

# LEVERAGING LOCAL IMMIGRATION PARTNERSHIP (LIP) NETWORKS

Responding to the Arrival of Syrian  
Refugees to the 905

Pathways to Prosperity Conference 2016



# AGENDA

- Welcome and introductions
- Background on the Syrian crisis
- Response: Peel
- Response: Durham
- Response: York
- Moving forward and Recommendations
- Q&A



# INTRODUCTION

- Leveraging extensive networks and relationships across their communities, LIPs played a central role in bringing communities together to respond to the call from the government to settle Syrians in Canada.
- With strong ties to municipal leaders, the settlement sector, mainstream organizations, schools and faith communities LIPs brought people together to share information and resources.
- LIPs led the first community information sessions, developed online resource guides, and provided significant expert advice to municipal and regional leaders on the crisis.
- LIPs recognized this work as a core function of their responsibility to their communities. There are many lessons to be learned from the LIP response, especially important as we move toward month 13 when the financial responsibility potentially shifts to municipalities and the community looks to LIPs for guidance about what happens next.



# PRESENTERS

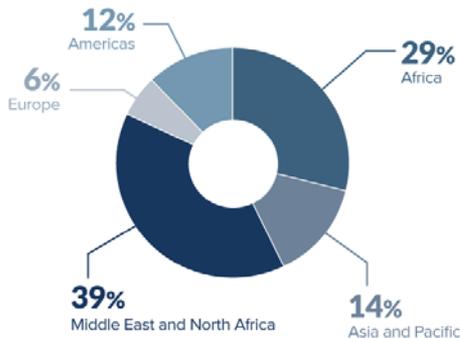
- **Aamna Ashraf** is the Director of the Peel Newcomer Strategy Group. Aamna is an experienced community development and diversity advocate that has worked in the not for profit sector for over 20 years. Aamna has a Master's Degree in Education (Counselling Psychology) from the University of Ottawa with thorough knowledge and extensive work experience with newcomers, immigrants and racialized communities in the areas of sexual abuse, housing, crisis, family conflict, mental health and addictions.
- **Samantha Burdett** is the Policy Advisor, Diversity and Immigration working with the Local Diversity and Immigration Partnership Council in Durham. Samantha is an experienced researcher with a keen interest in innovative forms of evaluation. Prior to working at the Region of Durham, Samantha worked in the not-for-profit sector as a policy and research analyst, researcher, information services coordinator and university lecturer. She is an active volunteer, working with local not-for-profits and national charities.
- **Seema Taneja** is the Measurement and Data Consultant, Peel Newcomer Strategy Group, Seema has been an active member of the early years and research sector for more than ten years now. Her expertise resides in research, mapping, data and measurement, and facilitation in integrative planning. She obtained her Masters in Community Psychology from Wilfred Laurier University in 2006, and is a recognized trainer in Results-Based Accountability (RBA) and has lead several processes across Peel to support communities and organizations develop effective results, indicators, and measures so to enhance much of the work they are already engaged in.
- **Karen Singh** joined York Region as the Program Manager, Local Immigration Partnership in June 2016. Karen has over 15 years of strategic and operational policy and program development in the health and social services. Karen spent over 10 year in the Ontario Public Service where she developed provincial programs in the health sector and was the Senior Policy Advisor to three Deputy Ministers of Health. In her consulting work, Karen has worked with all levels of government including international governments, a range of stakeholders across the social and health services sectors in strategic planning, program development and evaluation. Karen has her Master's in Health Administration from the University of Toronto where she also currently an adjunct lecturer in Health Policy.



