

Partnership Council Meeting - Minutes

Date: February 14th, 2012

Time: 10:00am to 12:30pm

Attendees: Nausheen Khan (VPI Inc.), Jona Daci (VPI Inc.), Hanifa Kassam (ACSA), Mei Tin Lee (CICS), Lee Soda (ACSA), Manonmany Churiyasrichandra (Resident), Ning Zhang (PICS), Yvonne Ma (CFSO), Karen Evans (TDSB), Forough B. Kmohammadi (CCS), Feng Qin(Faith) Xing (Resident), Jing Ye (Resident), Ping Gu (Resident), Mahalakshmi Samiappan (Resident), Hanna Cabaj (TCDSB), Sulekha Sathi (TPL – Agincourt), Helen Yang (YMCS – NIC), Freba Shamsamand (MCI), Neelu Nagi (TESS), Timothy Chan (Faith Leader/ Resident), Sabrina Wang (PICS), Curtis Morken (CIC), Michelle Dagnino (Evaluation Consultant), Mani Mahadeva (NWS LIP), Rezwan Karim (NWS LIP), Michelle Davis (NWS LIP)

1. Welcoming and Introduction

2. Review of LIP Project activities and process

Settlement Needs

- Basic challenges faced by new immigrants during their settlement process
- Planning phase Dec 2009-March 2011
 - Council member developed a common vision based on the inputs and feedback collected through interviews with 100 individuals, planning meetings, focus group discussions and a community summit
 - Resulted in 3 focus areas
 - Improve welcoming and information gathering process
 - Enable community to play a valuable role in settlement
 - Making Services Delivery and Support more Effective
 - 16 settlement strategies developed, long term implementation plan developed
 - Final review by Partnership Council and submitted to CIC in March 2011
- Community engagement
 - Without community involvement the strategy plan would not reflect their needs
 - New immigrants and residents were engaged through Interview, group discussion, participation in the partnership council, Community Summits and community launch events
- Implementation phase
 - LIP started its implementation phase in April 2011 with a revised governance structure
 - Partnership Council, 5 working committees and management committee

- LIP focus areas and action points

- Improve welcoming and information accessing gathering process
 - Enhance access to online information
 - Newcomer Centre Service guideline
 - Improve newcomer welcoming package
 - Collective outreach and service promotion
 - Newcomers more aware of services
 - Enhancing inter-agency information sharing
- Enable the community to play a role in settlement
 - Community education and awareness
 - Network with community groups
 - Support community driven activities
- Making services delivery and support more effective
 - Capacity development training
 - Enhance services in multiple languages
 - Strengthening local networks and initiatives
 - Improve coordination among newcomer service providers
 - Improve sector focused collaboration and partnership

3. Achievements and Outcomes

- Engaged 47 council members
 - 37 member organizations
 - 10 resource partners
 - 10 residents from diverse cultural background
- Inter-agency relationship improved
- Interactive Website is in place
 - Immigrants and service providers pages
 - Regular update with job postings, newsletters, upcoming events etc
- Online service directory 'services in our neighbourhood' that includes information of 120 organizations
- Centre guideline for service providers
 - Provides guidance for frontline staff to support better service delivery and to create positive welcoming environment to clients

- Report on effective outreach methods
 - o Study the best practices
 - o Identify cost effective outreach methods
 - o In-depth research, group discussion among council members to identify outreach methods that can be implemented jointly
- Report on scams and fraud
 - o It provides a wide range of information on scams and fraud that target new immigrants
- Community survey tools
 - o A number of survey questionnaires were used throughout the project to conduct the community consultation and collecting information on service provision of different Partner organizations.
 - o Those tools will be posted on the website for future reference

