Calgary Local Immigration Partnership (CLIP) Stakeholder Engagement
SUMMARY OF WORLD CAFÉ CONVERSATIONS
NOVEMBER 24, 2011

CONVERSATION # 1: VISION

- What is your Vision for Calgary?
    - Short-term (up to 2 years)?
    - Long-term (beyond 2 years)?
- Does this Vision include the successful integration of immigrants and, if so, how?
- What can we do to make Calgary a welcoming community and ensure the successful integration of immigrants?
    - Short-term?
    - Long-term?
- How can this be a shared Vision across the community?

Executive Summary

- ✓ Calgary is and must continue to be a welcoming and inclusive community.
- ✓ Successful integration must be a Shared Responsibility, a 2-way conversation amongst the community and newcomers; mainstream organizations and the immigrant serving sector; employers and employees; ethno-cultural communities and the community at large.
- ✓ The best way to ensure fullness, accuracy, timeliness and accessibility of information is by developing and maintaining a Roadmap, Central Point or Gateway where newcomers and the mainstream community can go to learn about programs and services and other relevant information on resources

---

- **Inclusiveness**
    - Calgary is and must continue to be a welcoming and inclusive community.
    - We must maintain the fabric of Calgary while celebrating our differences.
    - This celebration of our differences needs to be real and not merely illusionary.
    - We all must continue to be proactive in promoting the strengths of our community while not forgetting or ignoring our newcomers.
    - Calgary must understand and appreciate the difficulties many newcomers face.
    - Successful integration of newcomers is and must continue to be one of our strengths.
    - A welcoming centre could centralize many programs and services.
    - All members of the community need to have their voices heard.

- **Integration**

- Successful integration means that differences are respected.
- Accordingly, Calgary at large and newcomers must learn about and appreciate each other's cultures.
- The community as a whole really needs to reach out even to those newcomers who do not appear to be asking for help – we need to break down unnecessary walls and silos.
- Successful integration must be encouraged and fostered by everyone.
- Successful integration is made easier by awareness of and access to relevant resources.
- Ambassadors and champions are needed to spread the good word.

- **Information**
  - Newcomers need full, accurate, timely and accessible information in order to successfully integrate.
  - This information is needed before leaving their home country, upon arriving in Calgary and while making their way in Calgary over time.
  - The information has to be the right information about available and relevant programs and services.
  - The best way to ensure fullness, accuracy, timeliness and accessibility of information is by developing and maintaining a Roadmap, Central Point or Gateway where newcomers and the community as a whole can go to learn about programs and services and other relevant information on resources.
  - Information of interest to specific communities should also be included.
  - Information should also include resources on credential recognition and career pathways.

- **Collaboration**
  - Successful integration must be a Shared Responsibility amongst the community and newcomers; mainstream organizations and the immigrant serving sector; employers and employees; ethno-cultural communities and the community at large.
  - Success must be a 2-way conversation – there needs to be common goals and an understood process of reaching these goals which includes all groups.
  - Mainstream organizations and the immigrant serving sector must work together to ensure success for all.
  - The needs of newcomers must come before the needs of the immigrant serving sector itself – the programs and services must result in positive outcomes for newcomers themselves and not just for the providers.
  - Mainstream organizations must appreciate the needs of newcomers.
  - Established community services such as police, education, social and health must reach out to newcomers with welcoming arms and an understanding of the critical issues facing them.

- Strategies must be community-based and not institutional-based.
- Calgary needs to appreciate that newcomers may also face the same issues as everyone else – childcare, poverty, youth matters, homelessness, mental illness, seniors.
- Employers need to be part of the strategies.
- Newcomers must become more involved in solutions which will most benefit them.

CONVERSATION # 2: PRIORITIES

- What are the most pressing issues faced by immigrants:
  - Short-term?
  - Long-term?
- What should be the community's main priorities related to immigration and the successful integration of immigrants?
  - Short-term?
  - Long-term?
- How do we ensure these priorities are met?
- How can this work be a concerted community effort?