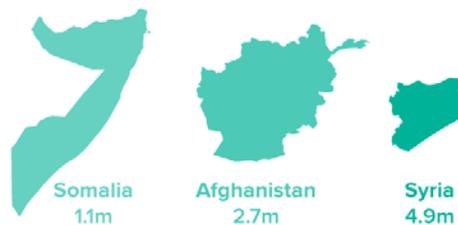
# REFUGEES GLOBALLY



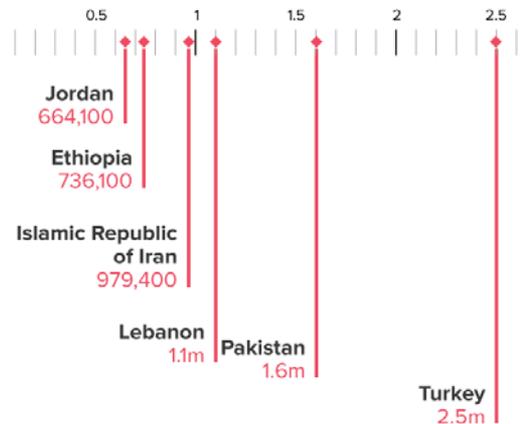
Where the world's displaced people are being hosted



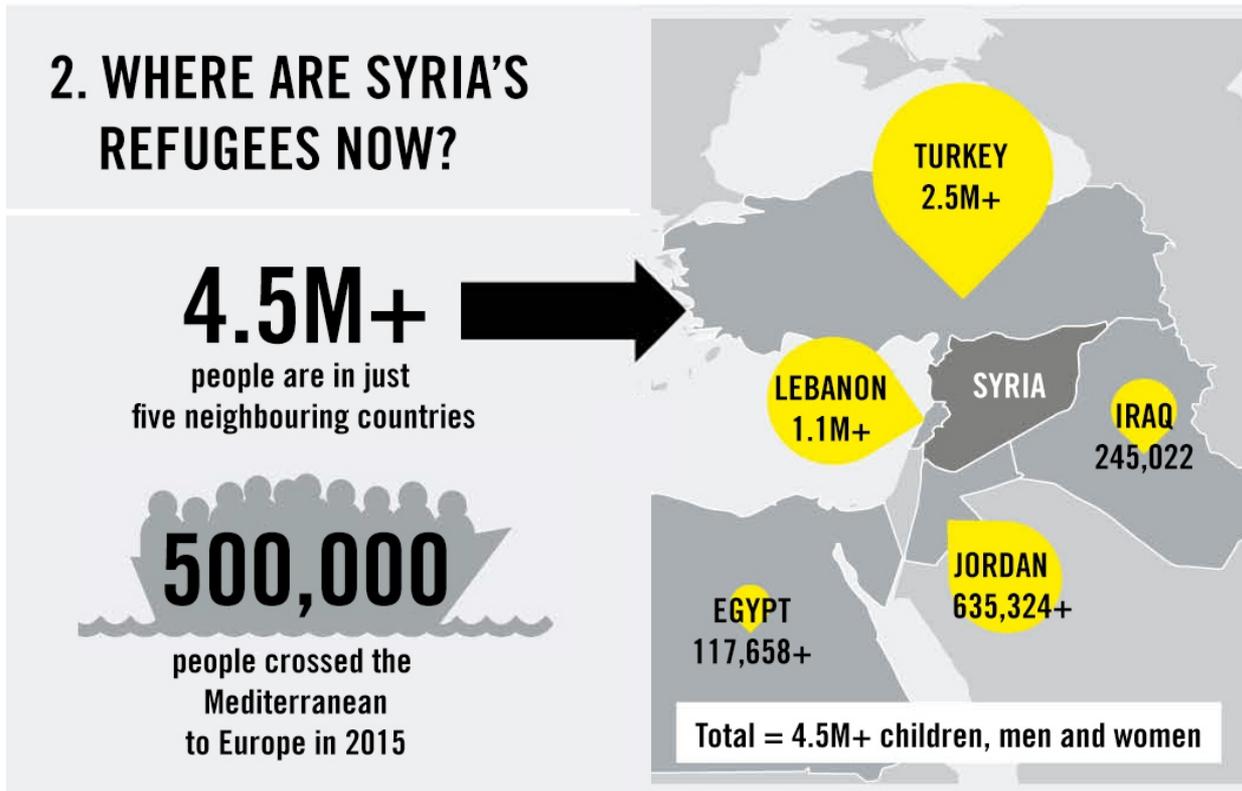
**54%** of refugees worldwide came from three countries