Reviewing the Center Guideline

- LIP developed a Centre Guideline to create a common platform that could set a service benchmark for all the service providers and also to help frontline staff to offer a friendly service environment to the clients.
- Council members were asked to review the draft document for 10-15 minutes for their feedback
- Uniformity in service delivery (according to Ontario Disability Act- ensure we have the service in place to provide service to individuals) is one of the best practices that all the organizations need to comply with. Council member appreciated inclusion of Ontario Disability Act (ODA) service complainants in to the guideline.
- Guidelines to clients is very important
 - o How do you transfer this information (client responsibility) to the client
- Title - make it more clear, it doesn't reflect the document
 - o Suggested title - Service Standards
 - Challenge because all organizations have their own standards
 - o Service delivery guidelines (more general) for service provider organizations
 - o Remove the word "Centre"
 - o Need to understand the perspective of newcomers and their difficulties in accessing services. Memebtrs appreciated that the document was prepared taking into consideration the newcomers' perspective, which facilitates in accessing to information.

4. LIP changes and new "Scarborough LIP structure"

- December CIC held a meeting with 17 LIPs

- CIC purposed GTA divided into 4 regions - WEST, EAST, NORTH and SOUTH
- CIC has asked that the existing LIP's in Toronto currently operating in the four CIC proposed regions, form a collaborative
- EAST Region LIP
 - o Catholic Cross Cultural would lead the next process due to their roots in servicing newcomers
 - o Model proposed by CIC will
 - Engage with communities that have not yet been involved in the LIP process and continue the work with the other communities
 - \$400,000 per Cluster
 - o CCS has submitted a proposal requesting \$500,000 and five staff.
 - o Proposed governance structure includes a Partnership Council and Immigrant Council
 - o Scarborough LIP has asked for a larger share due to the size of the area and because the identification of communities that have not be involved

5. Review the LIP strengths, challenges and discussion of hope for the future

Groups work- reflect on questions

1.) Reflect on what has been done well?

Most valuable experience:

- Networking between Council member organization
- Trust built among the organizations
- Sharing of resources and information
- Access to information, resident input, access to information ex: website, bi-weekly informative emails
- Community engagement
- Collaboratively address issues
- Interconnections between groups
- Residents able to receive information directly and disseminate them
- Receiving info via website, LIP community events
- Ability to speak freely

What was useful in improving awareness of the LIP and member organizations?

- Increase awareness of other organizations services, to avoid duplication
- Website: Sections geared toward both Newcomers and Service Providers, giving tailored information
- Community Launch event – great turn out that highlighted the LIP initiative in the community

What are the challenges?

- Multiple meetings
- Missing areas of importance ex: LGBTQ, people with disabilities

- More opportunities to collaborate, need more time to establish best practices
Improve communications
- More opportunities to connect with the community ex: workshops, special events
- How to roll out information into the community

What could be utilized in a better manner?

- Balance of time and resources
- Change in committees was disruptive to the process for some members
- Prioritization of activities
- Notices of meeting or meeting schedules in a more timely manner

6. Announcement

- Final Evaluation
 - One-on-one discussion with individuals
 - Focus groups discussion with Management Committee
- Scarborough Wide LIP Meeting
 - To inform members of the structural changes
 - Mid-Scarborough Hub - March 22, 2012 10am-1pm
- Information sessions on scams and fraud
 - A pilot session will be conducted in ESL classes
- CCS Mental Health Fair- March 8, 2012 at Agincourt Library
 - Over 10 agencies will be present
 - Aims to remove some of the stigma attached to mental health
- ACSA's forced marriage (AMFM)project is going to organize workshop on domestic violence on March 25 for service providers
 - Day for service providers to introduce them to the topic of Forced Marriage
 - Call out for artists - want artistic forms that express the issue
 - Further details will be communicated with the LIP Council members shortly

7. Next Steps – phasing out and transfer of knowledge (E-mail charts to members and receive feedback within 10 days)

Partnership Council members were asked to provide feedback on how they would use or sustain the usage of the following after NWS LIP phased out:

- Online Services Delivery
- LIP Website -Two suggestions on how to continue if there is no funds from CIC:
 - Join it with ACSA website
 - Connect it with Settlement at Work wiki website

- Centre Guideline
- Reports on Scams & Fraud
- Effective outreach methods

8. Wrap up

Mani thanks all that contributed to the NWS LIP process over the past 2 years.