



Toronto West Local Immigration Partnership Community Collaboration at Work



Year End Report

2018 - 2019

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Vision, Mission and Values

Vision

Our vision is a Toronto West community where – through a collaborative approach – newcomers' needs are met; they are fully engaged and integrated in our communities.

Mission

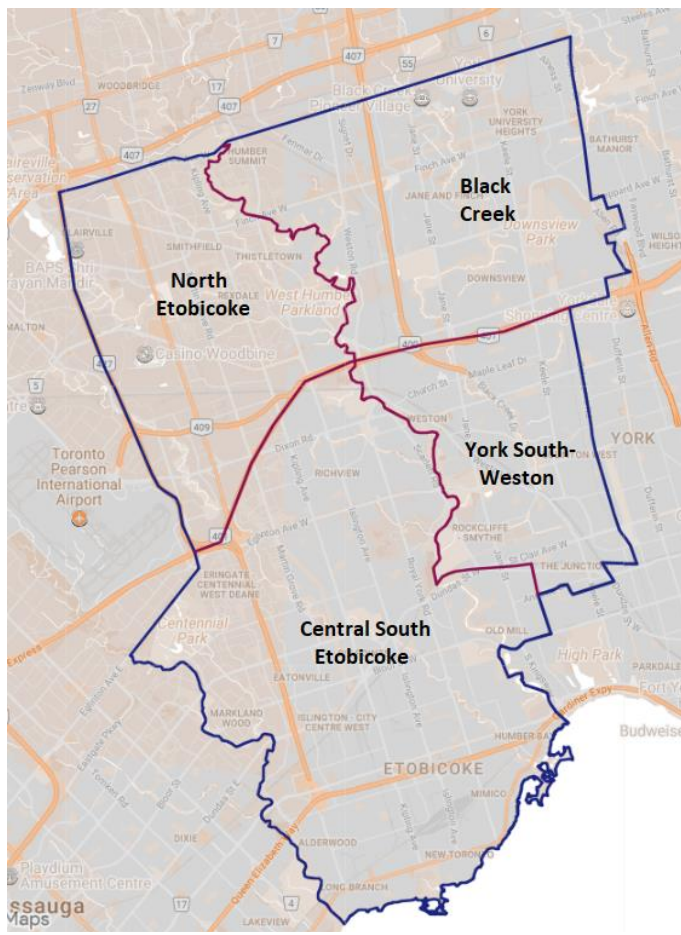
- ❖ Reflect, support and welcome diversity
- ❖ Value and involve the talents and experience of newcomers
- ❖ Raise awareness of community issues and encourage collective action
- ❖ Co-ordinate a service delivery system within TWLIP which is seamless, and client-centered
- ❖ Share resources, best practices and opportunities
- ❖ Coordinate existing resources for newcomers and immigrants

Values

- ❖ A process which is collective and community centered
- ❖ Inclusiveness
- ❖ The lived experience of newcomers and established residents
- ❖ Perseverance, tenacity and positive resistance as we attempt to influence, negotiate and raise awareness
- ❖ Civic engagement and social justice for all

Introduction

The Toronto West Local Immigration Partnership (TWLIP) is a collaborative initiative to enhance local delivery of services to newcomers while promoting the innovative and efficient use of community resources through improved coordination among social service agencies as well as other community stakeholders. The Toronto West LIP is funded by Immigration, Refugees and Citizenship Canada (IRCC) and led by JobStart. Other partner agencies of the project are: Delta Family Resource Centre, Rexdale Women's Centre and Social Planning Toronto.



The TWLIP geographical boundaries are:

- North to Steeles Avenue West
- South to Lake Ontario
- West to the Mississauga boundary and Highway 427
- East to the Humber River, Dufferin Street and along the CP rail line

Map of the Toronto West LIP catchment area

TWLIP Structure

The structure of the TWLIP was created to ensure the representation and contribution of all members. It consists of the follow three essential units:

Executive Committee

- Consists of executive directors and senior managers from the four consortium partners
- Ensures that contractual obligations with funders are met

Planning and Coordinating Committee (PCC)

- Key partnership table of the TWLIP
- Guides development and implementation of the TWLIP Strategic Plan
- Diverse membership of 20 - 25 members, including residents and representatives of various service providers in the Toronto West region
- Meets five times a year to review, monitor, evaluate and plan the action projects of the TWLIP, and discuss trends and emerging issues related to newcomers
- New members are accepted twice a year provided that the committee is not at full membership

Action Groups

- Goal-oriented and project focused
- Develop and implement projects and initiatives that have been approved by the PCC

Get Involved

Planning and Coordinating Committee

The TWLIP accepts applications from prospective members semi-annually, provided that the Committee is not at its full membership of 25 representatives. The application form can be downloaded at:

<https://www.torontowestlip.ca/wp-content/uploads/TWLIP-PCC-Application-Form.docx>

The selection process involves a consideration of each organization's motivation for joining the LIP, as well as its geographical location or service area, areas of program delivery, and primary client focus. This is to ensure that the committee maintains a diverse membership.