**Top hosting countries**



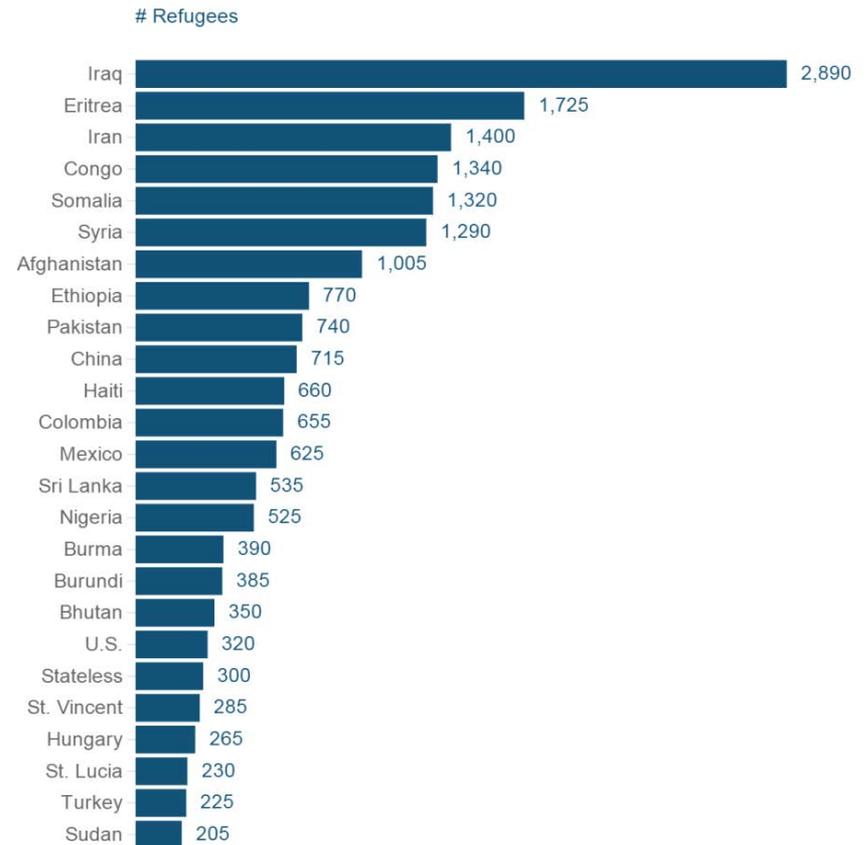
# SYRIAN REFUGEES



# CANADA'S RESPONSE



Refugees admitted to Canada, 2014, top 25 countries



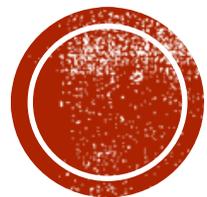


# CANADA'S RESPONSE

- **34,696** Syrian refugees have resettled in Canada between November 2016 and November 4, 2016
- Approximately 41% have come to Ontario = ~14,225
- Overall, approximately
  - 52.3% are Government Assisted Refugees (GARs),
  - 37.4% are Privately Sponsored Refugees (PSRs) and
  - 10.2% are Blended Visa Office-Referred Refugees (BVORs)
- Settling in 327 communities across Canada

Note: IRCC data as of November 13, 2016





# RESPONSE IN PEEL REGION

Aamna Ashraf

Director

Peel Newcomer Strategy Group



- PNSG is the Local Immigration Partnership (LIP) in Peel
  - designed to develop a coordinated and integrated settlement services model
  - enhances the social and economic inclusion of newcomers, immigrants and refugees to the Peel community.
- As a community collaborative, PNSG actively engages and brings together multiple stakeholders from all sectors to address the need of newcomers, immigrants and refugees.
- PNSG Function:  
champion/integrate/lead/research/plan

