Toronto East Quadrant
Local Immigration Partnership
Working Together for a Diverse & Inclusive Community

Toronto East Quadrant
Newcomer Settlement Strategy 2012

Acknowledgements

The Toronto East Quadrant LIP (TEQ LIP) is proud to present its Regional Settlement Strategy. This document reflects the outcome of an intensive and exciting process that included the contributions of many individuals and organizations who shared their intellectual capital and enthusiasm for developing a collaborative vision for newcomers in Scarborough. The collaborative nature of the Regional Strategy exemplifies our belief that everyone has a role to play in the successful settlement and integration of newcomers.

The Toronto East Quadrant Regional Strategy advocates for a hands-on and comprehensive approach to settlement and integration of newcomers in Scarborough and is reflective of our goal of working together for a diverse and inclusive community. By doing this, we will be able to build a stronger, more vibrant and welcoming community for everyone.

The production of this document was the result of a coordinated and collaborative effort that involved so many different stakeholders. We are grateful for the commitment, time and expertise of everyone who has worked with us throughout this process. Thank you to our Executive Committee for demonstrating what partnership and collaboration is about. We would like to extend our gratitude to our Steering Committee for their guidance and direction in the development of this report. To our Partnership Council members, thank you for your knowledge, ideas and resource that have assisted in the shaping of this document. We are also extremely grateful to our Action Groups and Immigrant Council members, your participation along with your valuable contribution coupled with your enthusiasm has made this process so much easier. To the community at large, thank you for taking the time to attend a TEQ LIP event, provide feedback and offer your various forms of support. We would also like to thank Citizenship and Immigration Canada for their financial contribution in supporting the TEQ LIP operationally, without this, the Toronto East Quadrant would not have been developed.

Finally, a special thank you to the TEQ LIP team, who exemplify this quote: "Coming together is a beginning. Keeping together is progress. Working together is success". Without your commitment and your passion to this initiative none of this would have happened. Thank you for your ongoing commitment to ensuring successful outcomes for this Strategy.

We want to thank all of you for your energy and commitment throughout this past year and we look forward to working with you in the next phase of this project.

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Preamble

Every year people from all around the world immigrate to Canada in search of new beginnings. The majority of them settle in big urban centres such as Toronto. In recent years in the City of Toronto, newcomers have increasingly chosen to settle in the city's suburban areas. Scarborough is one Toronto's suburbs where a large proportion of new immigrants choose to settle. The Toronto East Quadrant Local Immigration Partnership has developed a Settlement Strategy that aims to welcome and integrate newcomer's whist strengthening the diversity and inclusivity of our Region.

The Toronto East Quadrant Local Immigration Partnership (TEQ LIP) was established following a request from Citizenship and Immigration Canada to merge the former 17 local Toronto neighbourhood LIPs into four Toronto Regional Quadrant LIPs as a means to create a more efficient way of implementing LIP related initiatives. The TEQ LIP aims to support the development of local collaborative partnerships and community-based planning around the needs of newcomers in the eastern part of Toronto, as known as Scarborough. The TEQ LIP was formed through a consortium of four previously existing Scarborough neighbourhood LIPs: Eglinton East-Kennedy Park, Northwest Scarborough, South Scarborough and Southwest Scarborough LIPs. As a regional LIP framework, the TEQ LIP consolidated the previous Scarborough neighbourhood LIP tables, while also expanding engagement with newcomer community groups and service providers in neighbourhoods that were not previously been involved or covered by LIPs.

The overall objective of the TEQ LIP initiative is to enhance the capacity of service providers to more effectively meet the current and emerging needs of newcomers in Scarborough by supporting an integrated and collaborative approach to effective service delivery.

The Settlement Strategy for the Toronto East Quadrant Local Immigration Partnership (TEQ LIP) is an inclusive collaborative process which incorporates analytical data gathered from statistical research, focus groups, community engagement activities, along with agency input from the former neighbourhood LIPs and other community stakeholders in Scarborough. The TEQ LIP builds upon the pre-existing accomplishments and research of the four former neighbourhood LIPs (Northwest Scarborough, South Scarborough, Southwest Scarborough, and Eglinton East-Kennedy Park) and also includes new findings from the newly added neighbourhoods that were not previously engaged or participating in LIP related activities.

Within this document we describe our collective community vision, summarize the community planning and engagement process that led to its creation and highlight areas and priorities that will require effective action and implementation.

Section I, offers a background and overview of TEQ LIP, our vision, guiding principles and outlines the phases that we underwent and the many stakeholders involved in the development of the Regional Strategy.

Section II, provided a brief snapshot of the lived realities and experiences that newcomers in Scarborough face with regards to settlement and integration.

In Section III, we delve deeper in to the challenges and barriers and provide an overview of our approach on identifying them. We discuss what is working and what is not working as a means to set the foundation for our Strategy.

Section IV, outlines the priorities set by the TEQ LIP Regional Settlement Strategy. Provided is an in-depth look at our strategies along with the mandates that have assisted in their development. The strategies focus on addressing the challenges and barriers that newcomers face as a means of effectively enhancing the newcomer settlement and integration experience. We also focus on our next steps and moving forward, as this Strategy is a roadmap that provides concise direction of how we as community partners can take collective action to work together towards our goal of creating a diverse and inclusive community.

Indeed, outcomes of this process have begun to inform community initiatives planned for the coming year. The momentum created during TEQ LIP Phase 1 will support the project moving forward into implementation of our action plan and will undoubtedly continue to transform Scarborough.

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Introduction

Every year people from all around the world immigrate to Canada in search of new beginnings. The majority of them settle in big urban centres such as Toronto. In recent years in the City of Toronto, newcomers have increasingly chosen to settle in the city's suburban areas. Scarborough is one Toronto's suburbs where a large proportion of new immigrants choose to settle. The Toronto East Quadrant Local Immigration Partnership has developed a Settlement Strategy that aims to welcome and integrate newcomer's whist strengthening the diversity and inclusivity of our Region.

The Toronto East Quadrant's Regional Settlement Strategy is collaborative framework that is designed to support increased multi-sector coordination of settlement services, improve labour and economic outcomes as well as facilitate solutions for the successful social integration of newcomers while building the Scarborough Region's capacity to be a welcoming community. The Strategy's long-term vision is to identify and support the inclusion of newcomer needs within the community planning process as a means to enhance the settlement and integration of newcomers.

Through collaborative framework, this Strategy aims to provide the structure where all community stakeholders can take action to improve newcomer outcomes. Our objective, through this Strategy, is working together for a diverse and inclusive community. The TEQ LIP Regional Strategy was developed through the Local Immigration Partnership (LIP) initiative. This initiative is funded by the Government of Canada through Citizenship and Immigration Canada (CIC).

SECTION I

1.1 Local Immigration Partnership Background and Overview

Local Immigration Partnerships (LIP) are the mechanism through which Citizenship and Immigration Canada (CIC) supports the development of local partnerships and community-based planning around the needs of newcomers.

LIPs seek to engage various community stakeholders in the partnership development process including employers, school boards, boards of trade, levels of government, professional associations, ethno-cultural organizations, faith-based organizations and the community and social services sectors.

Through a collaborative framework, LIPs support the development of self-sustaining multi-sectoral partnerships that aim to address and mitigate the challenges and barriers to settlement and integration that newcomers face. Providing a focal point for collaborative action, LIPs support the development and implementation of sustainable solutions to improve newcomer outcomes.

Through the LIPs, CIC aims to achieve the following objectives:

Support service collaboration and coordination across multple sectors

Develop and implment sustainable solutions for successful social and economic intergration of newcomers

Create Welcoming Communities by strengthening Regional awareness and capcity to succesfully intergrate newcomers

Improve newcomer outcomes by increased economic, social, polticial and civic participation of newcomers

Local Immigration Partnership Objectives

There are currently over 30 LIPs in existence across the province of Ontario, each with its own specific model of operation based on its geographic size, newcomer population, community needs and priorities, partnership composition and resources.

The City of Toronto is the only LIP throughout Ontario to adopt a quadrant model wherein the City was divided into four areas; Toronto North, Toronto South, Toronto East and Toronto West in April 2012. In addition to the four Quadrants, the City of Toronto also coordinates a city wide City-LIP.

