



North West Scarborough
**LOCAL IMMIGRATION
PARTNERSHIP**



Partnership Council Meeting

February 14, 2012

Agenda

- **Welcoming & Introduction**
- **Review the Project Activities and Process**
- **Achievements and Outcomes**
- ***Break***
- **LIP Changes and new “Scarborough LIP Structure”**
- **Review the LIP strengths, challenges and discussion of hope for the future**
- **Next Steps – phasing out and transfer of knowledge**
- **Wrap up**
- ***Lunch***

Settlement Needs



Planning Phase Dec 2009 – Mar 2011

Creating vision for an ideal newcomer experience:

- Partnership Council members and new immigrants were consulted to develop a common vision
- 100 individuals including newcomers, residents and community leaders were interviewed

Development of focus areas:

- A community summit and several focus group discussions were conducted with newcomers
- Three common themes were developed based on the findings:
 1. Improving the initial welcome and information gathering process
 2. Enabling the community to play a valuable role in settlement
 3. Making services and support more effective

Planning Phase

Development of Settlement Strategies & Implementation Plan:

- Partnership Council worked in small groups and identified key areas of action and innovation
- Resident groups, faith based groups and frontline staff were consulted to gather supplementary feedback
- All the recommendations were consolidated and converted into 22 Settlement Strategies
- A long term implementation plan was developed to address the Settlement Strategies

Review of Settlement Strategies and Implementation Plan:

- Partnership Council and community members reviewed and prioritized newcomer settlement strategies
- 16 settlement strategies were shortlisted and the implementation plan was revised accordingly based on priorities and feasibility

Planning Phase

Finalize Settlement Strategies and Implementation Plan:

- Partnership Council further reviewed and shared their recommendations with community members in the third community summit
- Following the final review by the Partnership Council and the community, the settlement strategies and implementation plan were finalized and submitted to CIC in March 2011

Community Engagement in this process

- **One-on-one Interviews – Feb & Mar 2010**
 - 99 Individuals were consulted
 - Different demographic groups were interviewed
- **Focus group discussion – Mar to Oct 2010**
 - 11 Residents/ faith-based groups
 - 5 Focus groups discussion with frontline staff
- **Community Summits– April, Nov 2010 & Jan 2011**
 - Identify the focus areas and action items
 - Input and feedback on settlement strategies
 - Feedback on implementation Plan

