

Annual Report Summary

2012-2013



Hamilton Immigration
Partnership Council

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Hamilton Immigration Partnership Council Members

Lil Acevedo	Housing Worker, Housing Help Centre
David Adames	President and CEO, Hamilton Chamber of Commerce
Elizabeth Beader	Executive Director, North Hamilton Community Health Centre
Gail Belisario	Principal of Equity, Hamilton Wentworth District School Board
Mary Cipolla	Superintendent, Hamilton Wentworth Catholic District School Board
Jim Commerford	<i>Chair</i> , President and CEO, YMCA of Hamilton/Burlington/Brantford
Huyen Dam	Doctoral Student and Research Assistant, McMaster University
Alain Dobi	Coordonnateur du Resau de soutiena l'immigration francophone
Howard Elliot	Managing Editor, the Hamilton Spectator
Neil Everson	Director, Planning and Economic Development Department, City of Hamilton
Gillian Hendry	Director, Housing Services Division, City of Hamilton
Don Jaffray	Executive Director, Social Planning and Research Council of Hamilton
Richard Koroscil	President and CEO, Korlon Strategic Services
Ann Lamanes	Communications Officer, Community Services Department, City of Hamilton
Lily Lumsden	Senior Regional Manager, YMCA of Hamilton/Burlington/Brantford
Brian McHattie	City Councillor, City of Hamilton
Evelyn Myrie	Executive Director, Hamilton Centre for Civic Inclusion
Joe-Anne Priel	General Manager, Community Services Department, City of Hamilton
Judy Travis	Executive Director, Workforce Planning Hamilton
Jim Vanderveken	Dean, Interdisciplinary Studies, Mohawk College

PROJECT STAFF

Linda Button	Project Manager, Immigration Strategy
Carolina, Castro-Garcia	Program Secretary, Immigration Strategy
Colin McMullan	Manager, Social Development Team
Hila Taraky	Working Group Coordinator, Immigration Strategy

Message from the Chair

Great strides have been made this past year in implementing the Immigration Strategy in Hamilton. Hamilton Immigration Partnership Council's working group have produced numerous research reports, resources and informative materials to ensure newcomers to Hamilton are aware of and have access to programs and services that facilitate settlement.

Through the HIPC and its Working Groups, partnerships have been formed and collaborative efforts have been made toward building a well-coordinated, seamless settlement service system. The events that have brought together service providers to network, share ideas and resources and discover ways to collaborate are indicative of this effort.

The Professional Development Workshops for the settlement service providers, the Cross Training Event for all of the HIPC partners, and the Health Equity Roundtable Event for health care providers, settlement service providers and policy makers were the major events convened by the HIPC during the last year. However, the HIPC also organized and participated in a myriad of meetings, forums and gatherings that further enhanced coordination within the system.

In overseeing the implementation of our Immigration Strategy, the HIPC is a champion and facilitator in connecting community partners and institutions throughout the city and supporting them in working together to ensure the successful settlement and integration of Hamilton's newcomers. The HIPC has enabled a large number of community stakeholders and experts to contribute in a collaborative and cooperative manner. Given that community engagement is a delicate balancing act of, in some cases, conflicting interests, the HIPC has worked to acknowledge community partners' diverse interests while being cognizant of the resources required to complete the activities outlined in the annual Work Plan. By drawing on relevant research, employing evidence-based approaches, consulting extensively with community partners and involving service provider organizations in the priority setting and execution process, the HIPC has been able to garner the support and confidence of Hamilton's vast service sector.

This Annual Report is a summary of just some of the work accomplished by the HIPC and its partners throughout the 2012–2013 fiscal year. It is my hope that this report adequately acknowledges and recognizes the contributions of our many partners and the superior leadership provided by our staff team. Without the broad community collaborations established in recent years, we would not have realized our many successes.

In closing, I must acknowledge our many partners – the government of Canada, the City of Hamilton, and the many individuals, organizations and institutions of the Hamilton community whose names you see at the end of this report. I want to thank them for their commitment and support in pursuing the goals contained in the Hamilton Immigration Strategy.



Jim Commerford

Chair, Hamilton Immigration Partnership Council
President & CEO, YMCA of Hamilton/Burlington/Brantford

Who We Are and What We Do

The Hamilton Immigration Partnership Council (HIPC) was convened in January 2009 as a planning and advisory body dedicated to forging community partnerships to improve the access, coordination and effectiveness of local settlement and integration programs and services. In this role of catalyst, convenor and collaborator the HIPC supports the development of local partnerships and community based planning around the needs of immigrants.

The HIPC is a multi-sector stakeholder body comprised of community leaders representing organizations that provide services to, or have an interest in, the integration of newcomers to the city. Members of the HIPC reflect many sectors of Hamilton's community including local government, community organizations, immigrant-serving agencies, language training bodies, business networks, educational institutions, media, employers, and the francophone community.

The HIPC has established a vision of Hamilton and is dedicated to realizing it:

Hamilton is an inclusive community where the talents and experience that immigrants and refugees bring are valued because they are integral to making Hamilton the best place to raise a child.

Highlights of 2012–2013

This Annual Report provides a summary of the achievement of the objectives and activities identified in the 2012–2013 Work Plan. The Annual Work Plan guides the work of the HIPC, its Steering Committee, Working Groups and the staff support team toward implementing the broader, long-term goals of the Immigration Strategy and Action Plan.

During the 2012–2013 fiscal year, the HIPC made great strides in addressing the Immigration Strategy's four strategic priorities. The highlights of these accomplishments are described below.

1. Building Collective and Collaborative Leadership

The HIPC has recognized that if the Immigration Strategy is to have legitimacy, significance and impact it must have a strong degree of community ownership and buy-in. The involvement of all the major organizational and institutional sectors has been essential in building collective and collaborative leadership within HIPC's network of community partners.

Over the past fiscal year much of the work of the HIPC has focused on increasing community ownership of the Immigration Strategy by expanding membership, advising and supporting local immigrant-related projects, and identifying and facilitating collaborative partnerships among community organizations that are working to meet the needs of newcomers and establishing relationships with community partners to garner collective support.

Building relationships is essential for a community initiative to be effective. A cohesive, well-connected network is a valuable resource to community members as it is the way in which resources and information are transferred. A great deal of knowledge is gained through trusted interactions and collaborative leadership can make a difference in moving community work forward.

The HIPC has established itself within the community as catalyst for bringing together local organizations and service providers to share information, resources and collaborate on projects related to immigration. For example, McMaster University sought out the HIPC to connect them with community partners to review their preliminary findings and advise them on implementing the recommendations of their research on the Quality of Life of Immigrants. The HIPC not only connected the researchers with the organizations and groups that met their needs, but also supported the project by participating in a focus group, bringing together community partners for an event (at which the findings were publicly shared) and linking the research team to community partners who may implement the project's proposed recommendations.

The HIPC has also developed strong relationships with many community and City of Hamilton bodies that are not formally linked with the HIPC through membership on HIPC committees and Working Groups. For example, the HIPC has worked with the City Manager's Office's on developing the Immigrant Attraction Action Plan, the Immigrant Culture and Art Association, the City of Hamilton's Cultural Plan Advisory Team and the Immigrant and Refugee Advisory Committee. Although these bodies are not represented in the formal network of HIPC partners, none the less connections with them have helped to advance the work of meeting the needs of newcomers in Hamilton through the sharing of information, expertise and resources.

Collective and collaborative leadership has also been achieved through working with and encouraging partners to align their business plans and strategic priorities with the work of the HIPC in an effort to



integrate and prioritize the needs of newcomers and immigrants in Hamilton. Strategies and reports which reflect this alignment include Workforce Planning Hamilton's Labour Market Plan and the City of Hamilton's 10 Year Housing and Homelessness Action Plan, both of which identify addressing newcomers' needs a priority due to these community partners' involvement with the HIPC.

2. Strengthening the Delivery of Settlement Services

It is in the early stages of settlement that immigrants face the greatest challenges. Finding a job, finding appropriate affordable housing, obtaining access to public services, and developing a network for support and cultural expression are all part of this phase.

The HIPC has identified the creation of a more responsive and integrated system of service provision as a strategic priority. The objective is to better coordinate services at the community level and improve newcomers' access to mainstream service institutions, as well as to increase newcomers' awareness of these services.

Over the last year, the HIPC has brought together a wide range of community partners and facilitated the coordination of their efforts to address the needs of newcomers. These efforts have resulted in producing and disseminating myriad resources, conducting research and presenting findings to inform planning, organizing networking, information sharing events and creating and implementing innovative strategies. This work contributes to increased levels of knowledge and awareness of both providers and newcomers about the programs and services available to newcomers. The HIPC also employed the use of rigorous evaluative mechanisms to ensure that the quality, relevance and usefulness of all initiatives, events and resources produced meet the needs of newcomers and service providers.

Through its six Working Groups, the HIPC ensures that provider agencies, practitioners, immigrant communities and local representatives of various levels of government receive timely information about services for newcomers and working together to respond to newcomers' needs. For example, The Strengthening Newcomer Services (SNS) Group, led by the Social Planning and Research Council in collaboration with the Workforce Planning Hamilton, Community Information Hamilton, the Hamilton Centre for Civic Inclusion, as well as the HIPC, with financial support from the Trillium Foundation, completed a number of activities to increase awareness of the newly restructured landscape of settlement services in Hamilton. This work, which was completed in 2012, resulted in a report to the community comprising of a number of recommendations which the HIPC has incorporated into its work plan for the 2013–2014 fiscal year. The work of the SNS Group was crucial in mapping out a baseline for the level of coordination among service providers.

Throughout the year, the HIPC Working Groups engaged in a series of strategic activities and developed and distributed resources to help strengthen the coordination within the settlement and broader service sector. The HIPC's Settlement Service Provider Working Group re-examined the level of coordination among providers one year after the SNS Group's survey and found that coordination had increased. Service providers from the settlement and broader service sector reported having a higher level of confidence in meeting the needs of and referring their newcomer clients and an increase in knowledge of services and programs across sectors compared to the previous year. The Settlement Service Provider Working Group has committed to measuring this level of coordination annually.