Action Groups

TWLIP Action Groups welcome new members on an ongoing basis, provided that groups are not at their capacity. Groups also conduct targeted recruitment of new members in order to ensure that there is sufficient expertise and stakeholder input on specific projects.

Email admin@torontowestlip.ca to express interest in joining an Action Group. For more information about the Action Groups, visit <https://www.torontowestlip.ca/topic-groups/>



Strategic Priorities & Action Groups

The TWLIP Strategic Plan contains four strategic priorities. An Action Group is responsible for addressing the key issues identified by TWLIP through their respective priority area.

Strategic Priority #1: Service Development & Coordination	Service Coordination Action Group
Strategic Priority #2: Labour Market	Employment Resource Connections Action Group
Strategic Priority #3: Education & Language	Education Resources Action Group
Strategic Priority #4: Health and Wellness	Women Against Violence Action Group

Service Coordination Action Group

OBJECTIVE: To enhance the capacity of agencies to implement effective practices for more coordinated service delivery to newcomers and refugees.



Major Activities

❖ **Developed collaborative relationships with faith communities:**

- Collaborated with the International Muslims Organization (IMO) to coordinate outreach by service providers (Arab Community Centre of Toronto and YWCA Jump Program) at the IMO on April 28, 2018.

❖ **Responded to Increasing Influx of Refugee Claimants who were housed in Emergency Shelters:**

- Surveyed organizations in Toronto West to see what services were available for refugee claimants. Then developed and shared a comprehensive list of services available in the West.
- Coordinated service providers to do outreach and offer services to refugee claimants housed at Humber College during June & July.

❖ **TWLIP Year-End Event:**

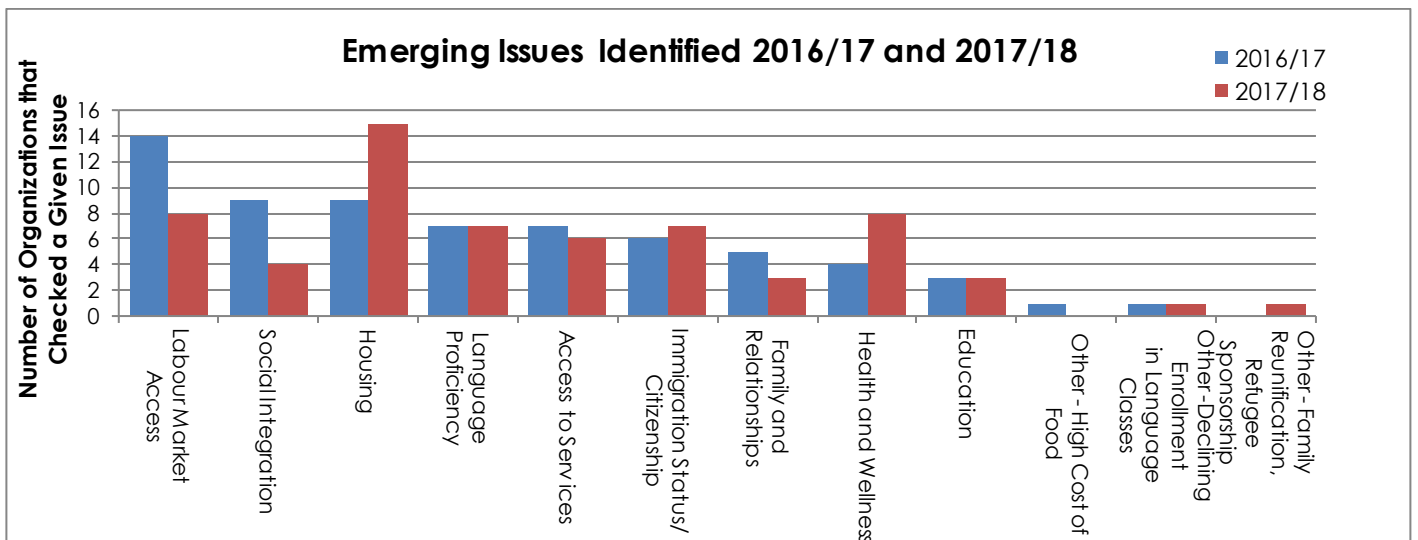
- Planned and delivered a very successful networking and learning event for TWLIP members on March 6, 2019 at York Recreation Centre.