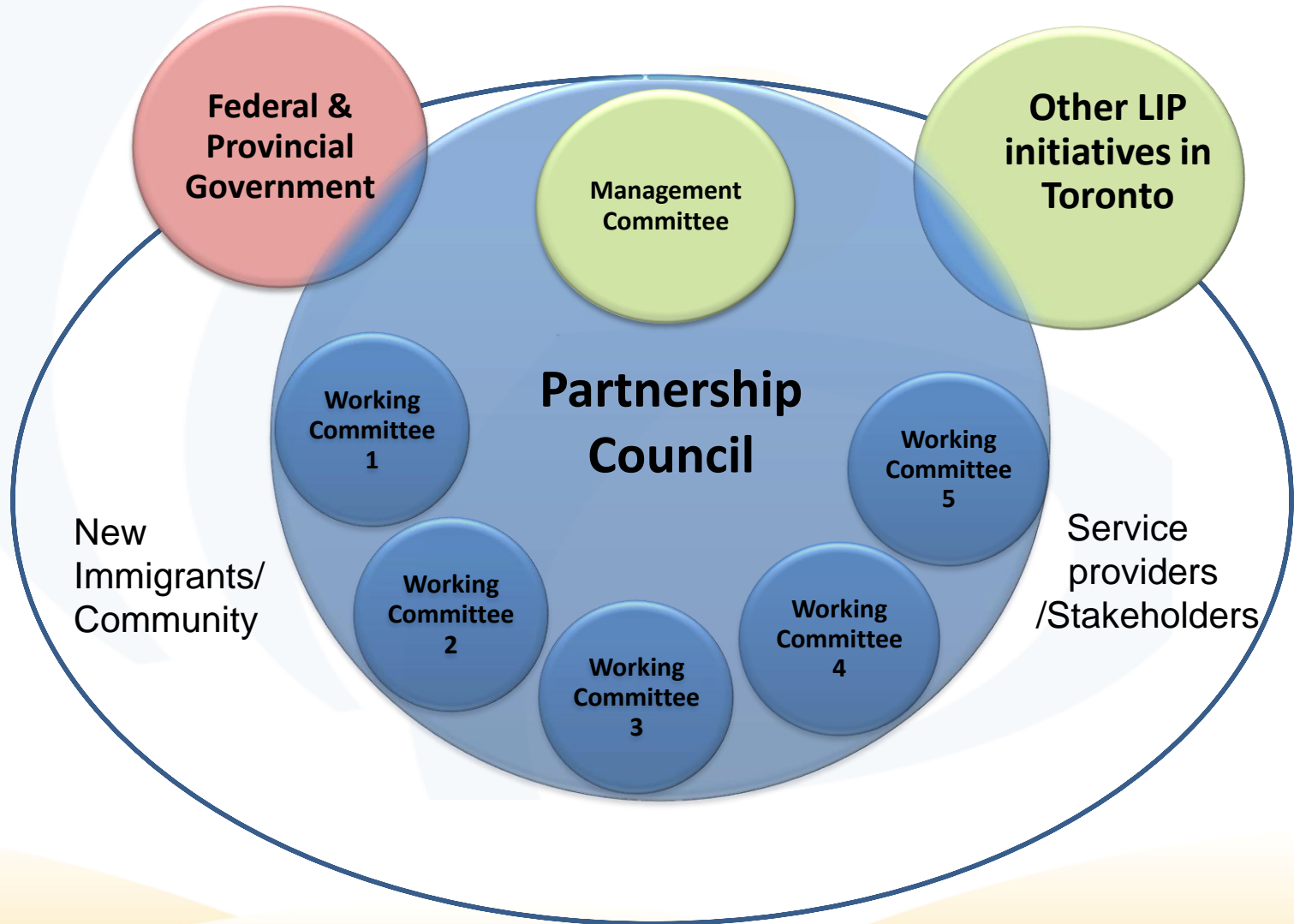
Community Engagement.

- **Participation in the Partnership Council**
 - 2 resident members were recruited in each Working Committee
 - 5 Residents were recruited to the Partnership Council
 - They were consulted through out the planning phase and implementation phase
- **Community Launch – Sep 2011**
 - Highlight the achievements and keep the community engaged
 - Official launch of NWS LIP website
 - Information fair – 14 agencies & over 130 participants