1.2 Toronto East Quadrant Local Immigration Partnership

The Toronto East Quadrant Local Immigration Partnership (TEQ LIP) was established in April 2012, following a request from CIC to merge the former 17 local Toronto neighbourhood LIPs into four Toronto Regional Quadrant LIPs as a means to create a more efficient way of implementing LIP related initiatives.

The TEQ LIP aims to support the development of local collaborative partnerships and community-based planning around the needs of newcomers in the eastern part of Toronto, as known as Scarborough. The TEQ LIP was formed through a consortium of four previously existing Scarborough neighbourhood LIPs: Eglinton East-Kennedy Park, Northwest Scarborough, South Scarborough and Southwest Scarborough LIPs. As a regional LIP framework, the TEQ LIP consolidated the previous Scarborough neighbourhood LIP tables, while also expanding engagement with newcomer community groups and service providers and other stakeholders in neighbourhoods that were not previously involved or covered by LIPs.

The overall objective of the TEQ LIP initiative is to enhance the capacity of service providers to more effectively meet the current and emerging needs of newcomers in Scarborough by supporting an integrated and collaborative approach to efficient service delivery.

The catchment area in which the TEQ LIP operates in is vast, stretching from Steeles Avenue to the north, Rouge River to the east, Lake to the south, and Victoria Park Avenue to the west, and has the total area of 188 square kilometers. This area covers six priority neighbourhoods within the City of Toronto: Steeles/ L'Amoreaux; Dorset Park; Malvern; Scarborough Village; Kingston-Galloway and Eglinton East – Kennedy Park.

1.3. TEQ LIP Vision

The TEQ LIP vision articulates the importance of partnership and collaboration between service providers, newcomers, community stakeholders, school boards, health and social services and policymakers. It is one that is a multi-sectorial approach that incorporates the underlying premise of collective work and responsibility. Our vision speaks to the understanding that newcomers face a multitude of challenges to settlement and integration: inability to adequately access the job market, difficulties accessing the needed supports to assist in their ability to navigate the settlement process, discrimination and the lack of inclusive environments are some examples of the challenges that they face. TEQ LIP partners are working together to effect change that will not only enhance newcomer settlement and integration, but also support it.

Our vision is one that facilitates working together for a diverse and inclusive community:

Organizations and stakeholders across Scarborough are working together to build strong, inclusive and welcoming communities supporting newcomer's settlement success by fostering collaboration, partnerships and equitable participation of all members.

1.4. Principles of Developing the TEQ LIP Settlement Strategy

There are three guiding principles that are central to the TEQ LIP's planning, development and implementation of a Regional Settlement Strategy; it is from this lens that the Strategy's strategic direction and priorities are developed:

1) **Service Coordination**:

The TEQ LIP acknowledges that the successful settlement and integration of newcomers is dependent on a multitude of factors such as health conditions, legal status, occupation, culture and education levels, therefore working with a diverse range of stakeholders in the community is fundamentally important. Consulting and collaborating with all relevant stakeholders who are effectively able to influence policy, program and service delivery changes is imperative to gaining traction on issues and leveraging resources, skills and expertise to address identified areas of concern within the community.

2) **Newcomer Engagement**:

Ensuring newcomers actively participate on LIP initiatives within the LIP framework increase opportunities for comprehensive, reflective and participative outcomes within the community. Given the diversity of Toronto East's immigrant populations and the accountability of the LIP initiative to newcomers, their engagement and involvement at various stages of planning, implementation and evaluation is essential.

3) **Access to Information:**

The TEQ LIP has an underlying commitment to promoting openness in all activities related to the project, while exemplifying transparency and accountability to its stakeholders, fostering informed dialogue and increase awareness of and input on issues.

Service Coordination	Newcomer Engagement	Acess to Information

TEQ LIP Settlement Strategy Guiding Principles

1.5. Objectives of the TEQ LIP Regional Settlement Strategy

The Toronto East Quadrant Regional Immigration Settlement Strategy is intended as a focal point for collaborative action with the following objectives:

1. To **perform a visioning exercise** that determines the focus of the Quadrant's Partnership Council given its larger geographic area.

2. Establishment and expansion of **local and regional partnerships** and effective service delivery in prioritized areas.

3. To establish a Regional Settlement Strategy that **builds upon key themes identified in the Local Settlement Strategies completed by the neighbourhood LIPs.**

4. To implement the priorities identified in the Settlement Strategy through **Action Plans** (key activities, roles, outcomes, required resources & timelines to implement the strategy).

5. To achieve improvements in **regional service coordination**, service provision, consultation and an effective system for information dissemination

6. **Strengthen awareness and capacity** of local service providers to integrate new immigrants.

1.6. Phases of Regional Strategy Development and Implementation

The development of the TEQ LIP's Settlement Strategy consists of four phases:

Phase 1: Assessment (November 2011- March 2012) – With the announcement of an amalgamation of the neighborhood LIPs in November 2011, Scarborough's neighborhood LIPs initiated the Scarborough Inter-LIP network in anticipation of the change. The former neighbourhood LIPs compiled their existing data, strategies, accomplishments, areas for improvement, lessons learned, and implications (positive and negative) with regards to their involvement and operations at the neighborhood level. In addition, the lead agencies of the neighborhood LIPs began exploring operational approaches that would increase the effectiveness and positive impact of all community stakeholders within a regional framework. Through monthly meetings, data on commonalities, best practices, priority issues and approaches were identified, as well as the preliminary plans of a regional operational model were developed.

Phase 2: Scoping (April 2012-May 2012) – With pre-existing data obtained from the previous neighborhood LIPs serving as the basis to transition into a regional LIP structure, further information regarding the aim, direction and deliverables still remained unidentified. Over a period of two months, Partnership Council members provided input and recommendations through meetings to determine

the most effect approach to their involvement and participation within the new structure. An Immigrant Council comprised of newcomers and immigrants from all across Scarborough was also established in order to provide feedback and ensure that the process was inclusive and reflective of their needs. As a result, the scoping phase provided agencies and newcomer residents with an opportunity to provide considerable feedback on what the priorities and focus areas for the TEQ LIP should be.

Phase 3: Strategic Planning (June 2012-October 2012) - Through a thorough analysis of data and materials presented, the TEQ LIP was able to categorically determine the priority areas of the Regional Settlement Strategy. Using various strategic planning tools, templates and exercises, and with the establishment of action groups, community stakeholders throughout Scarborough were given the opportunity to actively participate in clarifying the goals, objectives and methods for measuring success of the TEQ LIP while also identifying and allocating resources and responsibilities to the issues and initiatives outlined.

Phase 4: Implementation and Evaluation (October 2012- March 2013) – Community stakeholders will undertake the initiatives outlined in the Regional Settlement Strategy and the developed action plans; allocating resources and engaging internal and external stakeholders in addressing the identified objectives through the processes specified, with some iteration along the way. In addition, the evaluation component involves assessing and documenting the TEQ LIP's progress towards achieving the set goals through a series of community meetings.

| Assessment | Scoping | Strategic Planning | Implementation and Evaluation |

Phases of Regional Strategy Development and Implementation

1.7. TEQ LIP-Settlement Strategy Development and Implementation Overview

In order to put into action a holistic and coordinated approach and to foster a process of collaboration, TEQ LIP developed various supportive structures to ensure the involvement of multiple stakeholders from across the Region of Scarborough. These structures form the basis of the TEQ LIP governance model and provide guidance to ensure proper and effective implementation of the Strategy.

In addition, TEQ LIP works closely with the Toronto City-wide LIP and the other three Toronto Quadrant LIPs to ensure priorities are addressed at their most appropriate local, regional or municipal levels.