## PEEL NEWCOMER STRATEGY GROUP

- Peel's Local Immigration Partnership
- Mississauga, Brampton and Caledon
- 905
- West of Toronto

# PEEL NEWCOMER STRATEGY GROUP

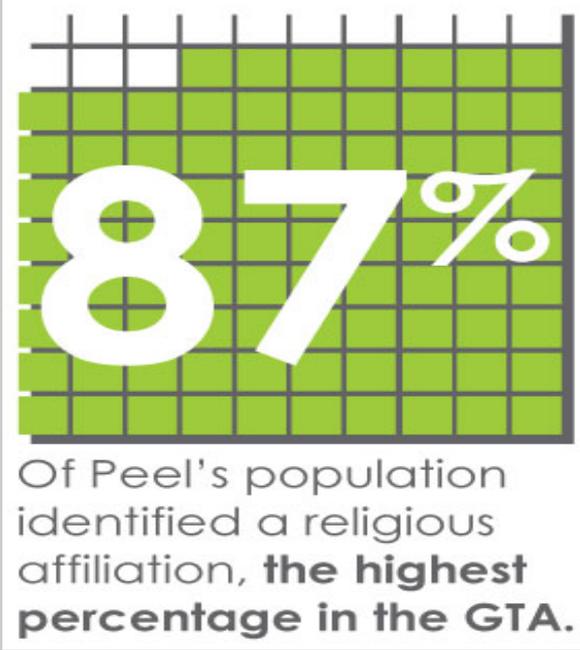
- PNSG has a Central Planning Table and 3 working groups (economic, social & service delivery)
- Like many other LIPs we recognize that newcomer integration goes beyond conversations with the settlement sector and all sectors need to be vested in the social and economic success of newcomers/immigrants.
- Funded by IRCC, Region of Peel, and United Way Peel Region with partnerships with Local Health Integration Networks (LHINs), OTF, and MCI

- Peel's Local Immigration Partnership
- Mississauga, Brampton and Caledon
- 905
- West of Toronto

# PEEL CONTEXT

## 1.4 MILLION

Between 2003-2012, Peel had welcomed over 14,000 (14,890) refugees with the majority of them making Mississauga home (9,830)



OUT OF 76 PEOPLE ARRIVING DAILY TO PEEL REGION... 53 ARE NEWCOMERS



**DID YOU KNOW ?**

- > 66.4% OF BRAMPTON'S POPULATION IS MADE UP OF VISIBLE MINORITIES
- > THE TOP HOME LANGUAGES IN PEEL ARE PUNJABI IN BRAMPTON, URDU IN MISSISSAUGA, AND ITALIAN IN CALEDON

Mississauga is the third most attractive Canadian city (after Montreal and Toronto) for recent immigrants born in Syria.

- In response to the Syrian Refugee movement, PNSG has been playing a role in supporting the following partners:
  - different levels of government (municipal, regional and provincial)
  - the non-profit sector (settlement, education, health, etc.)
  - business sector
  - the wider community (faith-based institutions, ethnic groups, etc.) in Peel
- **Mississauga is the third most attractive Canadian city (after Montreal and Toronto) for recent immigrants born in Syria.**

## RESPONSE IN PEEL

What we have  
done as a LIP for  
our partners

- 
- PNSG conducted a community survey, “Capacity to Serve Syrian Refugees.” with 40 local agencies responding.
  - The survey allowed PNSG to compile a list of current services and programs that could be accessed by Syrian refugees including mental health, settlement, and employment services.
  - Survey data created the identification of service gaps for the Peel community and supported our understanding of the information and supports needed by service providers, community groups and private sponsors
  - Results indicate that Syrian refugees, much like many other refugees and newcomers, are also in need of several supports including affordable and long-term housing, social inclusion programs, and employment supports.

