

North West Scarborough Immigration Partnership

Steering Committee Meeting – Minutes September 21st, 2010

Location: ACSA - 4155 Sheppard Ave.

Time: 10am – 12pm

Attendees: Jorge Silvestri, Cyleta Gibson-Sealy, Adair Heath, Mei Tin Lee, Hanifa Kassam, Mani Mahadeva, Rezwan Karim, Michelle Davis

1. Welcoming

Mani runs through the Agenda items and appoints Hanifa as meeting Chair

2. Progress Update

Partner Agency one-on-one discussions Summary (refer to the emailed handout titled “**Some of the Findings from 101 Discussions**” for details)

- Common Outreach Methods and Effectiveness
- Existing Partnership and Collaboration
- Working with Community Groups
- Common Challenges
- Immediate Needs
 - Funding - expand geographic coverage and programs
 - Staffing - knowledge and skills development
 - Office Space - accessibility and shared space
 - Partnership and Collaboration - settlement organizations and private sector
 - Program Related Needs - childcare, transportation, language interpretation
- Long Term Needs
 - Funding - flexibility
 - Staffing - multi cultural, diverse professional experience
 - Office Space - shard space, satellite offices & one-stop services
 - Partnership and Collaboration – ranging from informal to formal partnership
 - Program Related Needs - with long term goals
- Through the month of July and August one-on-one discussions with Partnership Council members took place to discussed building capacity, challenges, and opportunities for future collaboration and partnership.
- Many collaborations and partnerships already exist among agencies and service providers within the Partnership Council

- Also completed 90% of the Agency Service Analysis through July, August and September
- 25 one-on-one discussions have been conducted and few more still need to be completed

Feedback:

- NAP Resource Committee not specific to newcomers' but can play a role in LIP regarding collaborations or partnerships. NAP can also help agencies to become familiarized with cultural diversity in NW Scarborough.
- Job shadowing / staff sharing – possibility? – or not very feasible for a smaller agency? - it is difficult for some organizations to participate in these activities due to a small number of staff - collaboration more realistic
- Encourage cross learning opportunities through visits to other agencies and service providers, in order to get to know what each other has to offer. It can be accompanied by cultural events or social gathering.
- Need for more action oriented recommendations in addition to innovative ideas in order to sustain the LIP initiatives
- Provide information support networks for Settlement workers - very important
- Immigration Canada and other government settlement related bodies need to improve lines of communication to other non-governmental settlement agencies – regularly update settlement staff about policies and procedures. Government and other funders need to support training on this kind of information
- Need to have some protocol in place where client will understand why an agency refer her/ him to another agency
- LIP Partnership Council members need to take the initiative and conduct introductory sessions on what the NWS LIP does within various communities to introduce agencies to these neighbourhoods - provide information

Outcomes of each Team:

Team 1: Welcome & Access to Information

1. Establishing more effective Welcome Centres
2. Make recommendations to improve Newcomer Information Package
 - a) Pre-arrival Package
 - b) Arrival Package
3. Improve Newcomers Access to Correct Information
4. Connect Newcomers to Relevant Service Providers Faster

Team 2: Community Engagement in Settlement

1. Strengthen Faith-based and Resident Groups
2. Build and Sustain Supportive Networking among Key Stakeholders
3. Establishing Ways the Community can Better Support Settlement

Team 3: Making Services and Support More Effective

1. Establish One-Stop Service Center
2. Establish Partnerships and Collaboration Mechanisms among Service Providers and Key Stakeholders
3. Enhance Capacity through Agency Collaboration and Resource Sharing
4. Improve Client Case Management

3. Future Direction

- Possible LIP extension until March 2011 and hopefully beyond
- Implementation and action plans need to be stressed in the project extension period
 - Ex. LIP co-ordination of training in regards to localities of agencies
- Key LIP Initiatives and actions planned for the extended period:

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1) Community Summits

Similar to the first Community Summit held in April 2010 to develop a vision for the newcomer settlement strategy, NWS LIP proposes to conduct three more Community Summits during the extended period of the project. Partnership Council members and PMT will organize and identify a consultant to facilitate the events. Incorporated into the summits will also be a Community Information Fair. The intention of this collaboration of events is to provide a platform for information exchange between agencies and the general public, to present the LIP settlement strategy, implementation plan and final strategy, and to receive feedback from the public to be added to our recommendations.

- 1st Summit to share the draft Settlement Strategy and receive feedback.
As part of the continuous consultation with the community, the NWS LIP will organize a Community Summit in the fall to share the draft Settlement Strategy with community members and stakeholders. PMT will outreach to various stakeholders and encourage their active participation in this summit.
- 2nd Summit to share the finalized Settlement Strategy and discuss draft Implementation Plan.
The purpose of the second summit is to get a general consensus, finalize the Settlement Strategy, and to receive input from community members on draft Implementation Plan
- 3rd Summit to share the final Settlement Strategy and Implementation Plan.
Participants will review the strategy and implementation plan and provide approval for the recommendations made by the Partnership Council.

2) Inter-LIP Conference

There are 14 neighbourhood LIP initiatives underway in Toronto. Each LIP project commenced at different times of the year and there are differences in project structure and approaches. Even though there are differences, all LIP projects share many common characteristics and face similar challenges. Therefore, NWS LIP proposes to conduct an Inter LIP conference in November 2010. All 14 LIP's, consisting of the Toronto City-Wide LIP and other Toronto neighbourhood LIP's will be invited. There will also be consideration to have the LIP's from the Peel, York and Durham regions participate. This conference will help all LIP projects to:

- learn about best practices from each other;
- explore opportunities for different Partnership Councils to work in collaboration;
- explore the possibilities for organizations from a particular geographic region to expand their services to another region using the existing LIP network
- consult CIC on future directions, identify various funding sources and cost effective mechanisms to provide better services to immigrants

3) Inter-LIP meetings

The City-wide LIP, covering the entire Toronto area will research how their systems help newcomers and engage all neighbourhood LIP's in order to find out higher priority level areas and advocate with authorities for actions. The City-wide LIP and ACSA agreed to work together to engage all the LIP's to provide updates and feedback. ACSA will coordinate regular inter-LIP meetings for LIP project staff and lead agencies to discuss the issues prevail at the grass root level. The City-wide LIP Council will provide opportunities for senior management staff of neighbourhood LIP lead agencies to discuss higher level challenges, issues, and advocate with government for policy interventions.

4) Consult Service Providers and Community Groups

NWS LIP follows the bottom up approach throughout its process, as recommendations made by the LIP provide client centered solutions. Therefore, as insisted by the Steering Committee, PMT will consult community groups and service providers extensively through one-on-one interviews and focus group discussions (FGD's). FGD's will help to identify current trends in the settlement process, common issues and expectations of newcomers. One-on-one interviews with service providers will help to gain in-depth understanding of available services, capacity, gaps, and challenges and discover areas for collaboration with other stakeholders.

5) Service Cluster Analysis and Recommendations

The Partnership Council will meet quarterly and Steering Committee will meet monthly to expedite the process. Council members will also meet in Clusters (sector focused working groups) during this period. The objective of different types of meetings is to make sector specific recommendations, areas for collaboration and partnership, develop implementation strategy, identify required settlement supports, including immediate, intermediate and long term goals.

4. Any Other Matters

- Timothy Eaton School Acquisition
 - Additional information on the school acquisition can be found at <http://nwslip.com/blog/timothy-eaton-space-aquisition/> or contact **Lynn Laprise ~ Program Coordinator**
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5. Next Meeting Date

October 19th, 2010 at ACSA – 4155 Sheppard Ave., 10:00am - 12:00pm (Boardroom on the second floor, or just ask front desk reception)

6. Meeting Adjourn