TEQ LIP Structure
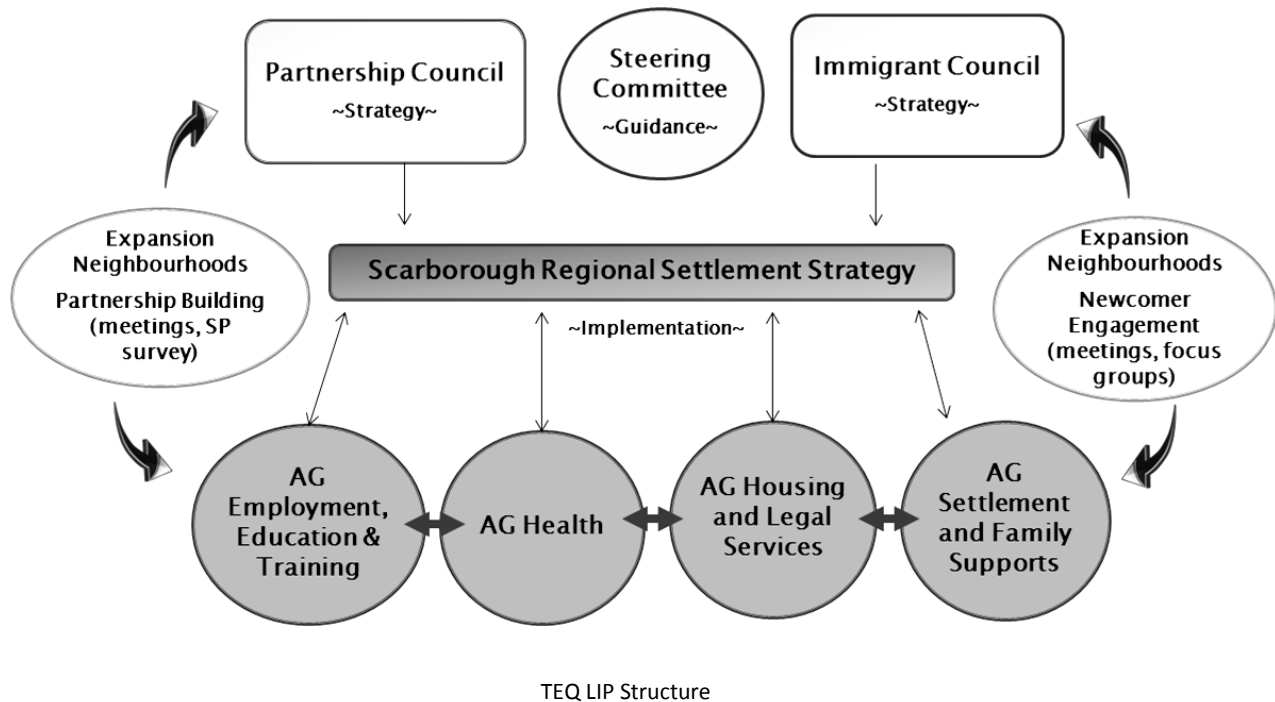
Steering Committee

Providing strategic stewardship to the LIP Project, the Steering Committee supports and provides guidance to operations of the Partnership Council and Immigrant Council. Their role is to ensure that the activities of the Partnership Council, Immigrant Council and Action Groups execute and implement the priorities outlined in the TEQ LIP Settlement Strategy The Steering Committee also confirms that activities of the project are undertaken in participatory, inclusive manner and mitigates issues, challenges or concerns of Partnership Council, Immigrant Council and Action Groups to ensure overall success of the LIP initiative.

Partnership Council

The TEQ LIP is composed of a diverse range of organizations including settlement agencies, language training providers, community organizations, educational institutions, social service agencies, health care providers, local networks, faith groups and other stakeholders throughout Scarborough who have an interest in or provide services to newcomers in the area. The Partnership Council is responsible for facilitating and overseeing the development and implementation of the Regional Settlement Strategy and ensuring the newcomer voice is effectively reflected in the process. Working collaboratively with the Immigrant Council and sector focused Action Groups the Council's role is to identify and implement innovative approaches to effectively enhance the service delivery system for newcomers in Scarborough Region. The Council addresses planning and service coordination issues from a collaborative and interdisciplinary perspective across all of Scarborough, and ensures that multiple stakeholders participate in planning and coordination efforts.

Immigrant Council

The Immigrant Council works in collaboration with the TEQ LIP's Partnership Council in improving services, policies and programs and ensures activities of the TEQ LIP are reflective of newcomer's needs and priorities. Members of the Immigrant Council are newcomer and immigrant residents living in Scarborough who are interested in championing newcomer and immigration-related issues, ensuring accountability of service providers. The Immigrant Council also serves as an advisory body to ensure that the newcomer voice is represented in all planning and implementation stages to strengthen the local capacity to integrate newcomers.

Action Groups

The Action Groups are responsible for developing the Regional Settlement Strategy and related action plans through coordination, resource sharing and collaboration among newcomer service providers and other key stakeholders in Scarborough. The Action Groups are comprised of members of the TEQ LIP Partnership Council and the TEQ LIP Immigrant Council. Through discussions and activities the action groups set priorities, develop settlement strategies, develop a Settlement Strategy action plan and

implement and monitor developed solutions geared towards enhancing newcomer's settlement success and opportunities.

Each Action Group consults with resource/reference groups and subject specialists to get further input for developing all plans and documentation. There are four Action Groups namely **Employment, Education and Training; Health; Housing and Legal Support** and **Settlement and Family Supports** established under the TEQ LIP based on common priorities that emerged from the local settlement strategies of the four previous neighbourhood LIPs in Scarborough, with additional input from the Partnership Council and further community input.

City-wide and Toronto Quadrant LIPs Collaboration
The City LIP spearheads systemic and municipal related settlement and integration issues identified throughout the Quadrant LIPs. The City of Toronto plays an integral part in the planning and implementation of the Quadrant LIPs in Toronto (Toronto East, Toronto West, Toronto North and Toronto South) during the current fiscal year. The City serves as a catalyst to help transform localized activities that have systemic and geographic significance through the support of a wider authoritative body, with the ability to convey the needs and concerns of the Quadrant LIP's to municipal, provincial and federal stakeholders such as the Ontario Council of Agencies Serving Immigrants (OCASI), Ministry of Citizenship and Immigration (MCI) and Citizenship and Immigration Canada (CIC).

1.8. The Importance of Agency Partnerships

One of the key elements for success of the Toronto East Quadrant's Regional Settlement Strategy will depend largely on the collaborative effort between community agencies and their engagement with the broader community. TEQ LIP understands that creating a diverse and inclusive community requires all community stakeholders to be involved. In order to establish a coordinated and holistic approach, agencies within Scarborough have worked in partnership in supporting the community engagement process as well as developing community leadership. As we proceed to move forward TEQ LIP partner agencies will continue to support this process and carry on with engaging our various communities in order to better understand and address the settlement and integration needs of newcomers.

SECTION II

Toronto East Quadrant- A snapshot of Scarborough

The landscape and social scope of Scarborough is a vast and diverse as the people who live there. Comprised of 33 neighbourhoods, and covering a total of 188 square kilometers it is the City of Toronto's easternmost suburb. Over 602,575 people call Scarborough home.[1] 57.4% of the total population of Scarborough are immigrants of which 73,326 are recent immigrants (less than 5 years in Canada). Newcomers come to Scarborough from all over the world, and on average a higher proportion of recent immigrants move the Scarborough as compared to the City (12.1% versus 10.8%).[2] A recent report noted that Scarborough was home to two neighbourhoods with the highest number of newcomers (2001 to 2006) Woburn (9,135), and L'Amoreaux (7,890).[3]

Map of Scarborough

Scarborough is also home to a large number of visible minorities (67.4%) compared to that of the City, in 2006, the top visible minority groups in Scarborough were South Asian, Chinese, Black, Filipino and West Asian. In addition to English, the top five languages spoken at home were Mandarin, Tagalog, Cantonese, Tamil and Chinese. Such diversity adds to enhancing the building a unique and culturally rich Scarborough.
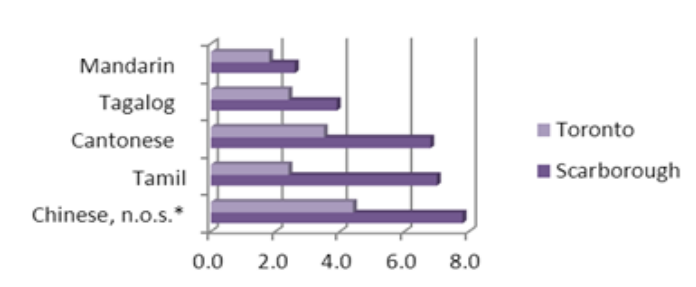
Data Source: Statics Canada, 2006 Census of Canada

