all play in contributing to the newcomer experience
 - More interest in being a part of the solutions and ideas generated



Purpose of Our Session Today

- Hear Stories told by stakeholders
- Uncover common themes about;
 - what is working best for newcomers today
 - what wishes people have for a better newcomer experience
- Identify topics we want to explore more deeply at the summit with community leaders and other stakeholders



Agenda Today

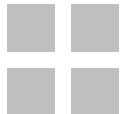
- Hearing newcomer, service provider and other stakeholder stories
- Exploring themes
- Defining generative topics
- Overview of the summit agenda and role of the PC



Who the LIP Team Interviewed

Category	Frequency
Newcomer	17
Homeless	3
Residents	14
Residents (Seniors)	1
Refugees	3
Individual waiting for refugee status	1
Youths	8
Community Leaders	6
Faith-based groups	8
Services Clubs	4
Recreational Centres	2
Housing Providers	2
Settlement Agencies	6

Libraries	1
Other Government sectors	2
Employers	2
Interpretation	2
Local/ private business	1
Media	2
Educators	4
Daycare/ Early Development Centre	1
Banks	2



Experiences with the Interviews

1. Remind us of your name and where you work
2. Were you able to do interviews? If so, with whom?
3. What was most interesting for you about the interview process?



The Interview Questions - Stories

What Working Best

- Think about a positive story you have heard or were a part of in which a newcomer / immigrant was well supported and effectively integrated into the community. The services provided were accessible, instilled a sense of trust and confidence for the newcomer and their family and were provided in ways that were in the best interest of the newcomer.
- Tell the story of that individual or family's settlement. What happened?
- What worked for the newcomer(s) and why?
- What was provided for them and by whom?
- Why does this story stand out in your mind as a more positive experience

Robust Partnerships

- Can you think of a time when you witnessed or were a part of meaningful collaboration between agencies that made a difference for newcomer clients?

Residents as Leaders and Change Agents

- Can you think of a time when you witnessed or heard about residents and community members helping one another in meaningful ways. Tell one story that sticks out in your mind?



Sharing Stories

listen for themes

- At your table:
 - Share some of the most compelling stories that you heard in your interviews
 - AND, if you have one, share your own story of settlement and integration
- Take Note of Themes
- Choose 3 Stories to Share with the Broader Group




Stories

- Young woman came to Canada on father's sponsorship, moved out from living with dad, agency helped her get social assistance, Chinese family services, shelter – community resource connections services helped – she had support when she came but then lost family support – linked her to diff agencies thru library – collaboration, connection, communication, rapport-building



Stories

- Support from local residents (more than agencies) informal groups, go to people like me....culture shock of moving to Toronto. (multicultural) barbecue potlucks etc safe environment where people can mingle
 - 6 months here – good info on housing, food (food banks) got job within 6 months, now settled well within 6 months
 - Business woman – successful after 4th time trying to start business – helped other newcomers by hiring them – bus went down –
 - Own story – came with P? status – have 16 years experience in humanitarian and hospitality – agencies have guided and supported well – working on job search – working as a volunteer – job search tools – initial lack of support from the community – my own group – not mentoring, ex. Refused to be a reference – had to prove self in Canadian agency and he gave a reference – community support can be difficult
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Stories

- Woman – here for 18 years – came with little education – 2 kids – working in sewing – abused by employer – had no voice, nowhere to turn – english low – got support from family but not elsewhere- eventually went to police but was too late – could not afford a lawyer – currently on EI and back a school to improve English
- Immigrant – living in Canada – background social science – looking for job in social service sector – started volunteering – did JSW workshop but still could not find job – agencies could not find a mentor – frustrated – was working in fast food- new org was so welcoming – settlement worker was great – within 2 weeks – relevant job posting – got a job she wanted – don't give up - still had to invest lots of time in the process....
- Guy came to Canada in summer- winter came – neighbors noticed he is not around for a few weeks – tried to find him – guy was hibernating in apartment – thought he was supposed to stay in, in winter – residents – needed winter clothes, hadnt showered etc. – helped him – clothes, hot water etc. – we make assumptions about basic things – some cases are not – resident groups may need general orientation