Executive Summary
Priorities:
- ✓ *Quick, efficient and effective settlement.*
- ✓ *Getting the right information to newcomers.*
- ✓ *Short-term – basic needs and emotional support for newcomers.*
- ✓ *Long-term – appropriate civic, social and employment engagement of newcomers.*
- ✓ *Employment; labour-market integration; credential recognition.*
- ✓ *Affordable housing.*
- ✓ *Community-based strategies and solutions that can work.*

How to meet the needs:
- ✓ Strategic partnerships which incorporate multiple stakeholders
- ✓ Connect outcomes to work being done – accountability
- ✓ Outcomes need be community-driven.
- ✓ Emphasis should be on newcomer needs and not on infrastructure.

- **Information**
  - Newcomers need full, accurate, timely and accessible information in order to successfully integrate, beginning with settlement and needs assessments.
  - This information is needed before leaving their home country, upon arriving in Calgary and while making their way in Calgary over time.
  - The information has to be the right information about available and relevant programs and services.
  - The best way to ensure fullness, accuracy, timeliness and accessibility of information is by developing and maintaining a one-stop shop where newcomers and the mainstream community can go to learn about programs and services and other relevant information on resources.

- o The community needs to ensure that newcomer groups know about other newcomer groups.

- **Critical Need Areas**
  - o Needs Assessment
  - o Affordable Housing
  - o Language Training
  - o Other educational programs
  - o Employment-related
    - Labour-Market Integration
    - Credential Recognition
    - Licensure matters
    - Skills Transfer, Mentoring, Bridging Programs
    - Funding for upgrading
  - o Childcare.

- **Stakeholder Involvement**
  - o Successful strategies and solutions must involve all stakeholders:
    - The community at large
    - Newcomers and newcomer groups
    - Mainstream organizations
    - Immigrant-serving agencies
    - Employers
    - School system
    - Established community services such as police, education, social and health.

- **Community-Based Strategies and Solutions**
  - o Strategic partnerships which incorporate multiple stakeholders will work best.
  - o Need to connect outcomes to work being done – accountability.
  - o Outcomes need be community-driven.
  - o Emphasis should be on newcomer needs and not on infrastructure.
  - o Solutions and strategies should be local and grassroots where possible.
  - o Need to give voice to all newcomers.
  - o Need to link newcomers and newcomer groups to each other.

CONVERSATION #3: ENGAGEMENT

- How can we further engage those who are not here at this Community Forum but who would play an important role in CLIP?
- How would a Calgary Local Immigration Partnership benefit:
  - Your organization?
  - The community at large?
- What CLIP initiatives or partnerships would help your organization achieve its objectives and ensure positive immigrant settlement and integration outcomes?
- Would you or your organization get involved in a CLIP initiative or partnership. If yes, how:
  - Formal roles?
  - Informal roles?

Executive Summary

- ✓ *Need to ensure that there are as many voices as possible at the table – individuals, organizations, government, City of Calgary , communities, service providers, employers, schools, faiths, Chamber of Commerce, social services, police services, etc.*
- ✓ *Build on existing success*
- ✓ *CLIPs will play a vital role:*
  - *Create a presence, structure, centre point*
  - *Sharing information and resources*
  - *Encouraging partnerships*
  - *Help ethno-cultural communities reach out*

- **The Need to Engage/Who Needs to be at the Table**
  - Connect with and invite all stakeholders to the table.
  - Engage those early adopters and use that engagement to reach out to others.
  - Broad agenda will ensure greater participation.
  - Build on existing successful infrastructure.
  - Need a wide dissemination of information by stakeholders.
  - Need a wide engagement of stakeholders.
  - Build on early successes.
  - Use of media – traditional and social.
  - Participants must include:
    - All levels of government including the City of Calgary
    - Newcomers and newcomer groups
    - Faith-based organizations