The overall age distribution of newcomers in Scarborough is reflective of the overall immigration process-which tends to favour younger skilled workers. The figure below illustrates that a little over half of the newcomers who make Scarborough home are between 25-64 years of age; this is slightly higher than the city average of 48.7%.[4] There has also been a 16% increase of the senior population in Scarborough over the last five years[5] this age distribution pattern among the working group clearly shows that Scarborough will have more senior population in coming years while there will be more economical pressure on the working age group.
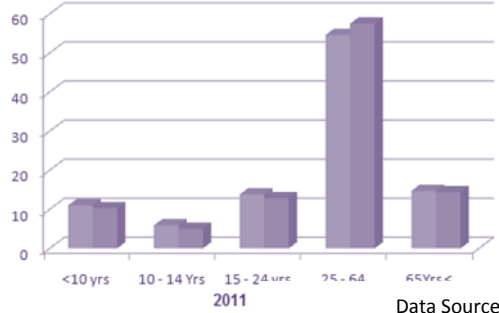
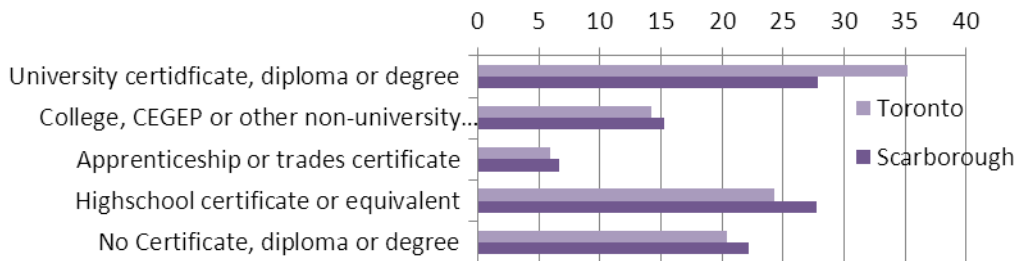Data Source: Statics Canada, 2011 Census of Canada

While newcomers arriving to Toronto (2001-2006) made up 10.8% of the population, they represented 36% of low-come households.[6] It has been noted that there is an increasingly widening gap of income polarization in Toronto. This trend of growing socio-economic inequality is also very pronounced in the inner suburbs where newcomers tend to settle.[7] Scarborough is home to a higher concentration of newcomers who experience poverty; the average household income in Scarborough is lower than the City average ($65,385 versus $80,343).[8]

Individual and Household Income	Scarborough	City of Toronto
Average Household income	$65,385	$80,343
Average individual income (15 Years & above)	$28,913	$40,376
Average male income	$33,031	$49,387
Average female income	$25,177	$32,125

Data Source: Statics Canada, 2011 Census of Canada

The unemployment rate in Scarborough is also higher in Scarborough than in the rest of the city of Toronto (8.8% versus 7.6%)[9], further illustrating the growing disparity in income distribution.

Most newcomers in Toronto when they arrive are highly skilled and educated. CIC noted that newcomers arriving between 2001-2006, 42.6% had a university certificate or degree (46.4% of men and 39.7% of women). Scarborough has a lower proportion of newcomers with a university degree (28%) compared with Toronto (35%).[10] However, Scarborough has a higher number of newcomers with a high school certificate of equivalent (25%).[11]

Data Source: Statics Canada, 2006 Census of Canada

In many ways, Scarborough is faced with many inner suburb challenges that also make it distinctive and as a result, impact newcomer's settlement experiences. Not only is Scarborough home to a large number of newcomers, it is also home to 6 of the 13 Priority Neighbourhoods for the City of Toronto. This is very significant to highlight as priority neighbourhoods have higher than average numbers of newcomers, visible minorities, lone-parent families along with higher low-income and unemployment rates than the City of Toronto.[12] Many of these areas also have less access to social services relative to other Toronto neighbourhoods.[13]

The sheer size of Scarborough also presents a multitude of barriers. As an inner suburb, Scarborough was originally designed for those who drive. Access to transportation is an important aspect of a neighbourhood; it affects access to services, education, employment and other necessities. Lower rates of car ownership among newcomers, combined with inadequate transit service, can contribute to the social and economic challenges that newcomers face.[14] For many newcomers getting around on public transportation can be a challenge, if not time consuming process. Additionally, due to its geographic size and large number of newcomers, the number of settlement agencies is disproportionately low relative to the number of newcomer residents which in turn has important implications for the Region in terms service delivery and community based-planning.

This brief snapshot of Scarborough presents some of the challenges and barriers that many newcomers in Scarborough face when it comes to settlement and integration. It also provides the TEQ LIP with some foundation of our Regional Strategy. Having an understanding of the lived experience and everyday realities that newcomers in our Scarborough face, provides us with the opportunity to collectively work together in finding ways to better support newcomers. It serves as a starting point for us to build a shared understanding and raise awareness within the community about what newcomers in Scarborough face as well as create the platform from which we as stakeholders can work together on priorities to implement in our Strategy.

SECTION III

3.1. Developing the TEQ LIP Strategy

The TEQ LIP has followed different approaches in assessing newcomer needs, service availability, service accessibility and challenges faced by newcomer communities in Scarborough. Research methods include reviewing of former LIP settlement strategies, Partnership Council meetings, Action Group meetings, newcomer consultation and service provider surveys.

As a first step, TEQ LIP reviewed all four former LIP settlement strategies to consolidate research findings related to newcomer needs and specific challenges, service analysis and key recommendations across former four LIP areas in Scarborough.

The TEQ LIP Partnership Council was established in May 2012 and commenced its activities in June 2012. The Partnership Council provided its critical feedback emerging common focus areas and newcomer needs and trends to identify and develop strategic directions for the Toronto East Quadrant LIP. The Council also facilitated formation of four strategic focused Action Groups that consisted of sector specific service providers and other key stakeholders. The Action Groups worked collaboratively to conduct in depth assessment of newcomer needs and challenges and develop sector focused settlement strategies.

To assess newcomer needs, priorities, challenges, and the capacity and accessibility of services in expansion neighbourhoods, the TEQ LIP conducted an environmental scan of neighbourhood services and facilitated meetings, and consultation sessions with newcomers. Through these sessions, specific newcomer challenges and priorities were highlighted, many of which resembled the needs identified in previous consultations by LIPs in Scarborough with newcomer communities.

The LIP team, Action Groups and Partnership Council have reviewed, analysed and reported their findings in key areas including language training, education, employment, health, mental health, wellness, childcare, housing, legal services, youth, women and services for seniors. This section describes summary of newcomer needs, what services are available for newcomers, what works best and the challenges faced by Scarborough community in accessing information and services for newcomers.

3.2. Expansion Neighbourhoods

There are eight neighbourhoods in the Scarborough area that were not originally covered by the previous neighbourhood LIPs   (Wexford, Maryland, Ionview, Bendale, Guildwood, Rouge, Centennial Scarborough, Malvern and Highland Creek). In an effort to create an effective and holistic Strategy, the TEQ LIP has included those eight neighbourhoods into the overall plan. Through a process of community consultations, service providers meetings, community stakeholder engagement and newcomer needs assessments, the TEQ LIP hopes to capture vital and important information that can be subsequently incorporated in to the development and implementation of the Regional Strategy. We will continue to work on engaging the new expansion neighbourhoods despite some challenges/barriers (no previous knowledge of LIP, reluctance to collaborate, building relationships, isolated community pockets, and merging existing established networks with newly incorporated ones).

3.3. Summary of newcomer needs, and what works well

In order to capture and present and accurate picture of the newcomer settlement experience in Scarborough Region, TEQ LIP collated all the data of the four former Scarborough LIPs. The information gathered by the former four Scarborough LIPs was collected through focus groups, discussions with community based groups and one-on-one meetings with residents and service providers.

