

# North West Scarborough Local Immigration Partnership

## Team 3: Making Services & Supports More Effective

### Meeting Minutes

**Location:** CICS – 2330 Midland Ave.

**Date:** July 8<sup>th</sup>, 2010

**Attendees:** Mei Tin Lee (CICS), Maria Herrera (Toronto Public Health), Neelu Nagi (Toronto Employment & Social Services), Ralph Gain (YouthLink), Wael Homaidan (ACCT), Frank Chu (TCDSB), Christine Ng (Carefirst), Alice Mui (Carefirst), Timothy Chan (Resident), Mani Mahadeva (NWS LIP), Rezwan Karim (NWS LIP), Michelle Davis (NWS LIP)

#### 1. Welcoming

Regrets: Adair Heath, Cynthia Dumont, Anne Crasto, Michelle Allen, Gurprit Matharu, Rabindra Nath Sabat, Helen Yang, Bonnie Wong, Jamal Kakar

#### 2. Updates – Planning Session # 4 & Team progress (Please see Planning Session #4 meeting minutes)

#### 3. Review and Match Team “Outputs” and Recommendations

All agreed on the focus areas, approaches, and goals for Team 3 and LIP that were discussed previous to today’s meeting.

Feedback for Outputs and Recommendations:

##### 1) Reorganize the Outputs under Subheadings:

##### a) Analysis of Services & Needs

- Identify availability of different newcomer’s services in the project area
- Identify the gaps in sector specific services
- Partnership council members identify the areas to work together based on gaps in services
- Partnership council members identified settlement agencies that are willing to partner and/or work with community groups
- One or more partnership models identified

##### b) Capacity Building

- Training needs of frontline staff and community groups identified

Potential locations to establish centres for multiple services are identified – One Stop Access to information and services

- c) Employment
  - Prospective employers are identified by the council members
  - Mentors in different professional field are identified to connect with newcomers
  - Better network established to provide more volunteer (professional) opportunities
  
- 2) Stage Approach -- One-stop Access to Information will lead to One-stop Access to Services:
  - Gradual steps to integration of services
  - Examine the *East Scarborough Storefront* model of partnership collaborations
  - Partnering will begin with sector specific collaboration then expand out to other sectors
  - Guidelines for a smooth functioning centre – Review existing guidelines (used elsewhere) and improve further to match with our requirements.
  - Need to train all the frontline staff in welcome centres about all the services in the neighbourhood
  - Establish one-stop-shopping centre within the Community Hub (Hub within the Hub)
  - How will CIC support establishing center for one-stop access to services?
  
- 3) What are the parameters of implementing one-stop- access to services centres?
  - Funding to establish the centre and managing running cost
  - Accountability and credibility
  
- 4) Establishing satellite offices and sharing office space within other agencies:
  - ‘Who will foot the bill?’ – sharing costs and how will it be divided?
  - Settlement workers can be used to staff offices and spaces within agencies
  - Guidelines of partnering agencies will be set out by those that are involved in the partnership – e.g. duration of case management, working arrangement and protocol
  - *Children`s Services* case management protocol should be examined
  - Case management will be done by the lead agency hosting the settlement workers from other organizations. However, it is the client who decides which agency they will keep in touch with rather than the service providers.
  - Partnership Council will assess the training needs of frontline staff and settlement workers (especially those who are placed at satellite locations such as Libraries)
  - Member agencies will train all the selected staff
  - As a starting point, member agencies will share information about upcoming training programs they are organizing and invite other member agency staff to participate
  - Required ongoing training and networking for settlement staff. Need to have regular network meetings and refresher training.

#### **4. Explore Other Areas not Included in the Recommendations**

- 1) Training component for settlement workers need to be included in the strategy to be credible.

- 2) Member agencies who are interested in partnership and collaboration may have to develop a comprehensive guideline before starting the work in order to avoid any conflict in the future.
- 3) Agencies to be included in the strategy process as either part of council or information resources:
  - CLEO-Community Legal Education Ontario (Legal services for immigrants)
  - Children's Aid Society
  - Community Living Toronto (Peoples with disabilities)
- Clients also have the responsibility to act and make the services effective. They have to assist service providers so they can do a proper case management. E.g.: Provide periodic feedback to the settlement worker as agreed
- Carefirst Seniors and Community Services Association shared that they are doing case management for their programs with seniors and the clients are required to sign an agreement with them
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- The Ministry of Training, Colleges and Universities (MTCU) is in the process of transforming Employment Ontario to a customer focused, integrated, outcome based service delivery network. Under this 'Full Suit' model, Employment Ontario will support newcomers' in a more effective way. According to this model, one counsellor will be assigned to a newcomer and case management will be commenced from the first day. Needs assessments will be done initially and the counsellor will follow-up with the client for a period of time and track clients on a computerized follow-up system. It will help to keep in touch with the newcomer though they may move to another place. PCPI, ACCES Employment, and JVS are some of the agencies in Scarborough who received funding to implement the aforementioned model. Council will need to study this model.

## 5. Closing

**Team 3 meetings for the months of July and August are postponed and will resume in September.**

**Next Team 3 meeting: September 30<sup>th</sup>, 2010, 44 Calvin Way – Mary Ward C.S.S. (Pharmacy Ave. & Finch Ave.), 10:00am-12:00pm**