# RESPONSE IN PEEL

## Gap Analysis

# RESPONSE IN PEEL

## Tracking Tool

- Through gaps shared at the Peel-Halton Executive Council (a group of Executive Directors funded by IRCC in Peel-Halton), PNSG supported by creating a tracking tool.
- The tracking tool asked specific questions about the refugee clients served by settlement agencies (date of arrival, languages spoken, services accessed etc.)
- **The purpose of the tracking tool was so all agencies serving refugees could ask and track the same information consistently**
- The report – ‘PNSG: A Syrian Refugees in Peel’ sheds some light on the additional supports that are needed to support refugees and sponsoring groups
- This information will be also be analyzed and examined for who has been served and the extent of secondary migration

# RESPONSE IN PEEL

## Events for Private Sponsors

### ▪ **January 21, 2016**

- Total of 134 attendees:
- ✓ 45 attendees representing 20 faith-based sponsoring groups;
- ✓ 80 service providers and staff representing 35 settlement and mainstream agencies in the Peel region;
- ✓ 3 business owners and 6 private individuals

### ▪ **May 24, 2016**

- Total of 60 attendees :
- ✓ 14 attendees representing 6 faith-based sponsoring groups and 2 neighbourhood-based groups
- ✓ 40 service providers and staff representing 27 settlement and mainstream agencies in the Peel region
- ✓ 1 business owner and 2 private individuals



## How much did we do?

- The % of clients receiving services such as temporary housing, meals, school assessments completed, adult language assessments completed

## How well did we do it?

- Staff morale, wait time for services, staff turnover etc.

## Is anyone better off? (short term)

- The Client Satisfaction survey is two pronged and asks questions that fall into the following two categories:

- a. Did we treat you well?
- b. Did we help you with your problems?

- **They provide 3 different kinds of useful information:**

- a. Basic #s on where a customer is satisfied
- b. They provide a story behind the numbers – where we are excelling and where we are not
- c. Provide specific suggestions on how you can improve (comment sections)

# RESPONSE IN PEEL

## RAP

Resettlement  
Assistance  
Program (RAP)

## Evaluation

## Is anyone better off? (long term)

- % of families remaining in permanent housing found
- % experiencing significant change in language levels
- Are the youth in the families enrolled in the educational system?
- % of families that have come into contact with CAS and why?
- % of families that have come into contact with Peel police. Any charges laid?
- % of Syrian refugees that have connected with settlement agency.
- % of Syrian refugees that have connected with a:
  - Health care
  - Children and Youth services
  - Education
  - Housing
  - Mental Health

## RESPONSE IN PEEL

### RAP

Resettlement  
Assistance  
Program (RAP)

### Evaluation

- Dashboard to capture the following pieces of information to share up-to-date statistics and share gaps:
  - a. basic data (#s on clients seen, # of dependents, etc.)
  - b. RAP client satisfaction survey data
  - c. stories from RAP clients
- Dashboard to be available online and be updated every few weeks

RESPONSE  
IN PEEL

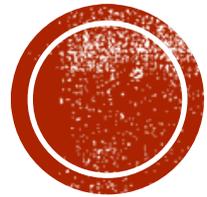
DASHBOARD

- Through partnership with the Region of Peel, Peel Data Centre and community partners serving refugees, PNSG has added a refugee-specific layer to the data mapping tool that illustrates the following:
  - Location of the service
  - Services available to refugees
  - Services available to sponsoring groups
- PNSG hopes that through this data, PNSG and the refugee serving sector can get a sense of the gaps in services that can be filled. The mapping will also provide service providers a more comprehensive understanding of where to refer refugees for particular services and supports.