❖ **Identified and shared emerging issues regarding newcomers:**

- Conducted the Emerging Issues Survey with 23 service providers in Toronto West to identify the major issues they are experiencing.
- Compiled the data into a summary report that is available at <https://www.torontowestlip.ca/emerging-issue-survey-report/>.

Key Outcomes

- ❖ Members of the International Muslims Organisation gained access to needed services in their community. Community service providers learned about the needs of newcomers and immigrants in their communities.
- ❖ Service providers became aware of the resources available to refugee claimants and learned where to refer clients. Refugee claimants became connected to needed services at no cost.
- ❖ The list of services that were available for refugee claimants in Toronto West was incorporated into a city-wide master list and shared widely with service providers and City departments. The list is available at https://www.torontowestlip.ca/wp-content/uploads/Toronto-Service-Directory_Refugee-Claimants_v1_January-31-2019.xlsx
- ❖ 38 TWLIP members attended the Year-End Event and they valued the event's many opportunities to network. They also indicated that they learned about TWLIP activities and resources through the inter-active presentations by the Action Groups. 81.5% of the attendees rated the overall event as "excellent"; the remaining attendees rated it as "good".
- ❖ The Emerging Issues and Trends Survey and Report facilitated the sharing of information among service providers about the challenges they are seeing and the responses they are developing.
- ❖ The top five issues identified by service providers in the 2017/18 Emerging Issues Survey are: 1) Housing 2) Labour Market Access 3) Health and Wellness 4) Immigration Status 5) Language Proficiency.



Employment Resource Connections Action Group

OBJECTIVE: To raise awareness of partner services and improve referral processes through online resources and building capacity of front-line staff in the employment sector.

Employment Flyer Bank
A Simple Solution to Improve Client Services through Effective Information Sharing and Referrals

Submit flyers at: www.torontowestlip.ca/flyer-bank-submission

View flyers at: www.torontowestlip.ca/flyer-bank

Flyer Bank Intro Video:
<https://www.torontowestlip.ca/flyer-bank-intro>

Toronto West Local Immigration Partnership
Community Collaboration at Work

Funded by: Immigration, Refugees and Citizenship Canada

Financié par: Immigration, Réfugiés et Citoyenneté Canada

Employment Flyer Bank
Brought to you by Toronto West LIP Employment Resource Connections (ERC) Action Group Members

- ACCES Employment
- CARE Centre for Internationally Educated Nurses
- COSTI
- Humber College
- JobStart
- Mennonite New Life Centre of Toronto
- Skills for Change
- Next-Steps Employment Centre (Toronto District School Board)
- The Career Foundation
- Youth Employment Services YES
- VPI Working Solutions
- YMCA

Link to the Flyer Bank www.torontowestlip.ca/flyer-bank

Major Activities



www.torontowestlip.ca/flyer-bank-intro

- ❖ Conducted outreach activities to promote the online **Employment Flyer Bank** – a platform to collect and share employment related programs and services information to support newcomer clients.
- ❖ Updated the Employment Flyer Bank on a weekly basis.
- ❖ Organized a capacity building event entitled “Future of Workforce Integration” for employment and settlement sector front line staff in February 2019. CEO and Founder of Paramount Foods as well as a Higher Education Lead at LinkedIn were the keynote speakers of the event.

Key Outcomes

- ❖ As a result of the Action Group's outreach activities, the number of visits to the Employment Flyer Bank increased significantly from 326 (2017/18 program year) to 1,313 views (2018/19 program year).
- ❖ In total, approximately 250 flyers from 24 employment service providers were shared on the Flyer Bank.
- ❖ A half-day capacity building event was successfully held on Feb 28th 2019. 53 service providers attended the event and 30 of them submitted the evaluation forms. Out of those 30 survey participants, 29 indicated that the event was either excellent or good and 25 of them will apply strategies and information they learned in their future work. The event also provided networking opportunities to participants; 26 of those who provided feedback thought the networking opportunity was either excellent or good.



Dr. Mohamad Fakh, CEO and Founder of Paramount Fine Foods, spoke about the importance of having a diverse workforce and leveraging newcomers' unique talents at the Future of Workplace Integration event.