In recognizing the significant role that networking opportunities play in fostering collaborative partnerships and enhancing coordination efforts among service providers, the HIPC hosted a Cross

Training Event in early 2013 to share the work of the HIPC's Working Groups. The event brought together all of the HIPC, Steering Committee and Working Group members for a half day event to showcase the products, resources and information produced by the HIPC and its Working Groups. It also enabled members to learn how to utilize the HIPC materials and members received the products and information to take back to their organizations to assist them and their colleagues with integrating newcomers into the community. The event provided over 70 individuals representing over 45 organizations with the opportunity to link their work across Working Groups and partner on activities. Members also were able to see the planned activities of each Working Group for the 2013-2014 fiscal year. Feedback obtained from members at this event confirmed that there has been an increased level of coordination among providers in the settlement and broader service sector in Hamilton due to HIPC's efforts.

The HIPC's Health Working Group also hosted a 'Health Equity Roundtable' (HER) event in March 2013. This event brought together 100 health care providers, settlement service providers, policy makers and other stakeholders from 33 organizations who work with newcomers in Hamilton. The event provided a forum to initiate conversations with organizations in Hamilton about health equity among newcomer populations and served as a platform where organizations participated in cross sector dialogue to identify barriers to achieving health equity. Participants suggested ways to overcome these barriers and committed to adopting such equitable practices within their organizations.

Also in the 2012–2013 fiscal year, the Settlement Service Provider Working Group coordinated a city-wide training opportunity for all front-line settlement sector employees. The workshop was attended by 94 participants and was offered in both English and French. The training focused better serving newcomers through improving interviewing, documentation skills, monitoring, and professional communication. Not only were front-line staff provided with excellent resources and tools to improve their skills when working with clients, they also were able to recognize ways to work together through developing new relationships and strengthening existing ones amongst agencies and organizations.

By hosting such events and highlighting the role of cross sectorial collaboration, the HIPC provides service providers with connections which are pertinent for the development of innovative solutions to address the barriers that arise in service provision due to limited resources. For example, members of the HIPC's Settlement Service Providers Working Group and members of the Language Training Working Group have created a sub-committee to develop a business case that proposes a reduced rate for the public transportation of their clients to their programs and services. Representatives from Ontario Works and the Hamilton Street Railway as well as stakeholder organizations are also participating in this effort. Although this project was not a planned activity in the 2012–2013 Work Plan it was identified as a priority in aiding the settlement process and as such is deemed as necessary.

One major settlement service provider described the importance of partnerships that have been fostered through the work of the HIPC and its events as follows: "This partnership amongst agencies has enabled the settlement community to develop a shared mission and vision – how to make the settlement sector more efficient, cohesive and seamless, so that we can together work as one in the best interests of our clients."

3. Creating a Welcoming Community

The third strategic priority for the HIPC is based on the recognition that not all residents understand the importance of immigration to Hamilton in creating an economically prosperous and culturally

rich community. The successful integration of newcomers to Hamilton and the pursuit of a welcoming community must be built on a solid base of shared knowledge. Part of this process involves increasing public awareness about the work being undertaken in Hamilton to support the settlement of newcomers and highlighting the important role that immigrants play in strengthening the city's social, political and economic spheres of life.

To help create a welcoming community the HIPC works to promote and increase awareness of the research, materials and publications commissioned by the HIPC and created by its Working Groups. Over the last year the HIPC has provided the local media with information about resources that are available to assist newcomers in settling into Hamilton and research that contributes to a better understanding about the experiences of newcomers to the city. For example, the HIPC's Housing Working Group conducted a thorough scan of social housing tenants' files and created a report entitled the 'Housing Needs of Newcomers 2012'. The findings in this report indicated that immigrants and newcomers occupy less than 8% of social housing units and make up less than 10% of the social housing wait list. These findings have been shared broadly through the local media and presented at the National Housing Day event in an effort to combat the myths and misconceptions of immigrants as over-users of social services.

In addition to recognizing the important role played by the media in shaping public perception and discourse around the importance of immigration, the HIPC also took action to increase newcomers' access to information about local settlement services. For example, through collaborations with Community Information Hamilton and the City Manager's Office the HIPC further developed the Welcome to Hamilton website by adding resources for providers and newcomers and assisted in obtaining renewed funding to further enhance the Immigration Portal. Given the significance of a web based presence in this digital age, the HIPC has worked to make vital, current information available to service providers and their newcomer and immigrant clients on a consistent basis.

The HIPC also supports community partners who work towards building an inclusive community and bringing a diversity-focused lens into the institutional practices. In the 2012–2013 fiscal year, the HIPC raised awareness and participated in events hosted by the Hamilton Centre for Civic Inclusion, the Good Shepherd Centres, the Stewart Memorial Church, the Hamilton Black History Committee and others to promote an inclusive and welcoming community.

4. Creating and Disseminating Knowledge of Immigration

Building foundational knowledge and local data is crucial to implementing the Immigration Strategy because:

Service providers and employers who have access to the most recent research and data are more aware of newcomers' needs and skills and are better equipped to serve and employ newcomers.

Strengthening local capacity to integrate newcomers is best achieved through a sharpened narrative and a more informed body of knowledge about immigration.

Evidence-based planning results in the delivery of relevant high quality immigrant integration services and facilitates effective monitoring and oversight.

Since its inception, the HIPC has been pursuing this priority through a number of activities using a variety of formats and technology. It has commissioned a number of studies, reports and needs assessments, collaborated on many community events to garner and record community input, created

and administered numerous surveys to service providers and stakeholders and presented at meetings and forums.

A recent example includes the work of the HIPC's Employment and Labour Market Working Group which, through the leadership of Workforce Planning Hamilton, secured funding from the Ministry of Training, Colleges and Universities to conduct research on the experiences and attitudes of employers in hiring immigrants. This project engaged over 300 employers in Hamilton through telephone surveys. A report of the project findings will include a series of recommendations to be addressed by the Employment and Labour Market Working Group in the next fiscal year.

Other examples include the Housing Working Group's review of all social housing files to create the Housing Needs of Newcomers Report 2012 and the Settlement Working Group's administration of a sector wide survey to 378 service providers to assess the level of coordination among providers and their knowledge of programs available for newcomer clients in Hamilton. The findings of the Service Provider Survey showed an incremental increase across service providing sectors in the level of coordination. Similarly, the Health Working Group is finalizing a community-based report that identify the barriers faced by newcomers in accessing health care services and the ways in which such barriers can be overcome. This report is the result of an intense half day round table event with service providers representing over 30 organizations and will be available in the next fiscal year.

This past year, the HIPC has also taken on the significant task of evaluating its progress to date. Two large evaluative pieces have been commissioned, one that assesses the progress toward implementing the Immigration Strategy and the other that identifies the impact of the work of the HIPC and quantifies the contributions of community partners to support this work. A preliminary assessment of the results from the former report indicate that a large portion of the Immigration Strategy and Action Plan's strategic priorities and respective activities have been addressed by the HIPC. The results of the later report indicate that while CIC's contributions in providing financial resources to the HIPC have been instrumental in grounding their coordination role among service providers, the community stakeholders' in-kind and financial contributions in carrying out the work of the HIPC's annual Work Plans is monumental and exceeds \$1,500,000.

Impacts and Contributions

An assessment of the impact and contributions of the HIPC's work has been undertaken in the 2012–2013 fiscal year. Results of this assessment indicate that not only has involvement with the HIPC impacted individuals' own work and that of their organizations, it has also had an impact on the lives of newcomers.

Because of their involvement with the HIPC, community partners reported using HIPC's research reports to inform their work and HIPC resources to assist them at work. Many reported becoming more involved in newcomer issues by participating in meetings, groups and partnering in immigration projects. Some reported incorporating newcomer issues into their individual work plans and encouraging their organizations to do the same.

Due to their involvement with the HIPC, community partners reported that their organizations were collaborating with other organizations to better meet the needs of newcomers and many reported identifying newcomer issues as a priority in their organizations' strategic plans. For example, Workforce Planning Hamilton's Executive Director is an HIPC member and Chairs the Employment/Labour Market Working Group. As a result of this organization's dedicated involvement



with the HIPC, they have identified as a key priority on their Labour Market Plan, “Immigrant Skills Integration” to align with the work of the HIPC and have pursued and obtained additional funding to achieve this priority. Similarly, the Housing Services Division of the City of Hamilton is developing a ten year Housing and Homelessness Action Plan. The Director of this Division is an HIPC member and the Chair of the Housing Working Group which has worked to ensure that newcomer issues are incorporated into the ten year plan. Moreover, the Director has received approval to commit \$900,000 to the creation multi bedroom social housing units that will accommodate larger newcomer families (a need identified by the HIPC’s Housing Working Group in their Housing Needs of Newcomers 2012 report).

Involvement with the HIPC has also led organizations to conduct their own research on newcomer needs, review and revise existing policies to support the needs of newcomers, add links to their websites to direct newcomer clients to services and resources. Some organizations reported providing workshops on newcomer and inclusivity issues and establishing a committee or team dedicated to addressing the needs of newcomers after they became involved with the HIPC. For example, Mohawk College’s Dean of Interdisciplinary Studies is a member of the HIPC and initiated a project at the College that mirrors the work of the HIPC, bringing together Mohawk College staff and faculty who work with newcomer and international students. This ‘Newcomer Coordination Team’ works across disciplines to coordinate the efforts of staff to become better equipped to address the needs of their immigrant students.

Results of this Impact and Contributions Assessment survey show that newcomers are also positively impacted by the HIPC. Individuals reported that their newcomer clients are better served as they have been able to share information and increase awareness their awareness of services because of their involvement with the HIPC. Services for newcomers have also been improved as a result of organizations’ work with the HIPC. For example, one organization reported incorporating mentors into placements to assist newcomers. Moreover, many settlement service providing organizations are

collaborating to develop a common referral system that allows clients to receive more comprehensive services geared to meet their unique needs.