The table below is an almagamation of all the **data of the four former Scarborough LIPs** on whats has been working and what are some of the challenges newcomers face:

SERVICE AREAS	WHAT WORKS WELL	WHAT ARE THE CHALLENGES
Access to newcomer related information	- Information package at the airport - Newcomer orientation session conducted by settlement agencies - Libraries, school settlement workers	- Newcomers with poor language skills are unable to use all the newcomer related materials - Customized information packages are not available - Some printed materials do not have current information
Access to newcomer settlement services	- Services provided in different languages - Some offices are easily accessible as they are at convenient locations	- In some cases clients have to travel longer distances to get to a service - Staff client ratio – One settlement worker deals with many clients - Some organizations are not located at

SERVICE AREAS	WHAT WORKS WELL	WHAT ARE THE CHALLENGES
	▪ Transportation cost is covered and child minding supports are provided by some programs ▪ Some basis supports provided by faith-based groups	major intersections where it is not easy for newcomers to find the offices ▪ Services are not available in all different languages of the newcomer community. ▪ Eligibility criteria used by organizations. Ex: There are few agencies serving people without status.
Language training	▪ Language classes are available during weekdays, evenings and weekends ▪ Child minding support is available and childcare subsidy is made available to eligible students ▪ ESL & LINC Classes are useful for many newcomers	▪ Some locations have reduced evening classes and weekend classes ▪ High costs for child care and low number of available subsidy spots[15] ▪ Newcomers are not aware of different options available for language classes ▪ More flexibility of class scheduling is needed (part time mornings, afternoons in addition to full day programs) ▪ Some classes are only available at far locations and not in every community. Ex: Job-specific, advanced-level English training programs
Education	▪ Afterschool programs for school age children ▪ Free education for kids ▪ Computer classes ▪ Second career programs ▪ Financial assistance from Government to upgrade educational qualifications	▪ The eligibility requirements are restricted ▪ Tuition fees are very high and newcomers are unable to pay ▪ Improved access to relevant information about educational opportunities and financial assistance ▪ The process for obtaining credential assessments is lengthy
Employment	▪ Job search workshops ▪ Employment Insurance ▪ Employment support programs ▪ Second career programs	▪ Employers wanting Canadian experience is a barrier for newcomers trying to obtain employment ▪ Relevant skills obtained in their home countries not being recognized

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[15] Parent following any language program can apply for Childcare subsidy. However, both parents should be engaged in minimum of 25 hours per week during the day time either in school or work to eligible for child care subsidy.

SERVICE AREAS	WHAT WORKS WELL	WHAT ARE THE CHALLENGES
	• Mentoring programs • Volunteer opportunity to obtain Canadian experience	• Newcomers do not get relevant and current labour market information • Credential assessments are expensive and time consuming. Many newcomers are not aware of online application option for credential assessment • Lack of meaningful mentoring and volunteering opportunities • More pre-arrival information on employment, accreditation are not available
Health & Wellness	• Free health care • Support from public health nurses (Ex: post-natal care) • Immunization programs • Free dental and eye coverage for low income groups	• Many newcomers have suffered from mental health issues (depression, anxiety, etc.) due to lack of recourses (i.e. employment) and isolation • 3 months waiting period for OHIP coverage • Dental and eye care not covered by OHIP • Cultural barriers in obtaining mental health support due to stigma connected to it.
Childcare	• Subsidized childcare program • Early childhood development programs	• High costs for care and low number of available subsidy spots • No/low child-minding availability during language classes and other training programs
Housing	• Subsidized housing • Ontario work assistance • Shelters	• Newcomers are finding there is a lack of access to decent affordable housing • Long waiting period for subsidized housing • Newcomers are not aware of their rights as tenants
Youth services	• Youth groups helped a lot to settle newcomer youth • Employment support from	• Recreational facilities offer the majority of the programs at high user fees • Lack of multicultural and multi-lingual

SERVICE AREAS	WHAT WORKS WELL	WHAT ARE THE CHALLENGES
	youth service providers (Ex: Summer jobs and part-time jobs) ▪ Mental health and counselling support	staff available to work with youth
Services for seniors	▪ Transportation service for seniors ▪ Senior drop in programs ▪ Program addressing senior abuse	▪ Isolation is an issue for newcomer seniors ▪ Few agencies working with seniors and many of them charge fees ▪ Few spaces to interact with other seniors or recreational activities geared to their culture

3.4. Summary of newcomer needs, and what works well in expansion neighbourhoods

During the consultations sessions within expansion neighbourhoods, newcomers identified community assets as having friendly residents, rich multiculturalism and ethnic diversity of residents, accessible housing, and having close proximity and access to healthcare services.

Newcomer residents from expansion neighbourhoods shared many of the same priorities and needs for the area. Overall, employment access, timely access to settlement information, and a desire for greater community interaction, all emerged as high priorities during consultations with residents.

1. Employment access

Employment access, specifically access to the labour market, credential recognition, and employment training, were all highlighted as major priorities by different newcomer groups. Newcomers specifically cited their lack of Canadian experience, difficulty obtaining credential recognition, language barriers, and lack of information on employment services, as some of the major obstacles to finding fair and meaningful employment in Canada. The need for more skill-building opportunities for youth and skilled professionals was underscored. Other identified employment needs included: enhanced access to employment and skill training, greater volunteer opportunities, and accessing information about the Canadian labour market and assistance to credential assessment before arrival in Canada.

During the consultation process, some newcomers were generally unaware of the different employment services offered in the area. With the case of Malvern, newcomers from out of the area came to Malvern specifically to access to services, based on references from family and friends.

2. Timely access of settlement information

Newcomer participants highlighted the importance of receiving timely access to relevant information, particularly before arrival so that newcomers can get information when they need it. Many respondents shared that they had unrealistic expectations of Canada before arriving, making it more difficult to settle afterwards. The importance of assessing different settlement information in one place was also underscored, as newcomers felt that service providers at times could not refer clients adequately.

3. Connecting with other ethnic communities and getting involved

Residents cited that greater social interaction with other ethnic communities in the area was of great importance, particularly for women and seniors that may be isolated. Discussion took place around the need for greater opportunities for newcomers to become socially integrated through engagement events and activities. Existing obstacles to newcomer community engagement included language barriers, mobility issues, and lack of information.

3.5. Other identified newcomers needs and priorities in expansion neighbourhoods

In order to capture and present and accurate picture of the newcomer settlement experience in Scarborough Region, TEQ LIP also engaged newcomers the expansion neighbourhoods for their feedback.

The table below are some of needs and priorities that newcomers in expansion neighbourhoods identified:

Language training	▪ More flexibility of class scheduling is needed ▪ Need for English language classes located in closer proximity
Education	▪ Eligibility requirements ▪ High tuition fees ▪ Faster credential assessments
Health & wellness	▪ Lack of affordable dental and medical services ▪ Lack of affordable healthcare opportunities during the three month waiting period after arrival ▪ Limited OHIP coverage ▪ Need more support for stress management after arrival
Childcare	▪ Limited childcare spaces available with waiting periods of up to 6 months
Civil rights and legal supports	▪ Enhanced access and information regarding legal and civic rights services
Family Support	▪ Getting seniors involved – problems with mobility and transportation ▪ Problems accessing and managing information on different services ▪ Having parental awareness and knowledge of the school system ▪ Lack of support for stress management, social inclusion, social/cultural obligations ▪ Need for family sponsorship information (i.e. current immigration changes and application process for visa) ▪ There needs to be more focus on availability of interpretation at schools and in community to overall initial language barriers
Youth services	▪ Need for more youth-centered programs, extracurricular activities after school and during the summer and March break
Services for seniors	▪ Cases of elder abuse and lack of senior support particularly pertaining to language, isolation, child mining, and health and care giver support.