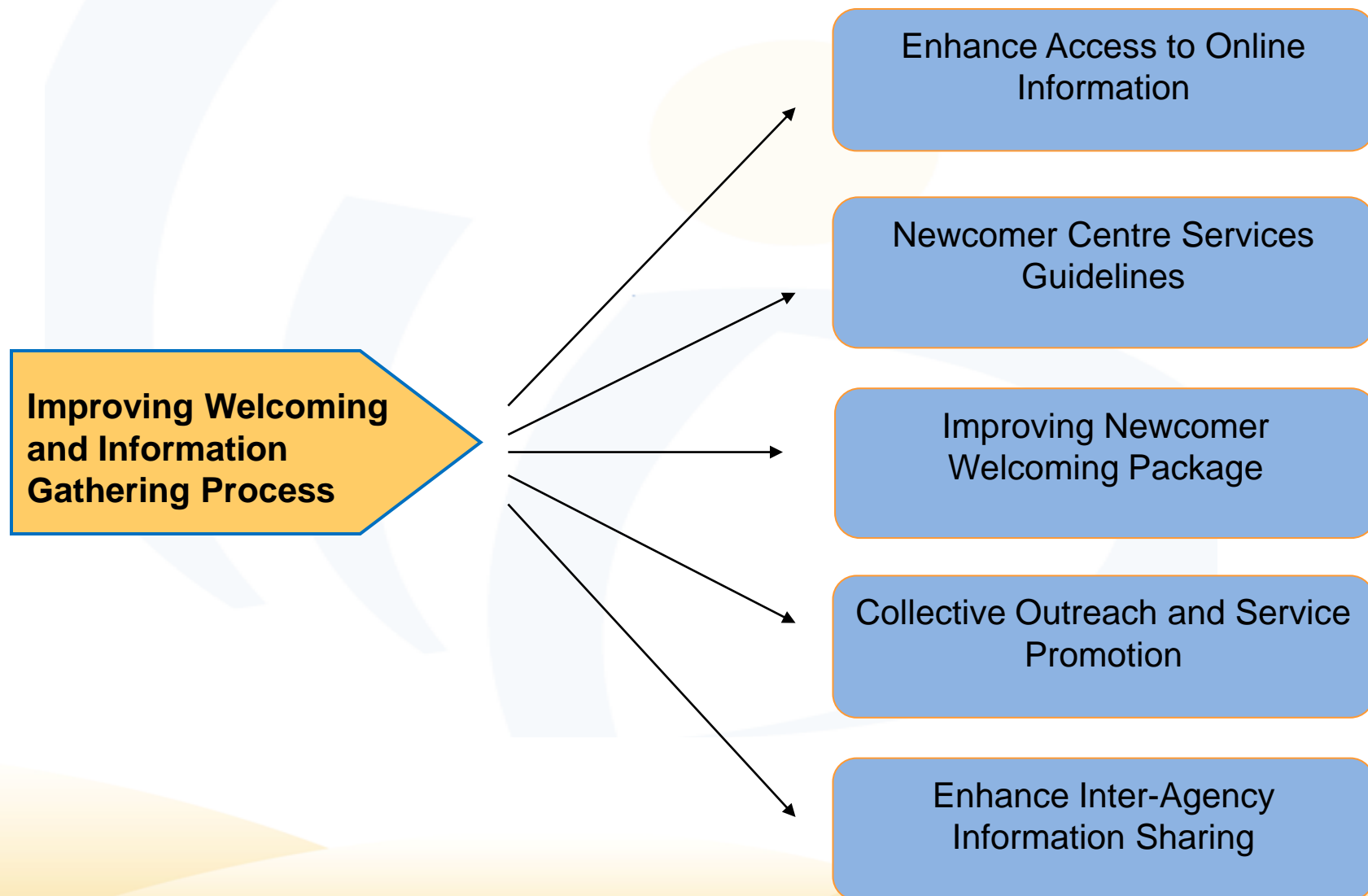
Development Settlement Strategies and Implementation Plan