The Impact and Contributions Assessment survey reported that an estimated 1,065 to 4,029 newcomer clients in Hamilton have been supported by community partners due to their involvement with the HIPC.

Successes, Challenges and Next Steps

Over the past four years, the HIPC has become a central body in the community which unifies and coordinates the efforts of those working with newcomers and who have an interest in the successful integration of newcomers into the community. With increased public awareness of the HIPC's mandate and role, community organizations are increasingly turning to the HIPC for research, information, resources, connections and opportunities to contribute to the HIPC's initiative.

The HIPC's Working Groups have evolved into a platform which provides members' organizations a vehicle to plan strategically, form partnerships, pool resources and work in a coordinated manner to effectively serve newcomer clients. The structured nature and process of the Working Groups allows partners to work together in an integrated manner and create constructive solutions to newcomer settlement and integration in Hamilton. Moreover, the HIPC's continued support in maintaining the work of Working Groups through the City of Hamilton's staff support structure is critical in ensuring the success of these committees. This support system also creates a space for providers to share concerns and learn from other organizations' strategies to overcome them.

The HIPC provides a link to community connections for the development of innovative solutions to address the barriers that arise in service provision due to limited funding.

With the goal of reaching untapped audiences, the HIPC has made great strides in using web based applications to provide up-to-date information and resources to providers, community members and newcomers. Strides have also been made to increase the awareness of City Departments that do not work directly with newcomers to become aware of services available for newcomers in the community. This speaks to the capacity building mandate of the HIPC in working towards a Hamilton that is inclusive and welcoming.

Undertaking this capacity building work while engaging the support a service sector that is ever-changing is not without challenges however. Changes in funding opportunities from the federal and provincial governments as well as fluctuations in the provision of resources from donor agencies leads to a dynamic service sector where new organizations are created, others are dismantled and program restructuring occurs on an ongoing basis. In such a climate, ensuring that membership of partners reflects the realities and needs of the community can be difficult to sustain without the direct assistance of a strong staff support structure. To date, the HIPC has been successful in facilitating the active engagement and participation of key community stakeholders and in a climate of limited resources which has been a key component to enhancing the quality and coordination of the settlement service system in Hamilton.

The sustainability of the work of the HIPC has been built into multiple levels of this project and is exercised on an ongoing basis. With an emphasis on collective leadership and coordination of services, sustainability of this project is maintained by ensuring that HIPC's community stakeholders remain

engaged and invested in the Immigration Strategy and Action Plan and committed to implementing the Immigration Strategy through the accomplishment of the annual Work Plans.

While the Contribution Agreement outlines the significant financial contributions by the Citizenship Immigration Canada (CIC), the HIPC Impact and Contribution Assessment Survey findings identifies significant in-kind and financial contributions provided by HIPC partners to carry out this work. In addition to the financial contributions, in-kind contributions from partners have been received in a variety of forms such as the provision of meeting space and refreshments, printing of materials, administration of surveys, translation of materials, creation and distribution of reports and resources, provision of venue space for large events, covering fees for speakers, conducting outreach and raising awareness about HIPC's events, materials and much more. In total, according to the survey findings report, over \$1,500,000 of both in-kind and financial resources have been contributed by community partners to support the work of the HIPC. This conservative estimate clearly demonstrates the community's commitment to the work of the HIPC.

Efforts to sustain the HIPC's work are also evident in the role that project staff play in supporting partner organizations in securing funding and resources from external donors to implement activities which align with the Work Plan. This is a pertinent function of the HIPC and will continue to be so throughout the 2013-2014 fiscal year.

The sustainability of this project is contingent on working collaboratively with community partners and strengthening these partnerships. The assessment results not only acknowledge the supportive role of the HIPC's partners in carrying out the objectives and activities identified in the Annual Work Plans but also demonstrate the commitment of community stakeholders and serves as an indicator of how invested they are in the HIPC's work. Further details outlining the ways in which sustainability has been built into the work of the HIPC are outlined in the attached Work Plan Final Progress Report.

The HIPC is committed to continue to build, expand and sustain partnerships throughout the community to not only facilitate increased coordination among service providers but also to ensure the involvement of local stakeholders who are equipped to address newcomer issues. Only through such partnerships and engagement with the community can the HIPC and its work be sustained and strengthened.

2012–2013 Work Plan

In the pages that follow are the HIPC's 2012–2013 Annual Work Plan with details of the completed activities and respective achievements. While this shows the successful achievements of the planned activities for the 2012–2013 fiscal year it is important to note that the HIPC has accomplished much more than was identified in this Work Plan or reflected in this Annual Report.

Implementing the Hamilton Immigration Strategy and Action Plan

Work Plan Final Progress Report

APRIL 1, 2012 – MARCH 31, 2013

Strategic Goal

Provide and implement a collaborative framework to facilitate sustainable solutions for the successful integration for newcomers to Hamilton.

Overview

This Final Progress Report details the achievements of the planned objectives and activities of the Hamilton Immigration Partnership Council and its Working Groups for the 2012–2013 fiscal year. This work is guided by the broader, longer-term Immigration Strategy and Action Plan. This Final Progress Report mirrors the Work Plan and includes a column for reporting overall progress of each of the planned activities. It is organized in the following components and include each of the Working Groups' work plans:

- Settlement Services
- Language Training
- Housing
- Employment/Labour Market
- Health
- Governance
- Sustainability
- Public Awareness/Communications
- Newcomer Engagement
- Evaluation

GOVERNANCE					
Objective	Activity	Responsibility	Timeline	Indicators	Overall Progress
1. Ensure the implementation of the HIPC work plan	<ul style="list-style-type: none"> The Hamilton Immigration Partnership Council (HIPC) meets quarterly <ul style="list-style-type: none"> Receives updates from and advises Steering Committee Reviews work of Working Groups and project staff and provides guidance and support 	<ul style="list-style-type: none"> HIPC Project Team 	Quarterly	<ul style="list-style-type: none"> HIPC convenes quarterly Membership reflects the best interests of newcomers 	<ul style="list-style-type: none"> The HIPC convened four times in the fiscal year: June 16, Oct. 16, Dec. 11, 2012 and Feb. 13, 2013. In further strengthening partnerships with the community, the HIPC held each of its quarterly meetings at local partners' organizations <ul style="list-style-type: none"> The HIPC updated its Terms of Reference to include a policy addressing conflict of interest, procedure and resolution and submitted a draft to CIC on June 29/12. The final version was approved by the HIPC and submitted to CIC in December 2012. Findings of a review of membership presented to the HIPC at the Feb 2013 meeting showed that HIPC members believe the HIPC consists of the 'right' people to move the project forward
	<ul style="list-style-type: none"> HIPC Steering Committee, comprised of the Working Group Chairs, meets bi-monthly <ul style="list-style-type: none"> Reviews progress of Working Groups Provides updates to HIPC Develops a strategy to integrate the work of Working Groups 	<ul style="list-style-type: none"> Steering Cmte Project Team 	Bi-Monthly	<ul style="list-style-type: none"> Steering Committee convenes bi-monthly and drives the implementation of the Immigration Strategy through the work of the Working Groups 	<ul style="list-style-type: none"> The Steering Committee met six times in the fiscal year: May 22, Aug. 21, Sept. 18, Nov. 21, 2012 and Jan. 9, Mar. 5, 2013. <ul style="list-style-type: none"> The Terms of Reference for the Steering Committee were also updated to include a conflict of interest, procedure and resolution policy and were approved by the HIPC in December 2012.
	<ul style="list-style-type: none"> HIPC Working Groups meet regularly <ul style="list-style-type: none"> Carry out activities of respective work plans Complete year end report and develop next year's work plan Reassess membership 	<ul style="list-style-type: none"> Working Grps Project Team 	Monthly/ Bi-monthly	<ul style="list-style-type: none"> Work Groups are reconvened Work plan activities are carried out Year end report is completed 	<ul style="list-style-type: none"> Working Groups met regularly throughout the fiscal year, generally once a month. <ul style="list-style-type: none"> Attendance is stable and in some cases membership has increased The SMS Group disbanded upon completion of their Trillium-funded activities in May 2012. See below for progress on work plan activities <ul style="list-style-type: none"> Each Working Group developed their component of the 2013-14 annual work plan identifying objectives and corresponding activities based on the data and research they collected throughout the fiscal year. This document constitutes the year-end report and will be submitted to CIC by May 31/13.
<ul style="list-style-type: none"> Support, guide, coordinate and facilitate the work of the Working Groups 	<ul style="list-style-type: none"> Project Team 	Ongoing	<ul style="list-style-type: none"> Agenda, meeting minutes, final report, 2013-2014 work plans, outputs are completed 	<ul style="list-style-type: none"> The Working Group Coordinator has set agendas and recorded minutes for all working group meetings, monitored progress of the 2012-13 Work Plan and facilitated the completion of work plan 	