3.6. Summary of service availability, capacity and accessibility

Currently there are over 100 settlement service and non-profit agencies operating in Scarborough, assisting newcomers' integration into their residing neighbourhoods. A segment of these agencies provide multiple services, whereas others specialize in one or two areas, such as employment support, health, etc. It was observed that some agencies have a larger staff capacity, with strong network relations with local communities and a number of branches in different locations. This has allowed for agencies to reach more clients by covering a larger geographic area. In contrast, some organizations have limited staff capacity and only one location, limiting their geographic coverage and network. Another feature that was evident was various agencies ability to secure funding from multiple funders, whereas others mainly depend on a single funder for all their programs.

Several of the agencies serving newcomers in Scarborough have been in operation for several years, and actively take part in different forms of partnership and collaboration. This helps staff members from different organizations become familiarized with each other and possibly forge new working partnerships.

In regards to Outreach and Promotion of services, most of the agencies use a combination of methods. However, due to budget constraints agencies have been limited to using print and electronic media for most of their service promotion. On a positive note, inter-agency relationships and referrals by clients have been found as a more beneficial way for them to reach significant amounts of clients.

The relationship among different stakeholders has proven to contribute to service delivery and success. However, affiliation with the corporate sector is limited to funding, where some agencies receive funds from commercial banks and in few cases using resource persons from private sector for awareness sessions. On the grass-roots level, where some resident and faith-based groups refer clients to settlement service agencies; the relationship between the settlement service agencies and those community groups was seen as an unequally beneficial arrangement by the agencies. Also, many agencies do not want to be associated with certain faith-based groups in fear of the stigma attached.

It was also found that employment services are the most demanded by newcomers, whereas language training, housing, health services, education and childcare related services are some of the other priority services. Although agencies working in Scarborough provide these services there number of key challenges faced by newcomers in accessing them including language barrierS, lack of awareness about services, eligibility criteria, office location (there are some services not available in Scarborough), travel time and expenses.

3.7. Summary of service availability, capacity and accessibility in expansion neighbourhoods

As part of the scoping and strategic planning process, the TEQ LIP conducted environmental scans of new neighbourhoods to collect information regarding the services and programs offered to newcomers in the area. Most of the new neighbourhoods assessed had limited number of services for newcomers, with the exception of Malvern.   Also, relative to other neighbourhoods in Scarborough, the services and programs available in Malvern are diverse and generally located in close proximity to its residents.

A range of service providers work in the expansion neighbourhoods covering healthcare, prenatal care, mental health, food security programs, employment and education services, cultural programs, newcomer specific services, park and recreation programs, and services specifically for women, youth, and seniors. Moreover, there are a number of faith organizations offering programs and support to the residents, including newcomers.

During consultations, newcomers identified service gaps in their outstanding need for additional support and programming. One service gap highlighted is the need for greater access to childcare, due to lack of available spaces and long waiting periods. Employment support, education and training are the most demanded services by newcomers in expansion neighbourhood that is similar to Scarborough region. Community and family support, housing support, services in first languages are other top demanding services for newcomers. The lack of affordable services and information on legal and civil rights, was additionally discussed as a top priority for newcomers in the area.

When speaking with service providers, enhanced knowledge-sharing between agencies in the area and those coming into the area, was emphasized. Though there are partnerships and collaboration among some service providers, still there is a greater need for forging partnerships in other areas such as resource sharing, collective community outreach, service awareness and engagement.

Despite the services available in their neighbourhoods or nearest neighbourhoods, lack of awareness about those services is major factor affecting access to services. Service providers explained that by expanding their awareness of different programs and services, they could provide more effective and successful support to newcomer clients, more accurate referrals, as well as avoiding duplications in services. The suggested ways of achieving envisaged results were through forming partnerships for joint programming, more frequent communication, enhance services and information in different languages, expansion of networking, regular program review forums with agencies to enhance collaboration, and sharing of information and resources. Having closer engagement with the faith community, involving the government sector in meetings, events, and research, and connecting with local businesses for improved access to employment and social development, were also identified as priorities.

SECTION IV

4.1 Formation of Strategic Focus Action Groups, Developing Focus Areas and Expected Outcomes

In June 2012, TEQ LIP established four Action Groups to develop and implement strategic recommendations and an Action Plan that will foster collaboration and enhance the newcomer settlement experience in the Scarborough Region. The Partnership Council decided that rather than establishing groups to work specifically on the topics of service coordination and newcomer engagement, it would be more beneficial to establish these items as guiding principles and ensure that they are .

Based on the feedback from the Partnership Council, TEQ LIP established four Action Groups focused on four major thematic areas. While the member agencies in the Partnership Council have appointed their agency staff to different Action Groups based expertise and interest to contribute on selected topics, invitation was extended to the community at large where settlement agencies, newcomer service providers, main stream services, other community stakeholders and Immigrant Council members to be members of different Action Groups. Following the analysis of service needs and challenges faced by newcomer community in accessing different services, each Action Group conducted a visioning exercise to create mandate, objectives and expected outcomes. It was agreed by all the Action Groups to ensure service coordination, enhanced access to information and community engagement were established as crosscutting themes of all the work of each Action Group.

4.2. Emerging Strategic Settlement Priority Areas for Scarborough LIP

The identified common focus areas by the previous neighbourhood LIPs in Scarborough formed the basis upon which an amalgamated Scarborough LIP strategy would be developed. Acknowledging that a new Scarborough wide strategy was to include the input and consideration of newly incorporated areas (i.e. Rouge, Malvern etc.,) a community launch of the Scarborough LIP was held in early April 2012 to gain further input from community and service providers and other community stakeholders from across Scarborough. Although community members and service providers in attendance were in agreement of the continuation of efforts in the five core areas identified by the neighbourhood LIPs, there was a need to provide further support and/or conduct initiatives in the following areas:

- **Consolidating the employment, education and training priorities** - Understanding that building the capacity, skills and knowledge of newcomers through education and training

increases their chances for greater employment opportunities commensurate to their skills and education, the Partnership Council decided to consolidate the focus areas into one.

- **Establishing the health, housing and legal service priorities** - Considering lack of resources, limited number of service providers in Scarborough and the systemic issues related to health, immigration and settlement process, an adequate focus should be given on the health services, housing and legal services as individual priorities.

- **Creating settlement and family support groups** - With the feedback gathered, and strong arguments towards broadening the focus of the TEQ LIP given geography and demographic composition of service providers and immigrants, the LIP stakeholders suggested establishing priorities that addresses specific needs of youth, seniors and women in Scarborough.

The three new identified focus areas along with the common focus areas of the previous neighbourhood LIPs were incorporated in to the LIP priorities and presented to the TEQ LIP Partnership Council table in order to consolidate the focus area into manageable groups which along with further discussion and planning would assist in developing a Scarborough wide strategy.

Based on the review of all the materials and considerations presented, the TEQ LIP Partnership Council determined the following final strategic priorities considerations for the Scarborough LIP:

- **Ensuring that the service coordination, newcomer/civic engagement and information and access to space and resources form the basis of all activities related to the LIP project** - As a community based project geared toward creating mutually beneficially opportunities for service providers as well as newcomer and immigrant residents, the Partnership Council decided that gains will not be made unless a collaborative approach amongst service providers is established and that newcomers are given opportunities for input at all stages of the planning and evaluation process.

4.3. Toronto East Quadrant LIP Settlement Strategy

Fundamental to the TEQ LIP Settlement Strategy, has been developing an understanding of what successful integration translates to in real life – by understanding the needs of newcomers, we can support the creation of welcoming communities that that promote the inclusion of newcomers. This Strategy aims to help newcomers integrate and contribute to every element of life – economic, social, cultural and political and reflects the values of diversity, equity and inclusion. The aim of the Scarborough Regional Strategy is to address the barriers, identify supports as well as opportunities that can diminish the settlement challenges which newcomers face with successful integration.

Employment, Education and Training

Newcomers face many barriers to employment. A lack of avenues to acquire Canadian experience, barriers to access navigate and secure beneficial employment opportunities, low paying jobs, and a lack of confidence of potential employers of newcomer's skills are some examples of the obstacles that affect newcomer's successful economic integration.

Strategic Area 1: Enhance newcomer's access to labour market information and employment supports through knowledge-sharing amongst service providers on current labour market services and resources to support effective referrals and facilitate newcomer's access to the labour market.

Objectives:

1. Improve access and availability of employment-related information resources and visibility of existing services

2. Advocate for enhanced employment supports

3. Campaign and educate employers on the benefits of hiring newcomers

Strategic Area 2: Facilitate coordination and partnerships with key stakeholders to supports newcomers interested in self-employment and entrepreneurship opportunities.

Objectives:

1. Work with stakeholders to support small businesses and entrepreneurs

2. Work with service providers to enhance availability of skill development programs for newcomer entrepreneurs

Strategic Area 3: Enhance awareness and access to education and training supports for newcomers in Scarborough interested in upgrading their educational qualifications.

Objectives:

1. Promote access to training, coaching and employment opportunities for newcomers through existing networks and subject matter experts

2. Increase newcomer awareness about educational pathways

3. Support more access to employment related language training programs

MANDATE:

To enhance awareness and knowledge of newcomer employment related issues and promotes educational and training opportunities that best support newcomer professional in accessing the labour market.

EMPLOYMENT, EDUCATION AND TRAINING EXPECTED OUTCOMES:

- **Increased collaboration and information sharing** amongst newcomer service providers and small businesses and entrepreneurs to support newcomer employment and training.

- **Stronger relationships** between service providers and universities and colleges.

- **More resources available** for training and employment access supports (i.e. childcare)

- **More awareness among diverse service providers** about existing programs and resources, seamless referral processes in place.

- **Increased information available** for front-line staff on language and training supports for newcomers (i.e. through knowledge-sharing sessions, workshops).

- **Identify and promote opportunities** for highly skilled professionals in volunteering, placement and mentoring roles for newcomer adults.

Health

Studies show that newcomer's health deteriorates over time after immigrating to Canada. This is in part due to some challenges that newcomers face while trying to navigate the health care system, which can lead to significant implications. Newcomer health within this context is understood to be socially determined and holistic to the settlement and integration experiences of newcomers.

Strategic Area 1: To enhance newcomer's access to health related information on programs, resources and services in their community, increasing their ability navigate services and make informed decisions on individual and family related health issues.

Objectives:

1. Provide greater clarity, understanding and consistency on health, mental health and wellness related definitions and messaging, to alleviate stigmas, stereotypes and barriers associated to services available to newcomers.

2. Improve access and navigation of health related services and programs, acknowledging the distinct circumstances, rights and cultures of recent immigrants in the community.

Strategic Area 2: Promote collaboration and knowledge sharing between health practitioners, researchers, community groups and service providers to increase the service delivery sectors effectiveness to meet the unique needs of Scarborough's diverse newcomer population in a coordinated and streamlined approach.

Objectives:

1. Promote effective communication and knowledge sharing between service providers regarding innovative ideas and best practices in addressing health related issues and trends of ethno-specific immigrant groups.

2. Mobilize leadership and foster collaboration between mainstream and unconventional stakeholders to strengthen the responsiveness of contributors to the health care service delivery system

MANDATE:

Enhance and promote the overall health of newcomer residents in Scarborough, while aiming to reduce health inequalities

HEALTH EXPECTED OUTCOMES:

- **Increased awareness of and timely access to services for newcomers** through greater collaborative efforts in information and referral efforts amongst service providers.

- **Develop diverse approaches to addressing health needs of specific and emerging newcomer** groups approaches such as LGBTQ newcomers, refugees and undocumented workers to assessing health service in an equitable and effective manner.

- **Build strong partnerships with local, regional and provincial networks** to champion policy changes aimed at equitable health service reforms and innovative approaches to service delivery at all levels.

- **Greater understanding and effective mechanisms** to assess and alleviate settlement stressors to newcomer settlement and integration process i.e. job stress, loans, cultural obligations etc.

Housing and Legal Supports

Understanding that the settlement experience is difficult to navigate upon arrival, there needs to be more initiatives focused on assisting newcomers with housing and legal related matters and on ensuring newcomers are aware of services and resources that are more affordable efficient and affordable while adjusting to life in Canada.

Strategic Area 1: Improve service providers' awareness and access to housing-related information and resources through effective communication, service coordination and collaboration amongst housing service providers, settlement agencies and other stakeholders.

Objectives:

1. Support effective communication and knowledge sharing among service providers on emerging issues that affect newcomer housing, including funding, policy and other changes and find ways to collectively address them

2. Increase sustainable agency collaboration & partnerships to support newcomer's access to housing

Strategic Area 2: Support newcomer's access and ability to maintain affordable housing in Scarborough by enhancing awareness and navigation of different housing options through relevant information and tools.

Objectives:

1. Promote awareness of available affordable market rent and subsidized housing as well as tools and resources that address newcomer housing access

2. Support improvements to newcomer's access to and ability to maintain affordable housing

3. Improve tenants education and capacity building to address safety and other challenges

Strategic Area 3: Enhance awareness of and access to legal information, services and resources through community awareness and collaboration amongst legal service providers, settlement agencies and other stakeholders.

Objectives :

1. Improve newcomer's and service provider's awareness of legal issues, available resources and legal services in Scarborough

2. Facilitate sustainable collaboration among legal service providers and other key stakeholders

3. Increase newcomer's access to legal services and support by bring more resources and services to Scarborough

MANDATE:

To work together in developing and implementing strategies through service coordination and collaboration to enhance availability and accessibility of housing, legal support and related services for newcomers in Scarborough

HOUSING AND LEGAL SUPPORTS EXPECTED OUTCOMES:

- **Newcomers, including vulnerable and low-income groups** are more **aware of and have access to services and resources** that assist them to have access to affordable, safe and healthy housing options and the ability to maintain these in the long-term

- **Affordable, safe and long-term housing leads to improved physical and mental health** for newcomers

- **Immigrants have more information about legal issues and have barrier free access** to legal support services when they need them

- **Service providers in Scarborough are more aware of resources and equipped with information of newcomer's housing and legal services needs** and work collaboratively to address them

- **Improved service coordination and collaboration** among housing/ legal service providers and settlement service organizations

Settlement and Family Supports

Newcomers can face many barriers to accessing programs and services. These barriers include a lack of information and awareness, language barriers, eligibility requirements, mobility issues, location of services and costs. Additionally, the needs, priorities, and experiences of newcomers differ between specific demographic groups (i.e. women, seniors, youth, etc.), which can hinder their involvement in or access to programs and service respectively. Settlement and family supports play a fundamental role in how newcomers integrate and the provision of developing culturally appropriate programs and services in the languages of Scarborough's main immigrant groups can also assist in a smoother integration process.

Strategic Area 1: Strengthen the availability and accessibility of settlement and family supports for newcomers by enhancing newcomer and service provider knowledge and access to settlement related information, resources, and support.

Objectives:

1. Develop and support newcomer's awareness of and timely access to information and services that support successful settlement

2. Support effective service coordination and knowledge sharing among service providers, faith institutions, and community groups

Strategic Area 2: Create a platform to address the settlement needs of specific newcomer groups and family units in Scarborough.

Objectives:

1. Improve awareness of and access to services and supports for newcomer seniors

2. Empower newcomer women by enhancing awareness of and access to services and supports

3. Support newcomer youth empowerment and social integration

Strategic Area 3: Enhance interpretation services and information in different languages of Scarborough's main newcomer demographics.

Objectives:

1. Improve the capacity of service providers to offer information and services in different languages

2. Increase the availability and access to culturally relevant written materials offered in different languages

MANDATE:

To strengthen availability and accessibility of settlement and family supports for newcomers through facilitating enhanced service coordination and knowledge sharing among organizations, and greater community engagement in Scarborough.

SETTLEMENT AND FAMILY SUPPORTS EXPECTED OUTCOMES:

- Newcomers, service providers, and faith-based and cultural institutions are **more knowledgeable and better able to access settlement related information, resources, and supports**

- **Greater awareness among service providers of the needs of specific newcomer groups** (including newcomer seniors, women, youth, LGBTQ newcomers, and refugees) and how to best address them

- Reduced barriers that allow all newcomers to **access programs that are relevant to their needs and interests**, and that enable them to participate in the community in a meaningful way

- Enhanced newcomer awareness of and timely access to **information and services in their first language**

4.4. Next Steps: Putting Strategy into Action

The TEQ LIP is moving towards the next phase of our Strategy-implementation. This implementation phase will consist of identifying actions and creating an Action Plan that will yield the best results towards achieving our goal towards creating diverse and inclusive communities that facilitate newcomer settlement and integration. The purpose of the Action Plan to be implemented is to promote substantial change in the newcomer settlement and integration process in Scarborough.