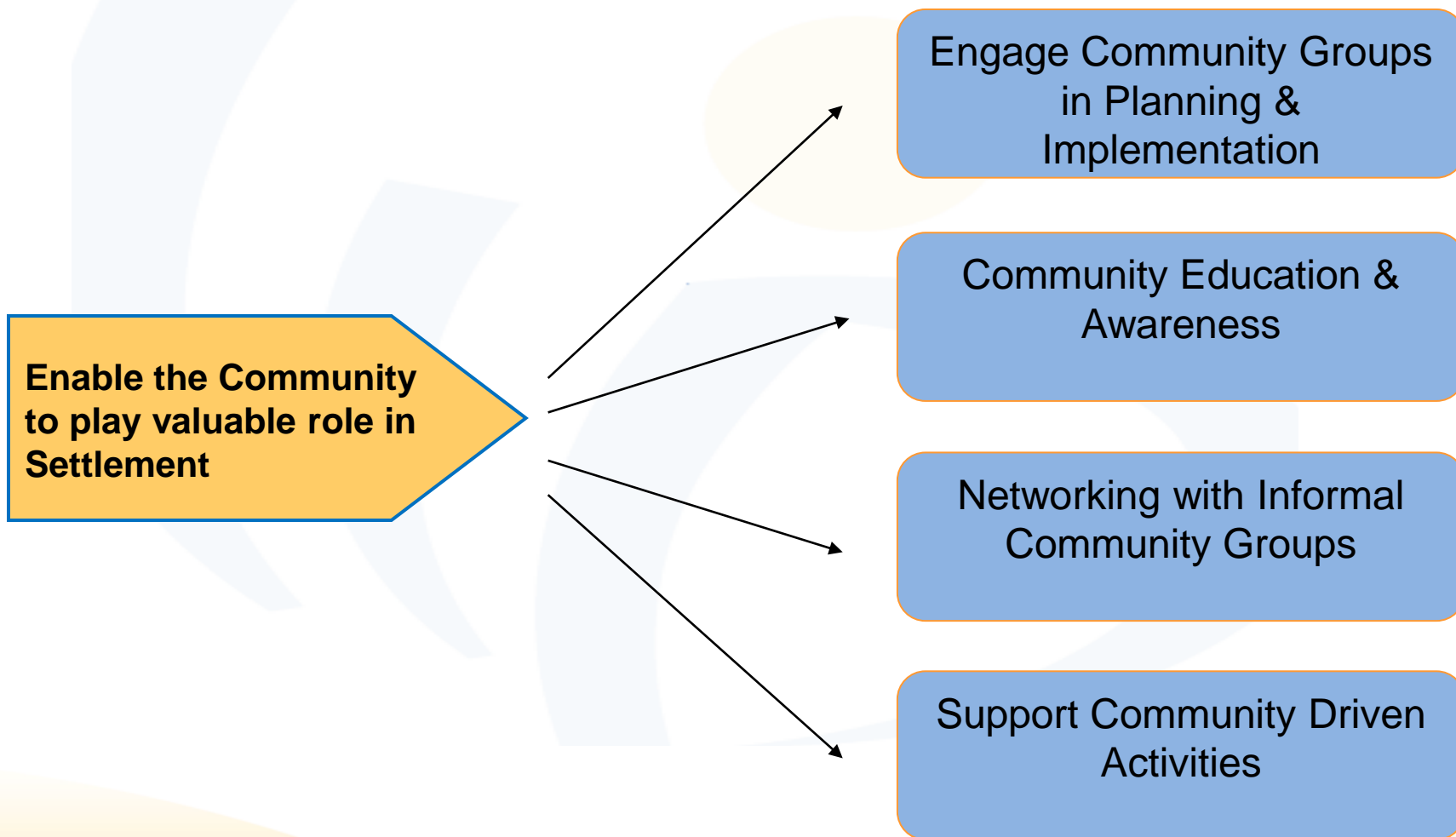
Implementation Phase



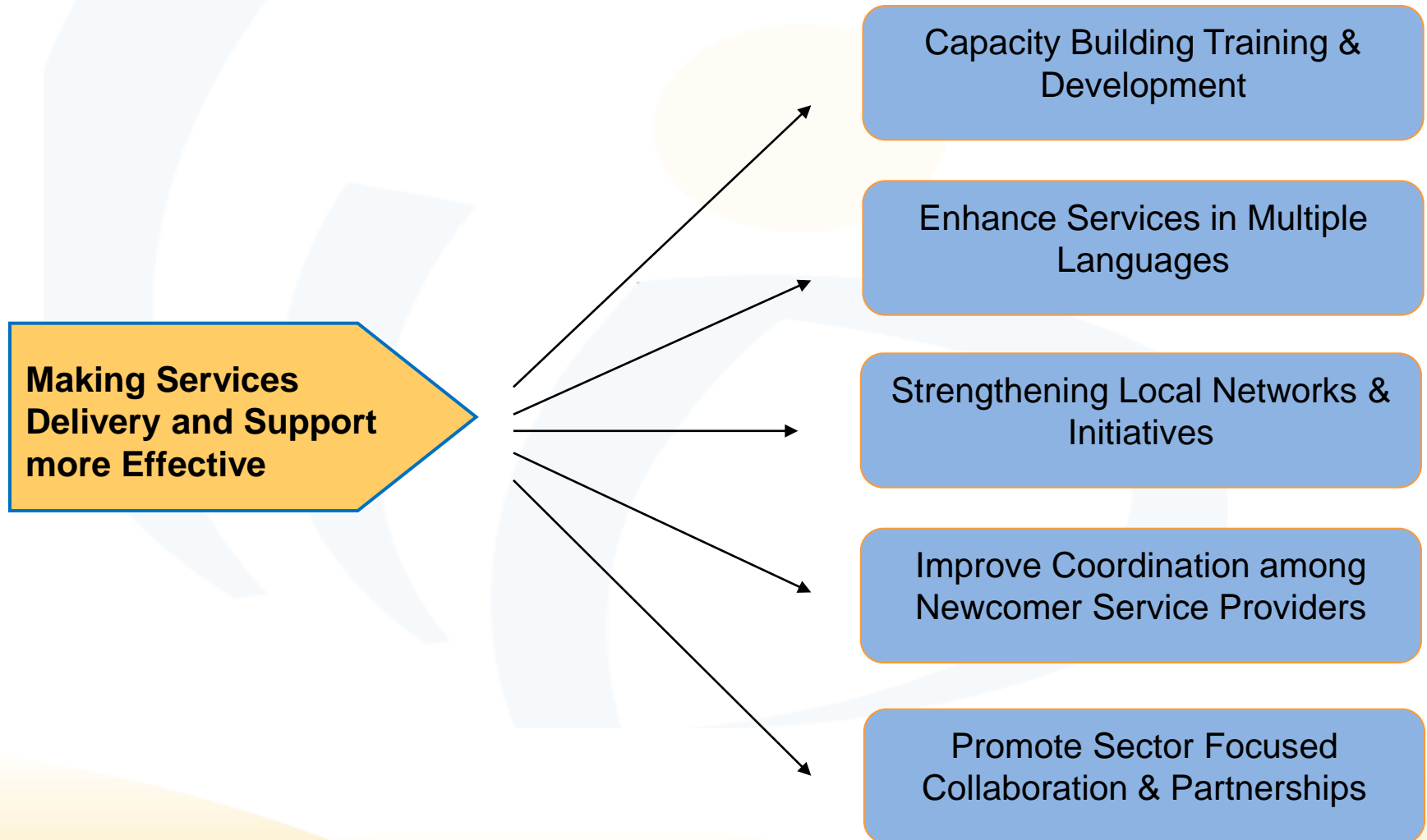
NWS LIP Focus Areas & Actions



NWS LIP Focus Areas & Actions



NWS LIP Focus Areas & Actions



Key Achievements

- **47 organizations and 10 residents are connected**
 - 37 member organizations and
 - 10 Resource Partners representing diverse services
 - 10 residents representing diverse cultural background
- **Inter- agency relationship improved**
 - Organizations initiated new collaborations
 - Enhanced confidence and trust among member agencies
- **Service sector knowledge improved**
 - Enhancement of knowledge through information session
 - Improvement in cross referrals and knowledge sharing

Key Achievements.....

- **Interactive Website is in place**
 - Featured with immigrant and service providers pages
 - Provides regular update on upcoming events & opportunities
 - Sharing useful resources and tools
- **Online Service directory “Services in our Neighbourhood”**
 - Contained service information of over 120 organizations
 - Classified into 23 service categories
 - Provides a snapshot of each organization + location map

Key Achievements.....

- **Centre guideline for service provider organizations**
 - To create a common platform that could set a service benchmark for all the service providers
 - To help frontline staff offer a friendly environment
- **Report on effective outreach methods**
 - Study the best practices
 - Identify cost effective outreach methods
 - Find out outreach tools that can be used jointly

Key Achievements.....

- **Report on scams and fraud**
 - A resource guide for frontline workers and reading material for immigrants and residents
 - It provides a wide range of information on scams and fraud that target new immigrants
- **Community survey tools**
 - Survey tool to identify service gaps
 - Focus group discussion tools – identify service accessibility and challenges
 - Inventory survey – faith-based groups, local networks, services, organizational capacity and relationship
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Reviewing the Centre Guideline

Please review the document for,

- Flow of information
 - Any missing information / Area needs more details
 - Any irrelevant information
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- **Finalized document will be shared through website and email**

Break



Phasing out and Transfer of Knowledge

NWS LIP Tools	How do you plan to use this tool/ resource?	Suggestion for new LIP to use this tool/ resource?
Online service directory		
Centre Guideline		

Phasing out and Transfer of Knowledge ..

NWS LIP Tools	How do you plan to use this tool/ resource?	Suggestion for new LIP to use this tool/ resource?
Report on Scams & Fraud		
Effective outreach methods		

Phasing out and Transfer of Knowledge..

Any other suggestions:

