

# North West Scarborough Local Immigration Partnership

## Team 2: Community Engagement in Settlement – Meeting Minutes September 27<sup>th</sup> 2010

**Location:** ANC Steeles/L'Amoreaux – 331 Glendower Circuit, Unit 6

**Time:** 10am - 12pm

**Attendees:** Glen Gifford, Hakima Yusufi, Malsan Gananendran, Cyleta Gibson-Sealy, Mani Mahadeva, Rezwan Karim, Michelle Davis

1. Welcoming

2. Project Update

Partner Agency one-on-one discussions Summary (refer to the emailed handout “**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 - shared 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 discuss 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

#### Project Progress

Strategic Tasks of each Team: (refer to previously shared documents regarding the following points for 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

- Mani shared feedback of Steering Committee Members (please refer to “September 21<sup>st</sup> Steering Committee meeting minutes” for details)

#### 3. Review the recommendations and action points for Team 2

##### Feedback:

- Recommendation to involve residents will need a long implementation plan
- Training guide to be developed by a committee made of both residents and agencies
- Training guide to be in various languages or in English and translated on-site as needed
- We should develop a mechanism to ensure effectiveness of training and capacity development - It will help to decide on follow up or advanced training
- Conducting political awareness initiative - already taking place
- Volunteers will be from various backgrounds to appeal to a wider cross-section of newcomers
- Anti-oppression of gender, sexuality, and race training to be included as part of volunteer training to help combat prejudices, discrimination or intolerance
- Community volunteers should know that they have to serve different community groups including LGBTQ
- On-going training to be provided on a long-term basis to keep skilled volunteers up-to-date
- More relationship and rapport building among agencies and resident groups is needed – currently residents from some neighbourhoods outlook of agencies is not positive

- Deal with the lack of incentives for residents to volunteer at agencies and build equally beneficial arrangements that fulfill needs of all parties involved
- Compensation for residents to be decided by the agency that they volunteer for
  
- Define which approach is more effective when trying to connect to the community, either through an existing successful partner agency relationship or approach the resident groups directly
- Partnership Council members will need to take an inventory of active resident and faith-based groups and assess their capacity. Then, Council will need to mobilize and identify member agencies' interested in working with resident or faith-based groups located in different geographic areas
- Team 2 recommendations for training needs to be regrouped into two categories: awareness and skill development
- A hosting settlement agency will act as a liaison between funders and resident or faith-based groups to receive funds to help implement community projects or act as a guarantor since they are not registered non-profit organizations. This will help to build capacity and make funds directly available for resident and faith-based groups initiates on a long-term basis
- Involvement of the Better Business Bureau (BBB) to consolidate on scams and fraudulent organizations that target newcomers. Council has to develop a clear guide about scam and reporting system.

#### **4. Future Direction**

- Key LIP Initiatives and actions planned for the extended period:

##### 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 Summit's 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.

- 1<sup>st</sup> 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.
  
- 2<sup>nd</sup> 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
  
- 3<sup>rd</sup> 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) 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.

### 4) 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.

### 5. Next Meeting Date, Time & Venue

\*\*Partnership Council October 12<sup>th</sup>, 2010 where focus Teams will dismantle and be regrouped into sector specific Clusters\*\*