Education Resources Action Group

OBJECTIVE: To increase frontline workers' knowledge of the programs, services and resources available in Toronto that support newcomer learners' understanding of – and participation in - the education system.



Major Activities

- ❖ Partnered with COSTI Immigrant Services to deliver an Education Fair on March 19, 2019. 15 service providers and education institutions provided information to newcomers who want to advance their education. Two workshops were delivered to frontline staff at the fair. Council of Educators of Toronto (CET) and TWLIP presented their websites on navigating the education system. Windmill Microlending discussed how financial loans can assist internationally-trained professionals to continue their career in Canada. Event refreshments were sponsored by Humber College.
- ❖ Worked with CET on improving access to post-secondary education.
- ❖ Evaluated the Welcome2School website. Google Analytics for the site were analyzed; a “test group” was conducted to gather detailed feedback from a group of frontline staff who were new to the website.
- ❖ Expanded the content of the Welcome2School website to include a new menu tab called “Education after High School”.
- ❖ Distributed regular e-blasts to a wide distribution list to promote the website, highlighting the new content about education after high school and other content such as counselling support and homework help.

Key Outcomes

- ❖ Through the Education Fair, newcomer attendees were connected to programs and services that can help them upgrade their skills and pursue their education goals, particularly post-secondary education. Frontline staff who attended the workshops increased their capacity in supporting clients around adult education.
- ❖ The Welcome2School website now includes a link to CET's website that allows users to easily access information about the many programs that lead to post-secondary education.
- ❖ As a result of the evaluation activities of the Welcome2School site, gaps in information on the site have been identified as well as opportunities for upgrading its function and adding new features.
- ❖ The "test group" users shared how they used the website with newcomer clients. They all said the website was informative and they would continue to utilize the site.

Welcome to School

Programs & Resources for Newcomer Student Success

Search ...



Welcome2School Website: www.welcome2school.ca
Website Introduction: www.welcome2school.ca/intro

Education News

Ontario University Fair
September 27-29, 2019,
Metro Toronto Convention
Centre

New report calls for
coherence and caution in
education changes

New Student Dress Policy at
TDSB

Health and Physical
Education Curriculum

Impact of Class Size Average
Increase: Secondary Course
Selection

Women Against Violence Action Group

OBJECTIVE: To promote the message that gender-based violence is everyone's issue to address, and to support local community organizations to enhance their knowledge and build their capacity to address this issue.



Major Activities



Women Against Violence Action Group Presents:

First Response Toolkit for Frontline Staff

Third Edition- September 2018



Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada

<https://www.torontowestlip.ca/wp-content/uploads/toolkit-2018-third-Edition.pdf>

- ❖ In collaboration with other LIPs in Toronto, conducted a City-Wide communication campaign using #CommunitySuggests to increase awareness of Gender Based Violence (GBV) issues and provide a platform for community organizations to promote their programs and services related to GBV.
- ❖ Updated the First Response Toolkit (3rd edition) that was originally created in 2017.
- ❖ Delivered a city-wide forum – Capacity Building for Frontline Staff: First Response Toolkit at North York Civic Centre, and developed a training presentation for the forum.

Key Outcomes

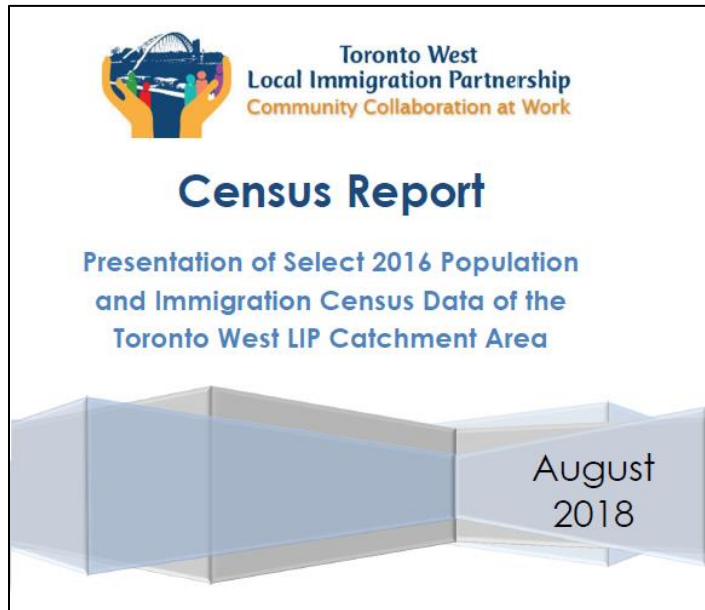
- ❖ The City-wide campaign on raising awareness of GBV facilitated an online dialogue between community organizations about the suggestions submitted by community members on how to end GBV.
- ❖ 42 frontline staff from outside the Violence Against Women (VAW) sector attended The Capacity Building for Frontline Staff: First Response Toolkit training session. 100% of the participants who submitted the feedback forms agreed that the toolkit was useful and will share the toolkit with colleagues at their organizations.
- ❖ At the Building for Frontline Staff: First Response Toolkit training, frontline staff were able to hear a real life story of a survivor of Gender Based Violence (GBV) and were provided with the opportunity to develop safety plans based on real life GBV scenarios.