The TEQ LIP Action Plan supports the collaboration and partnership building across all sectors. This process of collaborative action is fundamental to the overall implementation and success of the TEQ LIP Settlement Strategy. In order to yield beneficial results, all stakeholders need to be involved in contributing and having a role that will lead to positive outcomes in newcomer settlement and integration.

In order to achieve our goal of working together for a diverse and inclusive community, the TEQ LIP Action Plan will incorporate a variety of elements and approaches to ensure successful implementation. The aim is to build upon the current assets of what is working and identify areas that need improvement. By taking this approach, TEQ LIP will be able to build upon community strengths and facilitate mechanisms that will engage and build the capacity of multiple stakeholders across multiple sectors in a holistic and coordinated method.

To improve the successful outcomes of the Action Plan, TEQ LIP will establish quantitative and qualitative baseline measurement indicators to be incorporated into actions that will then be identified to be implemented on a short-term, mid-term and long-term basis. These indicators will assist in identifying the progress made by the TEQ LIP. Within the implementation phase, the TEQ LIP will implement short-term actions, initiate selected mid-term actions and prepare to implement long-term actions in order to support member agencies to collectively make best use of their resources. We will also continue our work around channelling out issues and needs that are beyond TEQ LIP scope and resources to others.

Developing an Action Plan
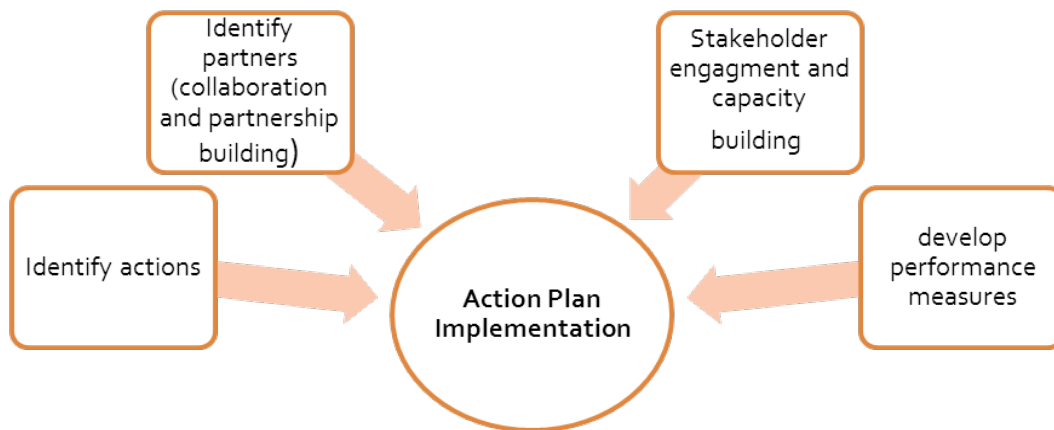
Throughout this process, we will continue to conduct outreach and engage organizations, community stakeholders, residents and newcomers to participate in the newcomer settlement process. The Partnership Council will continue to identify and support member agencies to develop program based partnerships, cross-sectoral partnerships and long-term collaborations. By taking this approach, we hope to achieve our overall goal of establishing a supportive and coordinated system that improves outcomes for newcomer settlement and integration in Scarborough neighbourhoods over the years to come.

To ensure that the implementation of the Regional Settlement Strategy is holistic in its approach, TEQ LIP will continue to work with and engage communities in our Expansion Neighbourhoods in an effort to include them in the overall TEQ LIP process. The goal is to understand the challenges and barriers faced within these communities and support ways in which their voices can be included. It is important to note that in order to effectively engage these neighbourhoods, the investment of time is required to not only establish relationships, but to also build trust and facilitate effective ways of collaboration and partnership development within these communities.

By bringing community stakeholders, newcomers, agencies and community members together to collaborate and work together TEQ LIP looks forward to strengthening community ties that facilitate successful newcomer settlement and integration. The goal of the TEQ LIP Regional Settlement Strategy is to create a diverse and inclusive Scarborough, where newcomers not only feel welcomed but valued. By addressing the challenges and barriers that newcomers face improve the outcomes for all community residents in Scarborough.

Appendices

Appendix A. TEQ LIP Executive Committee and Steering Committee

Executive Committee

ACCES Employment Services

Agincourt Community Services Association

Catholic Crosscultural Services (CCS)

Warden Woods Community Centre

Steering Committee

ACCES Employment Services

Agincourt Community Services Association

Aisling Discoveries

Catholic Crosscultural Services (CCS)

Progress Career Planning Institute

Polycultural Immigrant and Community Services

Warden Woods Community Centre

3 Immigrant Council memebers

Appendix B. TEQ LIP Partnership Council Members

ACCES Employment Services

Afghan Women's Organization

Agincourt Community Services Association

Aisling Discoveries

Birchmount Bluffs Neighbourhood Centre

East Scarborough Boys & Girls Club

Catholic Crosscultural Services (CCS)

Centennial College

Centre for Information and Community Services (CICS)

Chinese Family Services of Ontario

City of Toronto Social Development, Finance and Administration

East Metro Youth Services

Family Residence

French Catholic School Board, Conseil scolaire de district catholique centre-sud

Polycultural Immigrant and Community Services

Progress Career Planning Institute

Scarborough Housing Help Centre

Settlement Assistance and Family Support Services (SAFSS)

TAIBU Community Health Centre

Toronto District School Board

The Career Foundation

Toronto Catholic District School Board

Toronto Employment and Social Services (TESS)

Toronto Public Health

Toronto Public Library

TransCare Community Support Services

Warden Woods Community Centre

YMCA Newcomer Information Centre

YWCA Scarborough

Appendix C. TEQ LIP Action Group Members

Employment, Education and Training Action Group

ACCES Employment Services

Afghan Women's Organization

Agincourt Community Centre Association

Career Foundation

Centennial College

Centre for Information and Community Services (CICS)

Goodwill Employment Services

Mennonite New Life Centre

Next-Steps Employment Centre

Polycultural Immigrant and Community Services

Toronto Catholic District School Board

TDSB Newcomer Services

Toronto Employment and Social Services -Cliffcreat

Toronto Public Health

Toronto Public Library

VPI Inc.

VPI Inc., Scar. North

YMCA

YMCA Newcomer Programs

2 Immigrant Council members

Health and Wellness Action Group

AIDS Committee of Toronto

Aisling Discoveries

Birchmount Bluffs Neighbourhood Centre

Canadian Centre For Women

Canadian Information Services Centre

Catholic Crosscultural Services (CCS)

Carefirst Seniors &Community Services Association

East Metro Youth Services

Hong Fook Mental Health Association

Polycultural Immigrant and Community Services

Scarborough Centre For healthy Communities

The Scarborough Hospital

TDSB

TDSB Newcomer Services

YWCA

3 Immigrant Council members

Housing and Legal Supports Action Group

Afghan Women's Organization

Arab Community Centre of Toronto

Canadian Red Cross

Family Residence

John Howard Society of Toronto

Polycultural Immigrant & Community Services

Scarborough Housing Help Centre

Toronto Police 42 Division

YWCA – Settlement & Employment Counsellor

Settlement and Family Supports Action Group

Agincourt Community Services Association Newcomer Centre

Afghan Women's Organization

AIDS Committee of Toronto

Canadian Centre of Women's Education & Development

Catholic Crosscultural Services (CCS)

Centre for Information & Community Services (CICS)

Chinese Family Services of Ontario

East Metro Youth Services

French Catholic School Board

Polycultural Immigrant & Community Services

TDSB Newcomer Services

Toronto Public Health

The Scarborough Museum

TransCare Community Support Services

Warden Woods Community Centre

YWCA

2 Immigrant Council Members

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