## RESPONSE IN PEEL

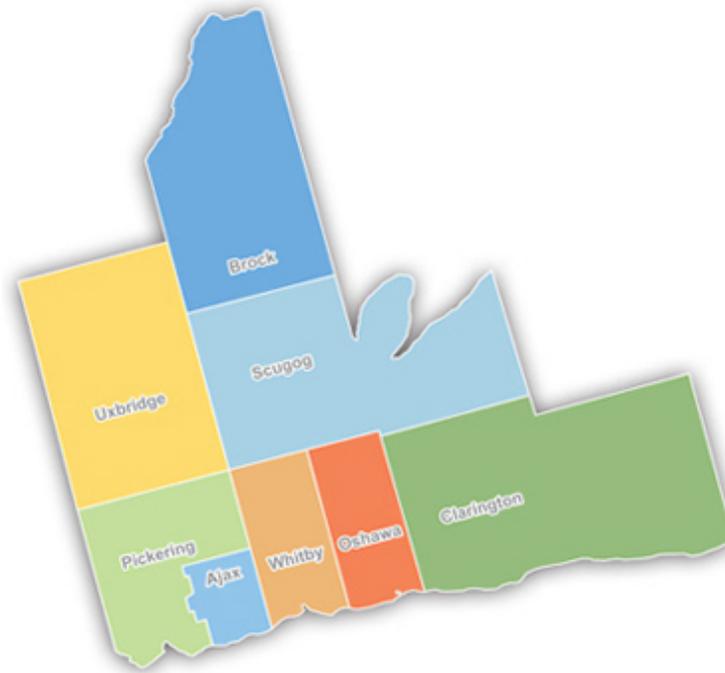
### Embedding a Refugee Layer on the Newcomer Profile tool

[www.peelnewcomer/npt](http://www.peelnewcomer/npt)



# RESPONSE IN DURHAM REGION

Samantha Burdett  
Policy Advisor  
Diversity and Immigration Program  
Region of Durham



# LOCAL DIVERSITY AND IMMIGRATION PARTNERSHIP COUNCIL





- Arab - 0.5%
- Black - 7%
- Chinese - 1.5%
- Filipino - 2%
- Latin American - 0.7%
- South Asian - 5.7%
- Southeast Asian - 0.4%
- West Asian - 0.6%
- Other - 2.3%

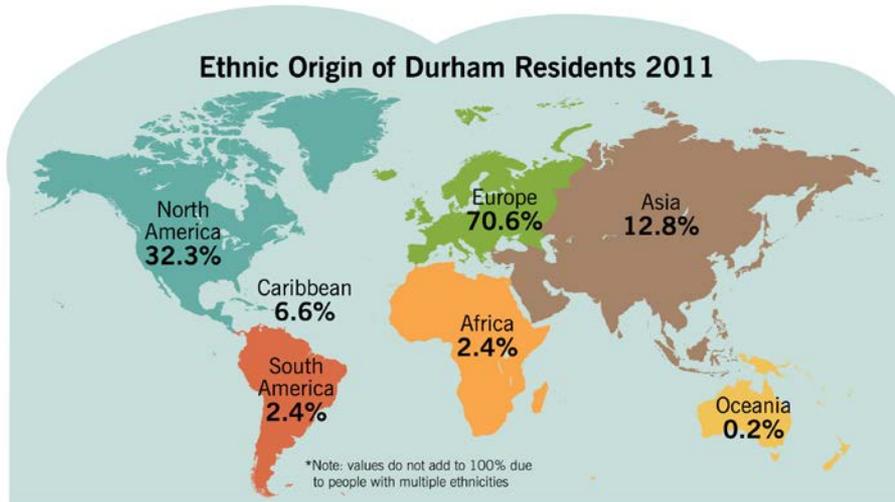
Home language other than English:



**2/3** of the population growth in the last five years is from immigration



**Ethnic Origin of Durham Residents 2011**



# LOCAL DIVERSITY AND IMMIGRATION PARTNERSHIP COUNCIL





- First response
- Intelligence gathering
- Public information sessions
- Policy advice
- Information sharing
- Awareness raising
- Month 13

