

Steeles/L'Amoreaux Local Immigration Partnership

Making Services and Supports More Effective -

Meeting Minutes April 28th 2010

Location: CICS – 2330 Midland Ave.

Time: 9:30am – 11:30am

Attendees: Mei Tin Lee (CICS), Adair Heath (City of Toronto), Lucetta Lam (Hong Fook), Anne Crasto (WHCS), Christie Okonkwo-MacKenzie (Toronto Public Health), Frank Chu (TCDSB), Michelle Allen (Acess Employment), Karen Evans (TDSB), Janet Wong (TESS), Wael Homaidan (ACCT), Cynthia du Mont (WSNCC), Helen Yang (YMCA), Cyleta Sealy-Gibson (S/L'Am LIP), Sulekha Sathi (Agincourt Library), Thilaga Jeganathan (CCVT), Mani Mahadeva (S/L'Am LIP), Michelle Davis (S/L'Am LIP)

1. Welcome & Introduction

Project manager does a brief introduction and review of the agenda

Project manager goes over what was discussed in Team 1 & 2 and the meeting with CIC:

- Review and improve pre-arrival information package and on-arrival package
- Information desks at Civil center in addition the information desk at the airport. Proposal to update information of newcomers' services on CIC website
- Use existing welcome centers and establish welcome centres in libraries and other sites such as faith-based groups or community groups to provide general information
- Settlement service agencies and other stakeholders to train grass-roots organizations
- Faith-based and community groups can also be used as satellite offices for service providers. They will refer the newcomers to settlement services for advance assistance.
- Settlement services to forge partnership with grass-roots organizations and will provide honorarium for faith-based and community groups for their assistance in providing services to newcomers.

Adair suggests that ACSA should take the leadership on this Team. In reply project manager stated that ACSA chairs Steering Committee and Partnership Council and someone else has to Chair the meeting. He agreed to discuss this with ACSA before next meeting and define the roles of Chair.

Chair for today's meeting Michelle Allen

2. Revisit the “Focus Areas”

- **Collectively review the wishes of Newcomers – expected from Service Providers**
- **Building capacity in all those who are in-touch with Newcomers to better assess their needs and find them help**
- **To adopt a model based on co-ordination of services and integrate where appropriate**
- **Customizing the Support and Service Providers + Continuum of services to serve many needs**
- **Enhancing programs (JSW, LINC, Employment, etc.) to better meet diverse needs of Newcomers**

Participants look over what was discussed at Planning Session for Team 3

- One-stop Shopping
 - Referrals – will be taken care of by Team 2 - more relevant to their focus areas, no need for duplication of tasks
 - Co-Location more services in a central location
 - Case Management - first contact agency assigns case management staff, who will follow-up with client and assist them in the settlement process. Grass-roots organizations can be involved in this process through partnerships established with them
- Better information sharing among agencies:
 - A directory of services in Steeles/ L’Amoreaux – Team 1 is working on this and the outcome will be shared with all Teams
 - Agency staff do site visits to other agencies to gain firsthand knowledge
 - A network of settlement service agencies. Network with grass-roots organizations is recommended for better service provision
 - A web site which lists Steeles/ L’Amoreaux settlement and related services – Team1 is working on this area
 - A planning model that looks at the settlement phases and what is needed in each as well as how agencies can work more effectively at each stage of settlement
- Service integration:
 - Analyze how and where services are offered and identify opportunities for integration
- Itinerant services:
 - Encourage agencies from outside Steeles L’Amoreaux to partner with existing agencies, institutions or faith communities to offer services locally on a regular basis

Project manager requested that the members refer to the wishes of newcomers related to newcomer services.

- **Integrate Settlement Services**
 - One Stop Shopping / All the services available in one place / Fewer referrals

- Think about settlement like a curriculum – provide the right information at the right time tailored to the need of the newcomer
- **Ensure services are available at point of need** – some mobile services, satellite offices, coordination among the service providers
- **Ensure newcomers are involved in defining services** – ex. Resume writing not useful to all
- **Employment** – better connections with business, employers, mentorship, placement, internship
- **Access to Education** (post secondary) – making it more accessible
- **Support to families** – parenting, seniors support, vulnerable seniors

3. Other Matters

- Share Service Providers' profile – draft report to be shared with participants by S/L'Am LIP staff by May 5th. Project manager stated that few agencies have not submitted their profile information yet.
- He stated LIP project team has collected profiles of another 70 agencies in North West Scarborough.
- Partnership between the participants will need to be formed and CIC will like to see the type of partnerships and objectives of the partnerships
- CIC may extend the project based on the progress and performance of the Partnership Council. Phase 2 will be the recommendations put into action

Missing Information and Recommendations:

- One stop shop using Community Hub as an example – ask CIC to fund that proposal (build on what is already available)
- Referrals within service providers, make sure that each provider knows what is available
- Identifying gaps in services (important) – e.g. mental health, family counselling, youth services, legal services
- More mobile services – innovative ideas

4. Other Stakeholders

- VPI – to be contacted
- Operation Springboard – already part of Partnership Council

5. Next Steps

Analysis of existing services to be done by participants on their service:

- Criteria will be emailed to all partnership council members by project manager
- Responses are due back from members by May15th

Map of the service area and what's there in terms of services – Michelle Allen will be sending to Mani

Profiles of partner agencies to be shared with participants before next meeting

6. Next Meeting

May 27th 2010, 9:30am -11:30am, ACCES Employment - 2100 Ellesmere Rd. Ste. 250 – free parking

(Appendix A)

IMPORTANT: - Members of this cluster are expected to review the following and share their ideas before the next meeting or during the meeting.

Overall Expected Outcome of the project

- To improve access to and coordination of immigrant integration services (Education, Language training, Employment, settlement and labour market integration)
- To improve labour market outcomes for immigrants. This may include initiatives such as engagement of local employers, mentorship initiatives, coordination of local employment services and non-paid internships
- To strengthened local awareness and capacity to successfully integrate immigrants

Team 3: Making Services and Support More Effective

Intention/ Goal/ vision (draft): (we have to see whether these vision statements cover the focus of the cluster)

- Partnership among non-profit, employers, colleges and other service providers
 - Meaningful partnership with community groups/ faith groups and work together to support newcomers
 - Customized services and one-stop-shopping centres / mobile services
- The following is an example for outcome of the cluster. We have to identify all the outcomes and also complete the following table for each outcome.

Recommendations:

Output 1: Newcomers have easy access to different services in their neighbourhood

How will our work meet the expected outcomes of the project	
Strategy 1:	
How are we going to achieve the goals (how to execute - process/activity)	Ex: Satellite offices/ office space sharing, staff sharing, and capacity building using local resources.
Whom do we have to consult and how	
Existing resources and required resources	
Expected Output & How do we measure the impact	
Required funding (staff, equipment, space)	
Identify potential partnership	