GOVERNANCE				
Objective	Activity	Responsibility	Timeline	Indicators
				Overall Progress
				<p>activities and outputs and supported the development of the 2013-14 Work Plan.</p> <ul style="list-style-type: none"> The Working Group Coordinator works and meets with Working Group Chairs regularly to set agendas, coordinate meetings, review minutes and discuss progress of the work plan. The Working Group Coordinator supports all Working Groups in achieving each of their work plan activities from organizing events, creating surveys to writing reports and developing and disseminating information and resources while also focusing on establishing and cultivating community partnerships and increasing community capacity.
	<p>Accountability to CIC:</p> <ul style="list-style-type: none"> Monthly progress reports Monthly budget claims Preparation of annual budget Develop 2013 – 2014 work plan Annual Report 	<ul style="list-style-type: none"> Project Team 	<p>Monthly</p> <p>Monthly</p> <p>Dec 2012</p> <p>Dec 2012</p> <p>May 2013</p>	<ul style="list-style-type: none"> Meetings are coordinated with each Chair Support is given as needed
				<p>Reports submitted to CIC by due dates</p> <ul style="list-style-type: none"> All reports were submitted to CIC by the specified dates and were to the satisfaction of the HIPC and CIC: <ul style="list-style-type: none"> Monthly Progress Reports – Narrative reports on the status of the achievement of work plan activities including minutes for the HIPC and Steering Committee meetings were submitted to CIC on the 10th of each month. Monthly Budget Claims – Financial reports detailing the expenditures for the month were submitted to CIC along with the narrative report by the 10th of each month. Annual Budget and Work Plan – The 2013-2014 proposed budget and accompanying Work Plan which was reviewed and approved by the HIPC in December were submitted to CIC on Jan. 7/13. Progress Report – A report containing the overall progress of the 2012-2013 Work Plan from April 1, 2012 to December 31, 2012 was submitted to CIC by the stipulated due date of Jan. 14/13. Final Progress Report – This document constitutes the final report outlining the achievement of the planned activities and intended outputs as identified on the 2012-2013 Work Plan and will be received by CIC within 60 days after the end of the funding period (or May 31/13) Annual Performance Report for Community Partnerships – A report on the results of the HIPC's activities as a component of CIC's Performance Measurement Strategy for the Settlement Program will be submitted electronically to CIC 60 days after the end of the funding period (May 31/13)

GOVERNANCE				
Objective	Activity	Responsibility	Timeline	Indicators
	<ul style="list-style-type: none"> Develop a new work plan every year based on the outcomes of the working groups and the report compiled outlining recommendations for continuous improvement of local service system for newcomers (see Evaluation component of this work plan) 	<ul style="list-style-type: none"> Project Team 	Dec 2012	<ul style="list-style-type: none"> 2013-14 Work plan developed
				<p>Overall Progress</p> <ul style="list-style-type: none"> The 2013-2014 Work Plan has been developed based on primary evidence collected by the HIPC and its Working Groups. The Work Plan has been approved by the HIPC on Dec. 11/12 and was submitted to CIC on Jan. 7/13.

SUSTAINABILITY				
Objective	Activity	Responsibility	Timeline	Indicators
1. Ensure the sustainability of the HIPC and its Working Groups	<ul style="list-style-type: none"> Refine the HIPC membership and bring in additional/new members with new/different ideas and resources as appropriate 	<ul style="list-style-type: none"> HIPC Project Team 	Ongoing	<ul style="list-style-type: none"> HIPC membership comprises of key stakeholders who can address the needs of newcomers
	<ul style="list-style-type: none"> Build into the Communication Strategy & Implementation Plan a mechanism that allows HIPC to draw in the stakeholders necessary to address the needs of newcomers (such as the signing of the Declaration of Intent, completion of the Action Plan, invitation from Working Group Chairs to key community stakeholders to contribute to Working Group activities) 	<ul style="list-style-type: none"> Communications Working Groups Project Team 	Winter 2012-13	<ul style="list-style-type: none"> Number of partners increases
				<p>Overall Progress</p> <ul style="list-style-type: none"> The HIPC expanded during the 2012-2013 fiscal year to include Mohawk College, the Chamber of Commerce, North Hamilton Community Health Centre, Economic Development Division of the City of Hamilton and Wesley Urban Ministries. Review of HIPC membership was completed in September 2012. Findings and recommendations were presented to the HIPC on Feb. 13/13. Recommendations will be implemented in the 2013-14 fiscal year. Intention and Nomination forms were completed by HIPC members in Mar 2013 to identify a Vice Chair, WG Chair replacements and members' intention to carry out their terms and commit beyond their terms. The number of organizations becoming members of HIPC Working Groups and working with the HIPC has increased in this fiscal year to include: Ontario Works, Hamilton Community Legal Clinic, Circle of Friends, City Manager's Office, City of Hamilton's Social Development Unit, Public Health, Hamilton Health Sciences, Downtown Brown Bag Lunches, McMaster University, City of Hamilton's Immigrant and Refugee Advisory Committee, City of Hamilton's Culture Department and Refugee Advisory Committee, Hamilton Street Railway (HSR), Destination Canada, Minister of Immigration and Citizenship, City of Hamilton's Strategic Services Department, Community Information Hamilton and the Immigrant Culture and Art Association A strategy to engage institutional leaders in the work of the HIPC be developed in the 2013-14 fiscal year

SUSTAINABILITY					
Objective	Activity	Responsibility	Timeline	Indicators	Overall Progress
	<ul style="list-style-type: none"> Expand community ownership of the Immigration Strategy through: <ul style="list-style-type: none"> Obtaining formal support and endorsement from community organizations through signatures on the Declarations of Intent and completion of the Immigration Strategy Action Plans Working Groups establishing partnerships with local community organizations / collaboratives within their sector to meet the needs of newcomers 	<ul style="list-style-type: none"> HIPC Working Groups Project Team 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Number of new organizations signing the Declaration Working Group activities show collaboration with community partners 	<ul style="list-style-type: none"> Community ownership increased over the fiscal year to include: <ul style="list-style-type: none"> Organizations signing the Declaration of Intent - Circle of Friends, Wesley Urban Ministries and Housing Help Centre and completing the Action Plan - Scotiabank. Working Groups expanded to include: Ontario Works, Hamilton Community Legal Clinic, Hamilton Health Sciences, Hamilton Centre for Newcomer Health, Community Information Hamilton, Public Health and Downtown Brown Bag Lunches coordinator. Partnerships were also established through working with the community and levels of government on various immigrant related projects such as: <ul style="list-style-type: none"> Hiring Immigrants Research Project with Workforce Planning Hamilton and the Francophone Immigration Network funded by MTCU. Immigrant Attraction Plan with the City Managers' Office The Housing and Homelessness Action Plan with the City of Hamilton's Housing Service's Division and the Housing and Homelessness Planning Newcomer Orientation Team with Mohawk College Quality of Life of Immigrants in Hamilton research with McMaster University (SSHRC/Metropolis) Immigration Portal enhancements with City of Hamilton's Strategic Services Department and Community Information Hamilton Developing the Ontario Immigration Strategy with the Province of Ontario Destination Canada with the Francophone Immigration Network and the provincial and federal governments Developing the City of Hamilton's Cultural Plan with the Culture Department Diversity Recognition Award feasibility meeting with HCCI, Chamber of Commerce, Hamilton Community Foundation, HWDSB, Workforce Planning Hamilton and Community Information Hamilton Employment Services research with Organization for Economic Co-Operation and Development National Housing Day event with the Affordable Housing Flagship The International Day for the Elimination of Racism with HCCI

SUSTAINABILITY				
Objective	Activity	Responsibility	Timeline	Indicators
				Overall Progress
	<ul style="list-style-type: none"> Identify additional resources (in-kind, funding) to support Working Group activities through partnering with community agencies, organizations, private sector, funding agencies, etc. 	<ul style="list-style-type: none"> Working Groups Project Team 	ongoing	<ul style="list-style-type: none"> Resources are obtained through partnerships with Working Groups to complete work plan activities
				<ul style="list-style-type: none"> Governance and Capacity Training final event conducted in partnership with the HCCI for Board Members and Members of Governance from Hamilton's diverse ethno-cultural associations Provided feedback to the Hamilton Chamber of Commerce on their proposed policy resolutions on immigration that were debated at the Canadian Chamber of Commerce Annual General Meeting (Sept 20-25/12) Diversity Fall Forum (HCCI) Unlocking the Benefits of Diversity and Inclusion in the Workplace
				<ul style="list-style-type: none"> Additional resources have been obtained through partners: <ul style="list-style-type: none"> In-kind contributions: <ul style="list-style-type: none"> Space and refreshments for Working Group meetings Space for Steering Committee meetings Resources for printing costs associated with materials produced by Working Groups and intended for service providers (SPRC, Housing Services Division, Workforce Planning Hamilton, North Hamilton Community Health Centre, Centre Francais, Housing Help Centre and more). Staff time to develop, refine, design and distribute resources produced by the Working Groups (SPRC, Workforce Planning Hamilton, Housing Services Division, Housing Help Centre, Public Health Services, Immigrant Women's Centre, YMCA and more) Financial contributions: <ul style="list-style-type: none"> Funds from the Ministry of Training Colleges and Universities were secured by Workforce Planning Hamilton and the Francophone Immigration Network for the Hiring Immigrants Project Funds from the Ontario Trillium Foundation were secured by Social Planning and Research Council, Community Information Hamilton, Hamilton Centre for Civic Inclusion and Workforce Planning Hamilton for the SNS Group Funds have also been contributed by: <ul style="list-style-type: none"> Housing Services Division Public Health Services North Hamilton Community Health Centre Affordable Housing Flagship YMCA and others.