# LOCAL DIVERSITY AND IMMIGRATION PARTNERSHIP COUNCIL

## Role of the LIP



# LOCAL DIVERSITY AND IMMIGRATION PARTNERSHIP COUNCIL

Private  
Sponsorship In  
Durham



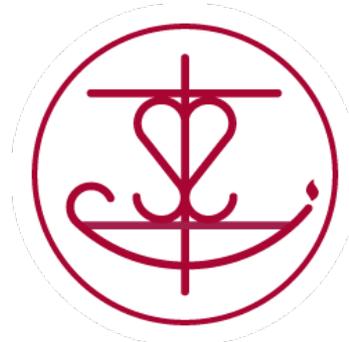


DURHAM REGION  
UNEMPLOYED **HELP** CENTRE

**CDCD**  
Community Development  
Council Durham  
*Building Strength in Our Community Since 1970*



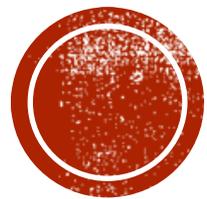
**SWIS Durham**



# LOCAL DIVERSITY AND IMMIGRATION PARTNERSHIP COUNCIL

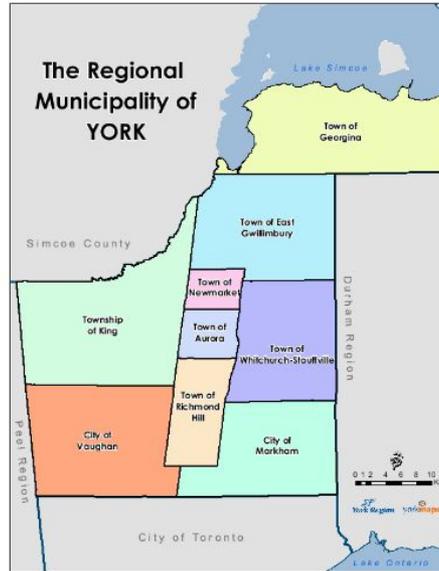
Supporting  
Newcomers





# RESPONSE IN YORK REGION

Karen Singh  
Program Manager  
Local Immigration Partnership  
York Region



York Region Local Immigration

PARTNERSHIP

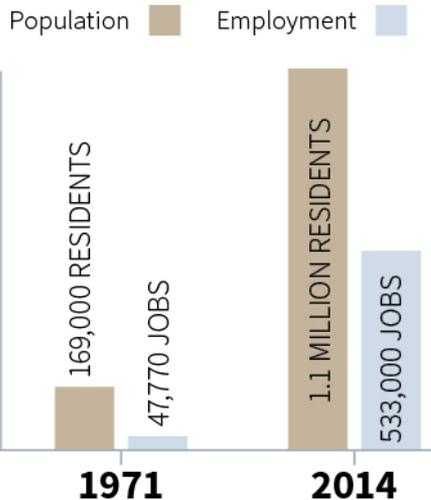


LEADING CHANGE FOR A STRONGER COMMUNITY



# YORK REGION: A VIBRANT, GROWING AND CHANGING COMMUNITY

## Growing Community



There are more than **200** distinct ethnic groups in York Region

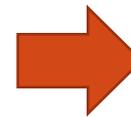
- 54** villagers would be born in Canada
- 1** villager would be a non-permanent resident
- 45** villagers would be immigrants, of these:
  - 27** would be born in Asia
  - 12** would be born in Europe
  - 4** would be born in the Americas (including North, South and Central)
  - 2** would be born in Africa

## Tomorrow

York Region's **population** is expected to grow from **1.1** million in 2015 to **1.8** million in 2041

York Region's **employment** is expected to grow from **580** thousand in 2015 to **900** thousand in 2041