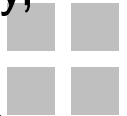


Making Meaning

- What are you struck by as you listen to the stories shared?
 - Struggle, disappointment
 - Link to services (legal, housing, counseling, language empathy, moral support, human rights, financial management)
 - Initial contact and relationships important between provider and client – if there is a good link, then we build a good sense of Canada – may not ask again
 - Our systems – we make so many assumptions
 - Services are there by some are better than others – are we providing quality service? Is this the best way
 - Assume that people are happy to settle for jobs at home depot etc. – minimizing their value – seeing them as whole person
 - Programs to promote designation

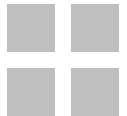
What are you struck by as you listen to the stories shared?

- We judge – our services are impacted by our judgments – may not see the whole / capable person – prejudices may get in the way – need to look within – are we seeking to understand from their perspectives – need to look inside
- Best services – listen, treat me well, ensure people are treated with respect and with potential – sensitive to each other
- Not treating client as passive recipient but person who needs to be empowered to move forward – story: came to canada – did research in advance – was ahead... not starting from scratch – in transition for years before getting here – how can we support people through that period
- Importance of building cross cultural competence – style switching
- How can we work together to do advocacy work together (immigration policies etc.) – what can we do together to create a stronger country, challenge the government etc. (OCASI)
- Need for support within communities – helping those established to help others – mentoring – a way to bridge



Reviewing the Detailed info

- Take a moment to review the summary of what is working best. Identify key themes
 - Take note of anything that feels new or surprising
- Take a moment to review the summary of wishes. Identify key themes
 - Take note of anything that feels new or surprising

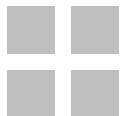


What is Working Best

- Access to language classes
- Multi-services in one location – filling the gaps
- Welcoming – building relationships, informal connecting
- Employment programs – placement opportunities
- Credential assessment – referral for job interviews, resume, package to ready for job search
 - Some success from our perspective but may not be satisfactory for the newcomer (underemployment etc.)
- Childcare programs – happy to see children are well cared for

Surprises?

- affordable housing not there



Wishes

- Importance of community helping community

- Integrated service approach – one stop shopping
- Education (post secondary) – making it more accessible
- Affordable Housing
- Immigration Process- Ease, Speed, Shorten Wait Times for Reunions
- Access to Information – ability to find the info – the right info at the right time
- Assessing credentials – improve the system – building awareness
- Agencies – share info, improve service – this is important
- Settlement like a curriculum
- Service available at point of need – some mobile services
- Fewer referrals – services all in one place
- Employment – better connections with business
- (Employment Ontario – lots of changes coming – more integration coming this summer)
- What about health services? – counseling
- Institutions and government – be creative – outside the box ideas for services



Wishes

- Quality of life services – how does that come into place?
 - Leisure etc.
- Role of newcomers in defining service – ex. Resume writing not useful to all



Emerging Questions to Explore

- What questions do we need to explore more fully if we are to significantly impact the newcomer experience in this neighborhood?
 - How do we find a way to integrate service provision even more to generate the one-stop-shop experience?
 - How do we support the community to support community?
 - How do we engage newcomers in designing services more? (with newcomers vs. to newcomers)



Inquiry Questions

- How do we provide right info, right time, right place (curriculum of settlement) in holistic way?
- How do we know that we're providing the best services? (are we measuring and how)
- How do we raise the bar of all of our services to the level of best?/How do we locate the quality best practices in each of our services?

Summit Agenda and Focus

- Welcome and Overview of the Project
- Sharing the Stories We Have Heard and Themes
- Sharing the Question We are Inquiring Into
- Inquiry: Answering Key Questions
- Visioning: Imagining a Better Future for Newcomers
- Identification of Focus Areas
- The Path Forward



Our Role at the Summit

- Participate Fully
- Share the Stories