SUSTAINABILITY				
Objective	Activity	Responsibility	Timeline	Indicators
				Overall Progress <ul style="list-style-type: none"> Funds have also been contributed by OCASI for the workshop organized by the Settlement Service Provider and Operational Working Groups According the HIPC Impact Assessment report over \$1,500,000 in in-kind and financial resources have been contributed by community partners to support the work of the HIPC.
PUBLIC AWARENESS/COMMUNICATIONS				
Objective	Activity	Responsibility	Timeline	Indicators
1. Increase the understanding of individuals and organizations about the importance of immigration to Hamilton	<ul style="list-style-type: none"> Update, revise and maintain the HIPC website with current information including: <ul style="list-style-type: none"> Reports from Working Groups etc Profiles of community organizations' initiatives to meet the needs of newcomers (e.g. completed Action Plans, reports, etc.) Working Group products (e.g., The Housing Kit, Tool for Settlement Service Providers Outlining Language Options in Hamilton resource guide, etc.) 	<ul style="list-style-type: none"> Project Team Communications 	ongoing	<ul style="list-style-type: none"> Website is up-to-date
				Overall Progress <ul style="list-style-type: none"> HIPC website is updated by Project Staff and a Communications Officer on a regular basis with HIPC reports, information and events, news articles relating to immigration in Hamilton, community events and HIPC meetings and minutes. The Welcome to Hamilton website is updated regularly by Project Staff with all information, materials and resources produced by the HIPC Working Groups for both newcomers and service providers in multiple languages. A monthly report of the analytics for this site is produced. The year-end usage report shows in the 2012-2013 fiscal year: <ul style="list-style-type: none"> 7,811 people visited 15,178 pages of the Welcome to Hamilton website The section for service providers had 1005 page views The section for newcomers had 580 page views The section for community members had 100 page views 1112 PDF files of resources were viewed or downloaded using the website The Google Website Translate function was used 404 times From April 1, 2012 to March 31, 2013 a total of 133,706 records containing organization, program and service information have been viewed by users The Housing Help Centre's website has a direct link to Welcome to Hamilton as well as the Fraternity Hispanic Association. The HIPC had a strong presence in the media in the 2012-2013 fiscal year: <ul style="list-style-type: none"> Vital Signs (Spectator Sept/12) SNS findings (Spectator Oct 19/12) and follow up article (Spectator Oct 26/12) Howard Elliott commentary (Spectator Oct 3/12) Housing Working Group's Housing Needs of Newcomers report

PUBLIC AWARENESS/COMMUNICATIONS				
Objective	Activity	Responsibility	Timeline	Indicators
				Overall Progress
	<ul style="list-style-type: none"> Provide diversity training sessions that highlight the contributions of newcomers to Hamilton to mainstream service provider organizations 	<ul style="list-style-type: none"> HCCI 	ongoing	<ul style="list-style-type: none"> Number of presentations given and nature of audiences served
	<ul style="list-style-type: none"> Increase awareness of the HIPC through the development of branding and the production of display/information materials (such as a brochure, banner, etc as identified in the communications strategy) 	<ul style="list-style-type: none"> Project Team Communications 	Winter 2012-2013	<ul style="list-style-type: none"> HIPC branded products created and displayed/distributed
				<p>and the Housing Guide (Spectator and CHML Jan 23/13)</p> <ul style="list-style-type: none"> Quality of Life of Immigrants research findings (Spectator Feb 12/13) HIPC member Cllr McHattie re settlement service availability (Spectator Feb 23/13) Vital Signs (Cable 14 Mar 20/13) Health Working Group's Health Equity Roundtable event (Spec.com Mar 26/13). This event was also advertised on the LHIN website (Feb/13) The HIPC is also connected to the City of Hamilton's Media Advisory Committee as member of this Committee participates in the HIPC Working Groups. The mandate of the Media Advisory Committee is to ensure that immigrants, newcomers and members of diverse communities are visible and accurately reflected in local media. Diversity Training took place through the following events: <ul style="list-style-type: none"> Housing as a Human Right through Good Shepard, Housing Help Centre, Hamilton Community Legal Clinic and Wesley Urban Ministries (Oct 25/12) Housing Cross Training Workshop for service providers in partnership with the Housing Help Centre, HCCI and Immigrant Women's Centre (Nov 21/12) Diversity Fall Forum led by HCCI for 100 individuals from private and public sector to better understand the value of diversity in the workplace (Nov 12/12) The International Day for the Elimination of Racism led by HCCI (Mar 21/12) for 170 community members and leaders Health Equity Roundtable hosted by the members of the HIPC Health Working Group for 100 providers, professionals and practitioners from health care sector (Mar 26/13) A Promotion/Branding Plan was developed and executed in the 2012-13 fiscal year resulting in the creation and distribution of a series of HIPC branded products including portfolios for HIPC stakeholders, pamphlets outlining the HIPC and its work, lanyards and USB sticks with HIPC resources for providers; HIPC paper and pens and an HIPC cloth bag to carry these resources. Two poster displays were produced in Mar/13: a table top size and a large floor size as well as an HIPC table cloth which are taken to and displayed at events and meetings. Products have been distributed at HIPC and Working Group

PUBLIC AWARENESS/COMMUNICATIONS				
Objective	Activity	Responsibility	Timeline	Indicators
				Overall Progress
2. Increase newcomers' access to local settlement service information	<ul style="list-style-type: none"> Produce and disseminate a Welcome Guide of services for newcomers to Hamilton 	<ul style="list-style-type: none"> SNS Group Settlement Service Provider Working Group 	Summer 2012	<ul style="list-style-type: none"> Guide is available to newcomers and frontline service providers both online and in print in multiple languages
	<ul style="list-style-type: none"> Collaborate with and assist the Immigration Portal and InformHamilton to enhance a database of newcomer services and promote and market its use 	<ul style="list-style-type: none"> Project Team SNS Group Communications 	ongoing	<ul style="list-style-type: none"> InformHamilton database is up-to-date and in accessible formats Take up of users of Immigration Portal and InformHamilton database is increased
3. Coordinate HIPC communication	<ul style="list-style-type: none"> Develop a process for internal and external communications to ensure a coordinated approach for all communications coming from the HIPC 	<ul style="list-style-type: none"> Communications Steering Cmte Project Team 	Summer 2012	<ul style="list-style-type: none"> Messages are approved by the sponsor and CIC
<p>meetings, presentations to the community*, City Council meeting, Brown Bag Lunches, and workshops and events such as Providers Professional Development, Housing Cross Training, National Housing Day, HIPC's Cross Training Event and Health Equity Roundtable Event, etc.</p> <ul style="list-style-type: none"> Awareness of the HIPC has been promoted through community presentations to the following organizations/groups: <ul style="list-style-type: none"> Social Development Team (June/12) Mohawk College (Oct/12) Circle of Friends (Nov/12) Immigrant Refugee and Advisory Committee (Mar/13) A Quick Guide of services in Hamilton for newcomers has been produced and translated into 9 different languages. It has been distributed to service providers through HIPC working groups, events, Brown Bag Lunches and can be found at Hamilton Public Libraries and is available electronically on the Welcome to Hamilton website and additional printed copies can be obtained through Community Information Hamilton HIPC project staff have been participating in meetings with the City Manager's office, Strategic Services Department of the City of Hamilton and Community Information Hamilton to provide input into and support for the enhancement of the Portal. <ul style="list-style-type: none"> The SNS Group repackaged the InformHamilton database of newcomer services into the Welcome to Hamilton database which was launched in May/12. The HIPC Working Group Coordinator updates the database regularly with resources and information produced by the HIPC Working Groups. Monthly reports of the Welcome to Hamilton database are generated to monitor the usage of the database. Record views have increased from 562 in May/12 to 14, 822 in Mar/13. The record views have been averaging 14,000 to 15,000 per month since May/12. HIPC Project Staff worked with the City Manager's Office in obtaining funding in the amount of \$110,000 from MCI for further enhancements of the Portal commencing in May 2013. All messages (such as press releases and HIPC brochures) were reviewed by the Communications Department at the City of Hamilton and approved by the Project Sponsor and the HIPC. Approval was also obtained from CIC for all communication 				

PUBLIC AWARENESS/COMMUNICATIONS				
Objective	Activity	Responsibility	Timeline	Overall Progress
	and include in the HIPC Communications Strategy & Implementation Plan			materials and all events funded totally or in part by the HIPC through CIC prior to materials being distributed among community partners and prior to the occurrence of any events.

NEWCOMER ENGAGEMENT				
Objective	Activity	Responsibility	Timeline	Overall Progress
1. Increase engagement of newcomers to enable them to bring forward their concerns and contributions	<ul style="list-style-type: none"> Organize and sponsor community engagement initiatives such as: <ol style="list-style-type: none"> Working Group for mental health needs/concerns of newcomers Youth leadership training as facilitators and peer leaders Workshops on the operation, management and governance for emerging newcomer not-for-profit organizations Hold an open forum for immigrant newcomer and community stakeholder organizations, service providers and managers of service provision to increase participation and community engagement in developing services 	<ul style="list-style-type: none"> HCCI SNS Group 	<p>ongoing</p> <p>Spring 2012</p>	<ul style="list-style-type: none"> HCCI led focus groups of approximately 100 newcomers from 9 cultural communities to learn about their understanding of health and services available in Hamilton. The Health and Wellbeing – What Newcomers Have to Say report was distributed at HIPC’s Health Equity Roundtable event in Mar/13. <ul style="list-style-type: none"> HCCI conducted youth leadership training to develop/home presentation skills with 35 newcomer youth enrolled HCCI’s Board Governance training series commenced in July and consisted of 6 sessions. At the graduation ceremony 35 newcomers received a certificate of completion on Oct 29/12. On May 31/12 the SNS Group hosted an event for providers and newcomers to launch the Quick Guides showcase the enhanced Welcome to Hamilton website and report the findings of their research on the state of the settlement services system in Hamilton following its restructuring. Service provider display tables allowed providers and newcomers to learn more about the services and programs available to newcomers in Hamilton. <ul style="list-style-type: none"> The final SNS Report outlining the details of this event and the research was released in Oct/12 and presented to the HIPC on Dec 11/12 and to the all HIPC partners at the Cross Training Event in Mar/13. Research findings were also reported in the Hamilton Spectator Oct 19 and 26/12. Recommendations from the SNS report formed the basis for many of the activities in the HIPC 2013-14 Work Plan, under the Settlement Services component.
				<ul style="list-style-type: none"> Number of participants and sessions held List of participants shows representation from 3 levels of service delivery (users, providers, managers) Participant evaluation completed