**43%**  
Of the York Region population identified themselves as visible minorities



**62%**  
The proportion of York Region's population projected to be visible minorities in 2031

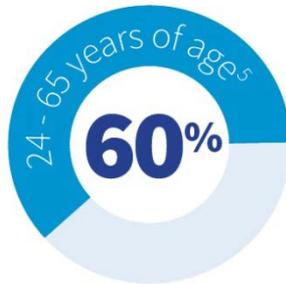


# YORK REGION: IMMIGRANTS IN YORK REGION

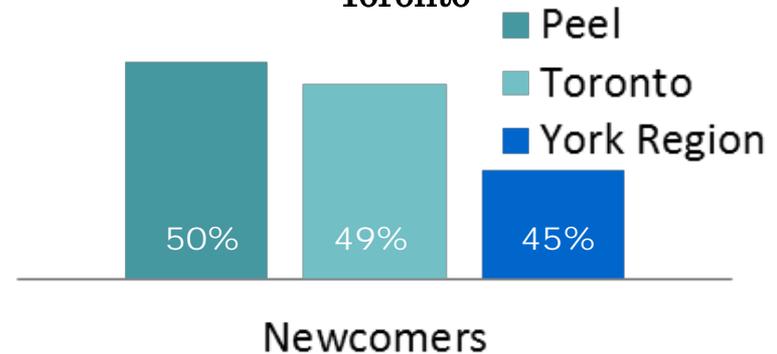
## York Region: A Destination of Choice



Between 2010 - 2014



## York Region Newcomers vs. Peel and Toronto

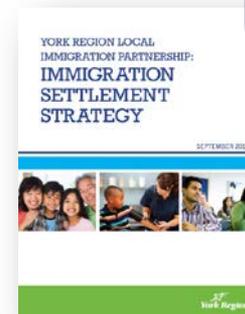
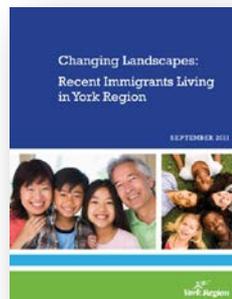


The majority of immigrants to York Region come from<sup>4</sup>



# YORK REGION LOCAL IMMIGRATION PARTNERSHIP

## Development of the York Region Immigration Settlement Strategy



# YORK REGION SYRIAN REFUGEES

- This partnership allowed us to be nimble with the Federal government's commitment to Syrian Refugees

Destination	Total Refugees Admitted	Government Assisted Admissions	Privately Sponsored Admissions	Blended Visa-Office Admissions	Private Sponsor Applications in Process
Canada	30,647	16,350	11,239	3,058	19,475
Ontario	11,124	6,108	3,422	1,594	4,067
Greater Toronto Area	7,333	1,973	2,692	2,368	444
York Region	285	0	211	74	137

Source: Immigration, Refugee and Citizenship Canada, October 16, 2016.

Data retrieved from <http://www.cic.gc.ca/english/refugees/welcome/map.asp> on November 4, 2014



# YORK REGION SYRIAN REFUGEES

- York Region Information Fair for refugee sponsors held in February 2016
- Refugee Planning Table was created to co-ordinate plans for the long-term impact of the refugee resettlement process
- Representation at the planning table consists of Welcome Centres, Boards of education, community agencies serving refugees, Community and Health Services, including Public Health and Social Services, Access York, York Region Transit and York Regional Police



# YORK REGION SYRIAN REFUGEES

- April 2016, Council approved a one-time funding allocation of up to \$200,000 to support the Syrian refugee York Region resettlement efforts to address service needs and transportation
- Continue to listen at provincial tables about upcoming issues:
  - Transition to Month 13



# MOVING FORWARD

What is next?



# 905 - ROLES

- LIPs prepare communities for newcomers
- LIPs have commonalities and act as a convener and collaborator in each community
- LIPs also customize their strategic plans, activities and partnerships based on the need in their communities
- Commonalties around using Results Based Accountability and Collective Impact frameworks



# 905 - ROLES

- When we begin to measure we begin to understand the importance of:
  - Aligning actions for results
  - Baseline information and data
  - Accountability
  - Ongoing Communication
  - Early successes
  - Recognition that we need to build new and different partnerships





# RECOMMENDATIONS

- LIPs should be a direct point of contact to maximize the impacts of their efforts - leverage the LIP and inform them as a partner
- LIPs are convenors and can be leveraged as a resource that has pre-existing knowledge of and relationships with both mainstream and settlement organizations
- Continue raising awareness to the settlement backbones and organizations of the LIP role and abilities
- Develop a mechanism for two-way integration (of information, data, research etc.) between LIPs and IRCC





Q & A