

North West Scarborough LIP

Working Committee 5: Settlement & Legal Support

Work Plan: April 2011 – March 2012

Expected outcome of the year	Critical Activities	Milestones (Measure of Success)	Who will do it?	Support needed	Timeline			
					Q1	Q2	Q3	Q4
Opportunities for more collaboration and co-locations among different organizations is explored	▪ Study functioning co-location models	Report of co-locations best practises is in place	WC #5	LIP Staff all PC member agencies	X	X		
	▪ Identify the needs and capacity of service providers to co-location	Needs and capacity to co-locate are identified and discussions held	WC #5	LIP Staff, all PC member agencies	X	X		
More agencies connected to more itinerant services	▪ Update the inventory of services in NWS and decipher what is missing	Inventory updated	ACCT	LIP Staff, all PC member agencies		X		
	▪ Identify and connect with agencies to provide those services	Number of agencies identified and contacted	LIP Staff	All PC member agencies			X	
Mechanism is in place to expand education programs on housing issues	▪ Use available training guides or develop a guide to educate newcomers	Training guides are identified	SHHC	WC #5		X		
	▪ Expand on-going training programs to educate newcomers on tenants rights and responsibilities	Number of educational programs conducted	SHHC	All PC member agencies			X	
Preparation work is completed to form a dynamic network among basic needs service providers	▪ Connect with food, furniture and clothing banks and specific services they provide and their needs	Agencies are contacted and information shared	LIP Staff	All PC member agencies		X		
	▪ Connect with faith-based groups to mobilize resources and utilize as deliver points	Faith-based groups contacted Discussions held with interested groups	LIP Staff	All member agencies working with faith-based groups			X	X
System in place to educate newcomers on identified topics	▪ Identify and support agencies/ organizations to provide education on personal finance management	Agencies are contacted to expand programs	CICS, ACCT, TPS	LIP Staff		X	X	X
	▪ Connect with relevant authorities to educate the community on environmental adaptation and community safety	Relevant authorities are contacted and discussions on working arrangements are conducted	TPS,	YMCA, Carefirst, LIP Staff			X	X

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	▪ Connect with the City of Toronto and TTC to increase educational programs on using public transit, recycling, etc.	City of Toronto and TTC are contacted to expand education programs	City of Toronto (Live Green), TTC	LIP Staff			X	
	▪ Identify scams and fraud targeting new immigrants	Report is prepared and shared	TPS, all PC member agencies	LIP Staff		X		
	▪ Support to conduct community awareness programs on common fraud and scams	Number of education programs are supported/ initiated	All PC member agencies	Banks, Police, Newcomers` Centre				X
Network and coordinate with legal service organizations is improved	▪ Create inventory of existing services and needs	Inventory of legal service needs is in place	Elizabeth Fry	All PC member agencies		X	X	
	▪ Explore Toronto agencies willing to serve newcomers (free/at lower rates)	External NWS legal service agencies contacted and engaged	LIP Staff	Elizabeth Fry			X	X
	▪ Identify a working arrangement to provide better legal service in NWS	Working arrangement identified and agreed	WC #5					X
Support system is improved to provide family settlement services in multiple languages	▪ Update the inventory of services available in different languages	Inventory is reviewed and updated	Carefirst	LIP Staff			X	
	▪ Create a reference list and share with settlement agencies	Reference list is shared	LIP Staff	All member agencies			X	X