EVALUATION					
Objective	Activity	Responsibility	Timeline	Indicators	Overall Progress
1. The achievement of the objectives in the HIPC work plan 2012 – 2013	<ul style="list-style-type: none"> Monitoring, reviewing and modifying the work plan 	<ul style="list-style-type: none"> Project Team Social Development Team (SDT) 	Monthly	<ul style="list-style-type: none"> Monthly reports on the progress of the HIPC toward achieving work plan objectives 	<ul style="list-style-type: none"> Monthly narrative progress reports submitted to CIC Regular progress meetings with project staff, SDT Manager, and HIPC Chair. Quarterly Work Plan update meetings with Director, Social Development and Early Childhood Services. Work Plan progress report presented to the HIPC Oct 16/12. Annual Progress Report of the HIPC 2012-13 Work Plan to CIC submitted Jan 14/13. Final Progress Report of the HIPC 2012-13 Work Plan to be submitted to CIC May 31/13. An Annual Performance Report detailing partnership contributions, capacity and strategy development, implementation and community impact, outcomes, successes and challenges, and partners' feedback was completed and will be submitted to CIC with this Final Progress Report on May 31/13.
2. The achievement of progress in implementing the Immigration Strategy and Action Plan	<ul style="list-style-type: none"> Collaborate with the City of Hamilton's Community Services' Social Development Unit (SDT) and others (such as Welcoming Communities Initiative WCI, Citizenship and Immigration Canada CIC) to develop and administer a tool to evaluate community impact of the Immigration Strategy 	<ul style="list-style-type: none"> Project Team SDT WCI/CIC 	March 2013	<ul style="list-style-type: none"> The tool has been developed to assess the achievement of the Hamilton Immigration Strategy Results are reflected in the Annual Report 	<ul style="list-style-type: none"> Discussions have taken place with WCI, SPRC, SDT, regional LIPs and evaluation consultants to determine the best way to evaluate the progress of the HIPC. As a result, two major evaluative projects of the HIPC progress were undertaken in the 2012-13 fiscal year: <ul style="list-style-type: none"> SPRC administered a survey to gather feedback from HIPC partners on the perceived impact of the HIPC and to record their fiscal contribution and quantify their in-kind contributions to the project. Results of this assessment indicate that not only has involvement with the HIPC impacted individuals' own work and that of their organizations, it has also had an impact on the lives of newcomers. Using HIPC reports and resources, collaboration with other organizations to meet the needs of newcomers, become more involved in newcomer issues, incorporating newcomer issues into work plans and identifying it as a priority on organizations' strategic plans are some of the impacts identified. Results of this assessment indicated that between 1,065 to 4,029 newcomers' lives have been

EVALUATION					
Objective	Activity	Responsibility	Timeline	Indicators	Overall Progress
					<p>positively impacted by the work of the HIPC which has led to improved services and an increase in awareness of services and information sharing.</p> <ul style="list-style-type: none"> As well, a significant amount of resources, both in-kind and fiscal, in excess of \$1,500,000 has been contributed by community partners to facilitate the work of the HIPC toward implementing the Immigration Strategy. These survey results will be presented to the HIPC on June 25/13. The Kovacs Group evaluation consultants were enlisted to identify and collate the work that has been completed by the HIPC since it was created, map the strategic priorities and goals with the HIPC's activities to date, identify the outcomes and outputs of the HIPC, outline the current status of the project, and identify focus areas for the future. The report showed that the HIPC has made significant progress in addressing most of the strategic actions identified in the Immigration Strategy. In fact, of the 47 of the 56 strategic actions identified in the Immigration Strategy and Action Plan have been attended to. The results of this report will be presented to the HIPC on June 25/13
	<ul style="list-style-type: none"> Compile report with recommendations for continuous improvement of local service system for newcomers based on feedback from newcomer focus groups, Marketplace event, work of the Working Group, Town Hall, etc. 	<ul style="list-style-type: none"> Project Team SNS Group 	Winter 2012 - 2013	<ul style="list-style-type: none"> Report presented to HIPC and other stakeholders 	<ul style="list-style-type: none"> SNS report with recommendations to the HIPC was completed and presented to the HIPC on Oct. 16/12. Findings were reported in the Hamilton Spectator Oct.19 and 26/12 The report also was presented and distributed at the HIPC's Cross Training Event on Mar.19/13. Recommendations from this report formed the basis of many of the activities for the Settlement Services component of the HIPC's 2013-14 Work Plan.
3. The achievement of the overall objective of the LIPs initiative (see above)	<ul style="list-style-type: none"> Assess the coordination and enhancement of local service delivery to newcomers through: <ul style="list-style-type: none"> focus groups with newcomers regarding needs being met survey for service providers regarding level of coordination with other providers 	<ul style="list-style-type: none"> Project Team SDT SNS Group 	Spring 2012 Fall 2012	<ul style="list-style-type: none"> Results show evidence of greater coordination among service providers and newcomers' needs are being met Results compiled and disseminated to HIPC and other local stakeholders 	<ul style="list-style-type: none"> The service provider survey was re-administered in Oct./12 throughout the entire settlement sector and garnering responses from 378 service providers. Results showed there is an increase in knowledge among providers about services available in Hamilton compared to last year's survey (Oct./11) and providers are feeling more confident in referring their newcomer clients to other services. Thus the level of coordination among providers has improved

EVALUATION					
Objective	Activity	Responsibility	Timeline	Indicators	Overall Progress
	<ul style="list-style-type: none"> Measure the number of partnerships created through the HIPC 	<ul style="list-style-type: none"> Project Team SDT 		<ul style="list-style-type: none"> Number of organizations involved in HIPC are recorded 	<p>equipping them to better serve their newcomer clients.</p> <ul style="list-style-type: none"> The findings of the service provider survey were presented to the HIPC's partners at the Cross Training Event in Mar/13 at which copies of the report were distributed. The project staff has compiled a list of HIPC partners. There are approximately 50 organizations with about 90 individuals from government, private and not for profit organizations, including service providers, senior staff, Executive Directors, CEOs and presidents involved in carrying out the work of the HIPC through membership on the HIPC, Steering Committee, Working Groups, City staff, signators of the Declaration of Intent. This number would increase substantially if organizations that are not formally involved with the HIPC through membership were to be counted. A mapping of the HIPC networks will be undertaken as an evaluative activity in the 2013-14 fiscal year.

SETTLEMENT SERVICES					
Objective	Activity	Responsibility	Timeline	Indicators	Overall Progress
1. Better coordinate and integrate settlement service delivery	Settlement Service Providers is expanded to include non-CLC funded service providers and meets regularly to provide updates on their organizations' programs and services to increase awareness of other providers' services and any duplication in services.	<ul style="list-style-type: none"> Settlement Service Provider Working Grp Project Team 	Bi-monthly	<ul style="list-style-type: none"> Settlement Services Working Group meets every 2 months Membership is expanded Communication amongst providers is ongoing as indicated by stable attendance Duplication in services are minimized 	<ul style="list-style-type: none"> This Working Group has met on a monthly basis throughout the 2012-13 fiscal year as has it's sub-committee, the Operational Group and attendance has been stable. Membership has been expanded to include non-CLC funded service providers: Housing Help Centre, Hamilton Community Legal Clinic, Ontario Works, Community Information Hamilton and the Brown Bag Lunch coordinator. A sub-committee comprised of the Settlement Service Provider and Language Training Working Groups has been formed to carry out an extensive evaluation of HSR and public transportation use by language training students to form an evidence-based business case for HSR to reduce rates for language training students. Discussions among providers at this Working Group's meetings indicate that there is no longer duplication of settlement services in the community Monthly gatherings of service providers coordinated through the Brown Bag Lunch facilitates communication among providers to update them on the programs and services organizations are offering to newcomers.
	<ul style="list-style-type: none"> Maintain and disseminate to service providers the Inventory of Services and Referral document 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp Project Team 	Inventory completed by Spring 2012	<ul style="list-style-type: none"> Inventory and Referral document of Settlement Services is widely distributed to settlement & "non-settlement" service providers and is available online 	<ul style="list-style-type: none"> The Newcomer Services in Hamilton: Guidebook for Service Providers was completed and printed in English and French in Dec/12. Guidebook has been distributed to providers of the Settlement Services Working Group, at the professional development workshop on Dec. 14/12 and at the HIPC's Cross Training Event in Mar/13. In addition, the Guidebook has been distributed to the HIPC members and electronically to the HIPC database of providers and stakeholders and is The available on the Welcome to Hamilton website. Copies of this resource are also available upon request to project staff. The recent version of the Guidebook was downloaded 440 times in 2012-2013 from the Welcome to Hamilton database. There also was an additional 340 downloads of an earlier version, with a total of 780 downloads of the Guidebook in the last fiscal year. This resource is updated regularly by Project Staff.

SETTLEMENT SERVICES					
Objective	Activity	Responsibility	Timeline	Indicators	
				Overall Progress	
	<ul style="list-style-type: none"> Finalize and disseminate a Newcomer Welcome flyer of settlement services 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp Project Team 	Summer 2012	<ul style="list-style-type: none"> Newcomer Welcome flyer is produced in multiple languages and distributed to the community at large Newcomer Welcome flyer is readily available to newcomers in both print and online 	<ul style="list-style-type: none"> With the YMCA's lead and the input of the Operational sub group of this Working Group, the flyer was completed and translated into 5 languages and distributed to service provider organizations, stakeholders, City Councilors, and is available at the Hamilton Public Libraries and electronically on the Welcome to Hamilton database .
	<ul style="list-style-type: none"> Administer a survey to frontline service providers to evaluate the coordination of settlement sector services and the provision of service needs as identified by newcomers 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp SNS Group 	Fall 2012	<ul style="list-style-type: none"> Evaluation results show service coordination and referral systems are strengthened 	<ul style="list-style-type: none"> The service provider survey was re-administered in Oct/12 throughout the entire settlement sector and garnering responses from 378 service providers. Results showed there is an increase in knowledge among providers about services available in Hamilton compared to last year's survey (Oct/11) and providers are feeling more confident in referring their newcomer clients to other services. Thus the level of coordination among providers has improved equipping them to better serve their newcomer clients. The findings of the service provider survey were presented to the HIPC's partners at the Cross Training Event in Mar/13 at which copies of the report were distributed. The findings also have been shared with the HIPC Steering Committee, Immigrant and Refugee Advisory Committee as well as partner organizations.
2. Increase knowledge and expertise of settlement service providers	<ul style="list-style-type: none"> Hold Brown Bag Lunch learning forums for settlement service providers 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp 	ongoing	<ul style="list-style-type: none"> Brown bag lunches take place every 6 weeks 	<ul style="list-style-type: none"> In the 2012-13 fiscal year, the Brown Bag Lunch Coordinator joined the Settlement Service Provider Working Group's sub-committee, the Operational Group, which enables the HIPC to support the Brown Bag Lunches and ensure they are sustained The Brown Bag Lunches take place every month, attendance is strong and providers share information about their programs, services and resources with other providers increasing their awareness of programs and services available to their newcomer clients to better serve them. The HIPC project staff have attended and presented at the Brown Bag Lunches distributing HIPC resources and materials to raise awareness of the HIPC, its resources, how to use them and where to obtain them.