- Immigrant-serving agencies
- Mainstream organizations
- Employers
- Post-secondary schools and students
- School system and families/students
- Established community services such as police, education, libraries, social and health services
- Community associations and community resource centres
- Professional associations
- Chamber of Commerce
- Program and infrastructure funders
- Media
- Volunteers

- **Benefits of CLIP**
  - Community-driven and grassroots solutions.
  - Bridge communities and organizations.
  - Newcomer groups will flourish and develop further.
  - A city-wide initiative – a beacon will be created.
  - Relevant information and resources will be shared.
  - One-stop information/resource centre.
  - Help diminish sense of isolation.
  - Initiatives and partnerships will be encouraged and rewarded.
  - Larger scale strategies will be developed and implemented.
  - Public discourse – more voices will be heard.
  - Service delivery will improve, be more effective and efficient.
  - Research-based analysis and promising practices methodologies.
  - Policy and advocacy strategies.
  - Properly measured outcomes – accountability.

- **Relevant CLIP Initiatives and Partnerships**
  - CLIP as a new method of engaging newcomers and service providers.
  - Cross-cultural engagement.
  - Information Sharing Strategies.
  - Supporting and strengthening existing infrastructure and programming.
  - Employment Strategies.
  - Literacy Strategies.

- **Informal and Formal Roles**
  - Join the conversation of making CLIPs a reality
  - Provide leadership, collaborative assistance and support as needed

CONVERSATION #4: OPERATIONAL/ORGANIZATIONAL

- What principles should govern the collaboration, governance and mandate of CLIP?
- What should be the Council's structure and mandate?
- What sectors or areas of concern should be represented on the Sub-councils?
- What should be the Sub-council's structure and mandate?
- What organizations or groups should be represented on the:
    - Council?
    - Sub-councils?
    - Other structures and initiatives?
- Would you or your organization be interested in serving in any of the following capacities:
    - Council member?
    - Sub-council member?
    - Informal role?
    - Champion? Supporter?
    - Other?

Executive Summary

- ✓ *CLIPs must be governed by a set of agreed upon principles designed to ensure effective and efficient strategies and solutions.*
- ✓ *These principles should reflect the following:*
    - *Inclusiveness*
    - *Common and broad agenda*
    - *Non-competitive*
    - *Sharing of strengths*
    - *Building of trust*
    - *Accountability*
    - *Transparency and open communication*
    - *Strong leadership and support*
- ✓ *Any organizational infrastructure must be broad-based, enable equal representation by all interested participants and should build on all the successful programs, initiatives and partnerships already in operation.*

- **Guiding Principles**
    - Should be agreed upon and set by the community:
        - Calgary-specific
        - Inclusiveness
        - Common and broad agenda
        - Non-competitive.

- o Objectives should be to:
  - Share strengths
  - Build trust
  - Create accountability
  - Encourage transparency and open communication.
- o Strong leadership and support.

- **Structure and Mandate**
  - o Broad-based and newcomer 1st focus.
  - o Equal representation by all interested participants.
  - o Build on successful programs, initiatives and partnerships already in operation.
  - o Individuals and organizations should be represented.
  - o Democratic and open dialogue.
  - o Advisory board reflecting broad approach and playing effective leadership role.

- **Areas of Representation**
  - o All interested stakeholders
    - All levels of government including the City of Calgary
    - Newcomers and newcomer groups
    - Faith-based organizations
    - Mainstream organizations
    - Immigrant-serving agencies
    - Employers
    - Post-secondary schools and students
    - School system and families/students
    - Established community services such as police, education, libraries, social and health services
    - Community associations and community resource centres
    - Professional associations
    - Chamber of Commerce
    - Program and infrastructure funders
    - Media
    - Volunteers
  - o Use London model as guide but ensure the strategies and solutions must be Calgary – specific.

- **Gauging Interest**
  - o Most organizations at the Community Forum want to be involved in the conversation of making CLIPs a reality – providing leadership, collaborative assistance and providing support.