

# North West Scarborough Local Immigration Partnership

## Team 3: Making Services and Supports More Effective - Meeting Minutes September 30<sup>th</sup> 2010

**Location:** Mary Ward LINC & ESL Centre – 44 Kelvinway Dr.

**Time:** 10am - 12pm

**Attendees:** Alice Mui, Mei Tin Lee, Frank Chu, Marie Herrera, Ralph Gain, Wael Homaidan, Anne Crasto, Adair Heath, Mary Sharif, Christine Ng, Helena Huang, 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
  - 26 one-on-one discussions have been conducted and few more still need to be completed

Feedback:

- Has there been any cross analysis of the 1-on-1 findings and information directly related to the NWS area? – this has been done in the project through our earlier interviews with newcomers and stakeholders
- Unique findings found were: a lack of services for seniors and youth, mental health support for youth, resources for translation and interpretation within agencies
- Partnership frame work shared at Steeles/L'Amoreaux NAP can be a starting point to start our action plan for collaborations
- Use project website and blog to discuss the potential areas of partnership and develop joint work plans

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

3. Review the recommendations and action points for Team 3

Feedback:

- Rephrase task #1: Explore the feasibility of engaging with existing “one-stop service ” centres (Ex. Hub) that is under development or develop an independent one that fits to local requirements
- Rephrase task #2 to include Health services
- Rephrase task #3 to say “models” instead of “model
- Welcome Centres will be designated through existing locations
- Will there be more funds allocated towards existing Welcome Centres that will be taking on a greater role – need to recommend to CIC funds allocation to make the necessary changes to improve the Welcome Centres
- All the agencies who have Welcome Centres should develop a proposal to enhance information exchange between all the welcome centers in NW Scarborough and settlement agencies

- CIC will be edging towards a “Modernization Model” of settlement services agencies, which will need to be incorporated within the LIP strategy
- Rephrase recommendation #1.3, “Identify a mechanism to establish pool of mentors”
- Recommendation 1.3 and 1.4 better fit under recommendation #2 “Partnership Among Service Providers and Key Stakeholders”
- Rephrase recommendation 2.1- Identify potential partnership among organizations according to sectors and cross sector partnership
- Include in 2.6- ‘develop joint action plan’
- Rephrase recommendation # 3.4 “identify existing training guide and update to enhance the capacity of residents groups, faith-based groups and emerging small organizations to support newcomers”

#### 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 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.

#### Feedback:

- Community Summit with the Information Fair should be approximately 4 hrs. Information Fair can take place in the earlier portion from 4-6pm and the Community Summit from 6:30-7:30 or 8pm
- Dismantling and then regrouping back into sector specific Clusters will be to gain better insight of each sector and find more areas in where members within Clusters can collaborate

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

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