SETTLEMENT SERVICES				
Objective	Activity	Responsibility	Timeline	Indicators
	<ul style="list-style-type: none"> Coordinate and host joint professional development training opportunities among settlement service providers within Hamilton (eg. Dealing with survivors of trauma) 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp 	Bi-annually	<ul style="list-style-type: none"> Training opportunities held 2 times per year
				<p>Overall Progress</p> <ul style="list-style-type: none"> The Operational Group, led by Immigrant Women's Centre and Centre Francais with funding support by OCASI organized and held two Professional Development workshops for settlement service providers on Nov 16 and Dec 14/12. The workshops assisted approximately 100 frontline providers in enhancing their case management skills including: Needs and intake assessment, professional communication negotiation, record keeping and documentation, monitoring and evaluation. The training focused on motivational interviewing, documentation skills, monitoring, and professional communication. The training was able to blend theoretical knowledge, with practical front-line activities and skills that all participants could take back and implement at his or her respective organization. Providers also had an opportunity to network to enhance their knowledge of services provided by local organizations. HIPC project staff attendance assured providers were aware of the role of the HIPC in coordinating services. Providers also received the HIPC's Guidebook of Newcomer Services (in English and French) as well as the Quick Guide resource for Newcomers (in 9 different languages). Feedback from providers about their experiences at the workshops indicated that the training was helpful in that it provided a large amount of front-line staff with excellent resources and tools to improve their skills when working with clients and also provided the tools for different agencies to work together for a common goal. It fostered the development of new relationships and reaffirmed existing ones amongst provider agencies and organizations

SETTLEMENT SERVICES				
Objective	Activity	Responsibility	Timeline	Indicators
	<ul style="list-style-type: none"> Hold a launch to inform service providers of results of focus groups with newcomers and Marketplace event (Oct '11) 	<ul style="list-style-type: none"> SNS Group 	Summer 2012	<ul style="list-style-type: none"> Results of focus groups and Marketplace event are circulated among service providers French Interpreter is on-site
				<p>Overall Progress</p> <ul style="list-style-type: none"> On May 31/12 an event was held at the Convention Centre to launch the Quick Guide, the renewed Welcome to Hamilton website and report back to service providers and newcomers on the findings of the SNS research which assessed the state of the settlement service system in Hamilton and identified the needs of newcomers given the restructured system. Display tables, presentations by the Mayor, elected official and key partners ensured that all who attended were informed of the work of this group. The HIPC also held a Cross Training Event on Mar.19/13 for all HIPC partners, including working groups, steering committee and HIPC members to showcase the products, resources and information created by the HIPC and its Working Groups. It also provided an opportunity for members to network with other HIPC partners, learn how to use HIPC materials and receive products to assist with integrating newcomers into the community. <ul style="list-style-type: none"> The City Manager attended and spoke of the importance of immigration to Hamilton and thanked the HIPC partners for their efforts. The HIPC Chair interviewed a panel consisting of 5 newcomers about their experiences of settling and service use in Hamilton. Over 70 HIPC partners attended this event and received all HIPC resources in multiple languages and on a USB. Participant feedback indicated that participants knowledge of the HIPC's resources was increased, connections with other providers were made, a knowledge of the HIPC's work in the community was increased and many comments suggested a similar event be held in the next fiscal year.

LANGUAGE TRAINING				
Objective	Activity	Responsibility	Timeline	Overall Progress
				Indicators
<p>1. Increase knowledge and expertise of service providers about available language training programs to better serve newcomers</p>	<ul style="list-style-type: none"> Assess and modify 'Tool for Settlement Service Providers Outlining Language Training Options in Hamilton' ('Tool') 	<ul style="list-style-type: none"> Language Training Working Group Project Team 	<p>Summer 2012</p>	<ul style="list-style-type: none"> Settlement service providers' assessment indicates the tools effectiveness in increasing their awareness of language training programs
	<ul style="list-style-type: none"> Disseminate the Tool and provide training on its use to frontline settlement service providers 	<ul style="list-style-type: none"> Language Training Working Group 	<p>Summer 2012 and on</p>	<ul style="list-style-type: none"> Number of language training providers receiving the Tool and training
	<ul style="list-style-type: none"> Explore the feasibility of creating an online interactive version of the Tool 	<ul style="list-style-type: none"> Language Training Working Group Computer Program Designers (HWCD5B) 	<p>Summer 2012</p>	<ul style="list-style-type: none"> Proposal for an online Tool is developed and feasibility for implementing it is determined
	<ul style="list-style-type: none"> Work in partnership with Adult Basic Education Association (ABEA) to maintain and disseminate the Inventory of Language Training Programs in Hamilton 	<ul style="list-style-type: none"> Language Training Working Group ABEA 	<p>ongoing</p>	<ul style="list-style-type: none"> Inventory of language training programs is current, distributed to language training service providers and their clients and is available online

- A pilot study of the Tool for Settlement Service Providers Outlining Language Training Options in Hamilton was conducted in Oct/12. Results indicated that the majority of providers found the Tool easy to use and a helpful resource for increasing their knowledge of the language training programs available to newcomers in Hamilton. The majority noted they would use the Tool for ongoing professional development and to train new staff.
- The results of the pilot study were presented to HIPC members, providers and stakeholders at the HIPC's Cross Training Event in Mar/13.

- A webinar was developed and hosted by the Adult Basic Education Association (ABEA) to train service providers on the use of the Tool.
- A webinar session has taken place on Feb 20/13. Participant feedback from the webinar showed similar results to the pilot study of the Tool and the majority found the webinar to be engaging and helpful in learning to use the Tool.
- Additional webinars are scheduled for May/13 and a link for providers to access the webinar at their own convenience will be posted on the ABEA and Welcome to Hamilton sites in the next fiscal year.

- Members of this Working Group have determined that the webinars which allow for the interactive training and use of the Tool will replace an online version of the Tool. As such one of this Working Group's planned activities for the 2013-14 fiscal year includes providing training on the Tool to a wide range of providers through multiple presentations of the webinar using various media (e.g., group training using power point, online training, etc).

- Through this Working Group and the ABEA the inventory of language training programs in Hamilton is regularly kept up-to-date.
- This inventory has been distributed with the Tool (as an appendix) in both English and French and is available on the Welcome to Hamilton and the ABEA sites.

LANGUAGE TRAINING					
Objective	Activity	Responsibility	Timeline	Indicators	Overall Progress
2. Enhance the provision of an effective language training referral system for newcomers	<ul style="list-style-type: none"> Establish a partnership with the Coordinated Language Assessment and Referral System (CLARS) to determine the language program referral needs of newcomers 	<ul style="list-style-type: none"> Language Training Working Group CLARS 	Dec 2012 and on	<ul style="list-style-type: none"> Partnership with CLARS is established Language referral needs of newcomers are met 	<ul style="list-style-type: none"> Due to a delay in the start-up of CLARS, this activity will be carried over to the 2013-14 Work Plan.

HOUSING					
Objective	Activity	Responsibility	Timeline	Indicators	Overall Progress
1. Increase newcomer awareness of and access to safe and affordable housing	<ul style="list-style-type: none"> Review the draft of the Housing Kit for Newcomers with newcomers, service providers and landlords Modify the Housing Kit for Newcomers based on the feedback received Develop and implement a distribution plan for the Housing Kit for Newcomers Evaluate the effectiveness of the Housing Kit for Newcomers 	<ul style="list-style-type: none"> Housing Working Group Project Team 	August 2012	<ul style="list-style-type: none"> The Housing Kit has been modified based on the feedback from different users The Housing Kit has been translated into multiple languages and widely distributed to the three target groups. The number of copies, presentations, events and audiences are recorded. The effectiveness of the Housing Kit is evaluated in order to assess whether newcomers, service providers and landlords are more aware of housing options and have greater access to safe and affordable housing as a result of the Housing Kit. 	<ul style="list-style-type: none"> After numerous revisions based on feedback from stakeholders, the Housing Guide was combined into one Guide for service providers and newcomers rather than multiple versions for various audiences. The Housing Guide is available in French and English and summary versions of the Guide were produced and translated into 9 different languages. The Housing Guide was presented and distributed at the National Housing Day (Nov. 22/12) and the HIPC's Cross Training Event (Mar. 19/12). The Housing Guide was also noted in an article in the Spectator on Jan. 22/13 and during an interview with the Chair of this Working Group on CHML on Jan.23/13. Mass printing of the Housing Guide and summary versions was led and largely funded by the Housing Services Division of the City of Hamilton. They have been distributed through the Settlement Service Provider Working Group, HIPC's Cross Training Event in Mar/13, community meetings, Brown Bag Lunch sessions and the Hamilton Public Libraries. They have been distributed electronically to the HIPC database of service providers and stakeholders and are available on the Welcome to Hamilton and the City of Hamilton's Housing Services Division websites. Copies are available at the City of Hamilton's Housing Services Division and also have been distributed in hard copy and electronic copy by Project Staff upon the request of providers. Evaluating the effectiveness of the Guide will take place in the 2013-14 fiscal year.
	<ul style="list-style-type: none"> Explore how to effectively share information concerning tenant and landlord rights and responsibilities with newcomers, service providers and landlords 	<ul style="list-style-type: none"> Housing Working Group 	November 2012	<ul style="list-style-type: none"> An awareness strategy to be developed and implemented A feedback mechanism indicates that there is an increased awareness of newcomers, service providers and landlords about the rights and responsibilities of newcomer tenants as a result of the strategy 	<ul style="list-style-type: none"> The Housing Help Centre hosted a seminar on Feb.20/13 for service providers to help them understand landlord/tenant laws so they can convey to their clients information about their rights as tenants, preventing eviction and working with landlords. The Housing Help Centre has also hosted a series of workshops for tenants including tenant and landlord rights and responsibilities (Jan.2/13) and eviction notices and ending tenancy (Feb. 6/13)

