

Working Committee # 1: Access of Information - Minutes

Date: August 22nd, 2011

Time: 2:30 – 4:30pm

Attendees: Artan Saphui (PICS), Hanifa Kassam (ACSA), Mani Mahadeva (NWS LIP), Rezwan Karim (NWS LIP), Michelle Davis (NWS LIP)

Welcoming and objective of the meeting

Updates and next steps

Finalize the recommendation about online information

- There were no additional recommendations for the Government information online portal and Welcome Package review

The existing recommendations will be circulated among the Partnership Council members for final comments and then the report will be finalized and submitted to the relevant parties.

Review and finalize the recommendation on Welcome Package

- Project Manager shared the revised Review Report. Kennedy Park and Eglinton East (KPEE) LIP is also working on similar work and in hopes to create a pocket book of services for their catchment area
- NWS LIP will possibly collaborate with KPEE LIP on this venture and also explore the possibility to create a Welcome Guide for the entire Scarborough area
- Next step: Follow up with other Scarborough LIP initiatives on developing a Welcome Guide

Assessment of outreach methods

- A questionnaire was prepared and sent out to select council members by Artan in July
- So far 4 organizations responded and more are expected to provide their inputs in the next two weeks. The updated summary will be discussed in the next meeting

Capacity development training for frontline staff

- Inventory of Staff training has been developed
- Planning for training session in October

- TPS, SALCO, and TPH have made their commitment to conduct training for frontline staff this year
- Selected training topics were shared with the members for feedback
- Topics: Public safety and general scams and fraud, immigration law, human rights, family law, navigating legal services, and orientation to health services
- Other topics identified from partners: domestic violence, family abuse, mental health and client case management
- Some of the workshops that ACSA's Newcomer Information Centre conducts can also be useful for frontline staff members
- It was suggested to explore the possibility to conduct a multiple training session with the option for participants to choose which session best suits them
- Follow-up with participants will need to be done in order to ensure trained retain and share learned practices. This can be an evaluation to assess the usefulness of the training
- It was suggested to create an online library where different training materials are made available including training sessions facilitated by the LIP
- A list of available training will be sent to partners for their preference ranking
- Client sharing and case management training were two topics that are relevant

Website Development

- Final stages of development are under way
- A test run of the service directory element to be done during the last week of July

Newcomer Centre guideline

- No further input was received from Partners
- Other Scarborough LIP's are also working on developing a common referral system
- Kennedy Park & Eglinton East LIP is looking into Client Referrals – client sharing, transferring clients, policy – no concrete decisions have been made
- Regarding Centre Guidelines, the specific factors of liability issues has been discussed
- Transparency of client registry to avoid conflict for clients should be explored
- Items to be addressed in Newcomer Guidelines: Best practices, Case management training to deal with issues surrounding client management, specifically assessment and intake and referrals
- Next meeting will focus on Newcomer Centre guidelines
- It was suggested to invite senior staff from Polycultural Immigrant and Community Services (PICS), Centre for Information and Community Services (CICS), Agincourt Community Services (ACSA), YMCA and Settlement Assistance & Family Support Services (SAFSS)

Engaging local media for service promotion and outreach

- In order to enhance collaborative service promotion through local media, the LIP will identify interested council members and their available resources
- A meeting will be organized in November among the selected agencies to identify strategies on how to approach media
- Media promotions methods:
 - Using articles placed in local and ethnic media as a means for free advertisement
 - Collaborations among partners to collectively purchase ad space
 - Many give discounts to non-profits
 - Scarborough Mirror – Article and news items are free of charge. Community event board is also available
 - communityoutreach.ca – promotions free of charge with online registration
 - charityvillage.com – free of charge for events and volunteers positions, however for paid positions it costs money
 - www.51.ca is a Chinese website for free advertisements of events
 - start with free of charge options available

Wrap up

Next WC#1 meeting will take place on October 24th, 2011 at ACSA 4155 Sheppard Ave.
(upstairs board room)