HOUSING		Overall Progress		
Objective	Activity	Responsibility	Timeline	Indicators
				<ul style="list-style-type: none"> Work to engage landlords also begun in early 2013 and is led by the SPRC, the Housing Flagship and the Housing Help Centre. Members of the Housing Working Group have attended Landlord's Association events and are strengthening relationships with landlords. This activity will continue into the next fiscal year as identified on the 2013-14 Work Plan.
2. Increase knowledge and expertise of service providers about the housing issues of newcomers	<ul style="list-style-type: none"> Review and update with current information the Housing Needs of Newcomers report to further planning for the needs of newcomers 	<ul style="list-style-type: none"> Housing Working Group 	November 2012	<ul style="list-style-type: none"> Report is completed and disseminated
	<ul style="list-style-type: none"> Provide cross-training to frontline staff in key service sectors to inform them of housing-specific needs of their newcomer clients 	<ul style="list-style-type: none"> Housing Working Group Project Team 	March 2013	<ul style="list-style-type: none"> Cross-training is provided and feedback from frontline staff about housing issues of newcomers is increased
3. Ensure the housing needs of newcomers are incorporated into the Housing and Homelessness Action Plan	<ul style="list-style-type: none"> Activities in the Housing and Homelessness Action Plan include the housing needs of newcomers The HIPC Housing Working Group participates in the development of strategies including key implementation working groups Newcomers are engaged in the development of the strategies 	<ul style="list-style-type: none"> Housing Working Group Project Team 	December 2012	<ul style="list-style-type: none"> The Housing and Homelessness Action Plan reflects the needs of newcomers
				<ul style="list-style-type: none"> The Good Sheppard Family Centre with the Housing Help Centre, Hamilton Community Legal Clinic and Wesley Urban Ministries held a seminar on Oct. 25/12 for service providers on how to help newcomers find safe, affordable and sustainable housing. The Housing Help Centre hosted a workshop on Nov. 21/12 to assist 19 front line service providers in dealing with the housing needs of a diverse population including newcomers. Participant feedback showed that the majority felt the workshop was very helpful and would like more workshops on this topic. Members of this Working Group participate on the Housing and Homelessness Planning Group to ensure that the needs of newcomers are included in the development of the Action Plan. Through the leadership of the Chair (the Director of the Housing Services Division of the City of Hamilton) a request for funding to City Council has been approved to create multiple bedroom social housing units needed for larger newcomer families - a need that was identified in this Working Group's Housing Needs of Newcomers to Hamilton report. In total \$900,000 has been designated for this work which will be further pursued in the next fiscal year as identified on the 2013 - 14 Work Plan.

EMPLOYMENT/LABOUR MARKET					
Objective	Activity	Responsibility	Timeline	Indicators	Overall Progress
1. Increase newcomer awareness of employment and training services	<ul style="list-style-type: none"> Develop one-page scenarios describing various situations of newcomers in need of employment and outlining the services available to help them reach their specific goal 	<ul style="list-style-type: none"> Employment Working Group Project Team 	Fall 2012	<ul style="list-style-type: none"> Results of newcomer testing show one-pagers have increased newcomer awareness of and access to employment services Number of employment services agencies using and distributing the one-pagers 	<ul style="list-style-type: none"> <i>On Track:</i> Employment Tips and Advice for Newcomers offer newcomer job seekers information on getting a job in Canada including the overall process; building work experience, resume and cover letter writing, interview tips, workplace communication, workplace culture and workplace rights. These Tip Sheets were presented and distributed at the HIPC's Cross Training Event and have been distributed widely to front line workers, service providers and informal networks. Over 90 organizations have received the Tip Sheets (and other materials). An evaluation survey has been sent with the Tip Sheets to service providers and informal ethno-cultural associations for them to complete with their newcomer clients. Workforce Planning Hamilton is collecting the feedback and results will be used to revise or modify the Tip Sheets. Early results show positive feedback. Tip Sheets are also available electronically on the Workforce Planning Hamilton and Welcome to Hamilton websites.
	<ul style="list-style-type: none"> Create a strategy (including a launch for employers, for example) for disseminating products and information developed by this working group (e.g., Immigrant Attraction/Retention Tool, one-page scenarios, etc) 	<ul style="list-style-type: none"> Employment Working Group Project Team 	Fall 2012	<ul style="list-style-type: none"> A strategy for dissemination is created and implemented Number of products and audiences disseminated recorded 	<ul style="list-style-type: none"> Over 90 organizations (including service providers and informal networks) have received a package of this Working Group's materials with an accompanying letter outlining the purpose of the resources and directing them to the online versions of the resources (at Workforce Planning Hamilton and Welcome to Hamilton's websites) and an online evaluation survey to complete. Results of the surveys are currently being compiled. This activity will continue into the 2013 - 14 fiscal year and is identified on the Work Plan. In addition over 300 employers have received packages containing information about employment service provider organizations and the services which they can use to recruit newcomer and immigrant employees as part of the Hiring Immigrants Project.

EMPLOYMENT/LABOUR MARKET					
Objective	Activity	Responsibility	Timeline	Indicators	Overall Progress
2. Improve newcomer access to the local labour market	<p>Work with community partners to develop a work plan to identify:</p> <ul style="list-style-type: none"> Local opportunities to obtain bridging work experience through mentorships, internships, etc 	<ul style="list-style-type: none"> Employment Working Group 	Fall 2012	<ul style="list-style-type: none"> Work plan is developed to identify opportunities to obtain work experience in Canada Mentorship model implemented for targeted sectors 	<ul style="list-style-type: none"> The Hiring Immigrants Project is currently being finalized. Findings identify the attitudes and experiences of employers toward hiring newcomers. In addition to the full report, two summary booklets are being produced to highlight the relevant findings for service providers and employers and will be available in May 2013. Recommendations coming out of this research offer ways to help connect newcomers with employers and connect employers with service providers to facilitate newcomers obtaining work. There are also recommendations for improving the employment readiness of newcomers and the diversity readiness of employers. This Working Group will pursue the execution of these recommendations in the 2013-14 fiscal year. Through Workforce Planning Hamilton funding has been secured from the Ontario Trillium Foundation for a mentorship program which will pair internationally trained professionals with employers to provide them with advice and guidance in gaining local workforce experience. This program is set to begin in the summer of 2013 and is identified as an activity on the 2013-14 Work Plan as well as on Workforce Planning Hamilton's Labour Market Plan. A Road Map for employers was developed and is available on the Workforce Planning Hamilton Website and will be identified as a key resource in the booklet for employers that is being developed from the Hiring Immigrants Project. This Road Map has been distributed to over 300 Hamilton based employers as part of the Hiring Immigrants Project as a resource for employers.
	<ul style="list-style-type: none"> Research the development of an employer toolkit that supports employers in hiring and integrating internationally trained individuals (ITIs) 	<ul style="list-style-type: none"> Employment Working Group Project Team 	Winter 2012-2013	<ul style="list-style-type: none"> A toolkit or tools are developed that meet employers' needs in an accessible format The toolkit is promoted to employers 	

HEALTH					
Objective	Activity	Responsibility	Timeline	Indicators	Overall Progress
1. Increase the awareness of the health care community about the health needs of newcomers	Convene a Working Group comprising representatives from Local Health Integration Networks (LHIN), community health centres, EMS, Public Health and Hamilton Health Sciences	Health Working Group	Spring 2012	Health Working Group meets on a regular basis	The Health Working Group meets on a monthly basis and includes membership from HCCI, YWCA, North Hamilton Community Health Centre, Hamilton Health Sciences, EMS, Public Health, Centre de Santé Communautaire and the Francophone Immigrant Network. The LHIN representation has been unstable. This Working Group has identified potential members for the next fiscal year at the Health Equity Roundtable event. <ul style="list-style-type: none"> • A detailed work plan was developed as a result of a half day retreat in March 2012.
	<ul style="list-style-type: none"> • Organize a half day working session to develop a work plan and priorities based on the health needs of newcomers • Implement the activities identified on the Work Plan to meet the health needs of newcomers 	<ul style="list-style-type: none"> • Health Working Group • Health Working Group 	Spring 2012 ongoing	<ul style="list-style-type: none"> • A work plan is developed identifying newcomers' health needs and activities necessary to fulfill them • Work plan items have been accomplished 	<ul style="list-style-type: none"> • Many of the activities of the Health Work Plan have been carried out including: <ul style="list-style-type: none"> ○ Define Health Equity ○ Provide input into Strategic Plan of HNHCB LHIN ○ Explore the usefulness of Health Equity Assessment Tools to ensure the equitable delivery of health services ○ Conduct research on newcomers' understanding of mental health issues and local health services through HCCI. This report was distributed at the HPC's Cross Training Event (Mar. 19/13) and Health Equity Roundtable event (Mar. 26/13) • This Group's Health Equity Roundtable Event took place on Mar. 26/13 with 2 quest speakers and facilitated round table discussions with approximately 100 participants from various sectors interested in health care and the well-being of newcomers. <ul style="list-style-type: none"> ○ A report of the results of the discussions will be finalized in May 2013 and findings will be shared with stakeholders. ○ Preliminary results indicate that collaboration among providers and the coordination of services is pertinent in using a health equity framework and working towards better health outcomes for newcomers. ○ Recommendations coming out of this report will be added by this Working Group in the 2013-14 fiscal year. ○ Feedback from participants at this event indicated that participants learned more about Health Equity and were able to make professional connections.



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