Breakout group discussion at the First Response Toolkit training session.

Other Activities

TWLIP Census Project



TWLIP initiated a census project in the 2016/17 program year to better understand the demographics of the TWLIP catchment area. This was completed by compiling select 2016 census data on population, immigration and citizenship. In 2018 a report was produced to present key information collected from the project. For more information about the census project, visit:

<http://www.torontowestlip.ca/select-2016-census-data/>.

Collective Impact

TWLIP completed phase one of the Collective Impact project with the support of Innoweave. A Theory of Change was developed, which includes the intended impact statement, strategies, intermediate and long-term outcomes, and was tested and refined based on the feedback received from community stakeholders. The five long-term outcomes identified through the year long process are:



Newcomers Have the Financial Means to Cover Basic Needs



Employers Hire Newcomers



Newcomers Have a Sense of Belonging



Newcomers are Aware of their Rights and Responsibilities



Newcomers Have Sufficient Official Language Skills to Meet their Settlement Goals

Inter-LIP Collaboration

TWLIP works very closely with other LIPs in Toronto (Toronto North LIP, Toronto East Quadrant LIP, Toronto South LIP and the Toronto Newcomer Office) to address common issues, to submit joint proposals, and is actively involved in their city-wide initiatives. Below are key examples of the Inter-LIP collaborative projects that TWLIP was actively involved in during the most recent program year:

Building Capacity for Frontline Staff Who Serve Vulnerable Newcomers

In January 2018 the four Toronto quadrant LIPs and the Toronto Newcomer Office received funding from the Ministry of Citizenship and Immigration (MCI) to deliver a series of 12 Train-the-Trainer workshops on key topics affecting vulnerable newcomers. The project was led by the Toronto South LIP and ended in March 2019. Below are the major project activities and their outcomes:

Activities:

- ❖ Conducted a needs assessment for training activities and developed a curriculum on 9 unique subject areas.
- ❖ Delivered 12 high-quality, capacity building workshops at no cost to service providers. Trained workshop participants on how to share information they have learned at each workshop, including toolkits and resources, with colleagues at their organizations. In total, 528 service providers from 154 community organizations attended the workshops.
- ❖ Developed a project website (torontolips.wixsite.com/capacitybuilding) to showcase training materials from the workshops.

Outcomes:

- ❖ 91% of participants reported they had acquired knowledge that helped them better serve vulnerable newcomers. 86% indicated that they now have greater access to tools and resources to support their work.
- ❖ Service providers applied what they learned at the workshops to their day-to-day work with vulnerable newcomers, with 86% indicating that they are applying the knowledge and/or regularly using the acquired resources.

- ❖ 84% felt sufficiently prepared to share the knowledge and resources with colleagues at their respective organizations.
- ❖ 77% of participants indicated that the website presents a communication channel to share and discuss issues and needs affecting service providers.



Mental Health: Confronting Stigma, delivered on Oct 18 & Dec 4, 2018



Crisis De-Escalation delivered on Jan 24 & Feb 26, 2019

TSLIP's Systemic Issues and Social Change Committee

TWLIP was actively involved in the TSLIP's city-wide Systemic Issues and Social Change Committee. A subgroup of members worked with a coach from Innoweave to apply a Collective Impact model to address the challenges of accreditation and licensing for internationally-trained professionals (ITPs). The group built a Theory of Change that identifies: systemic barriers, collective strategies to overcome these barriers, and desired outcomes. Based on this work, the group offered recommendations to the committee on the specific actions for making it easier for ITPs to work in their fields.

TNLIP's Faith and Welcoming Community Forum Planning Committee

TWLIP was a member of the TNLIP's Faith Forum Planning Committee. The forum took place on March 5, 2019 and its goal was to create a platform for knowledge exchange and potential collaboration among faith groups and social service agencies that work on creating more welcoming communities.

Toronto Newcomer Council

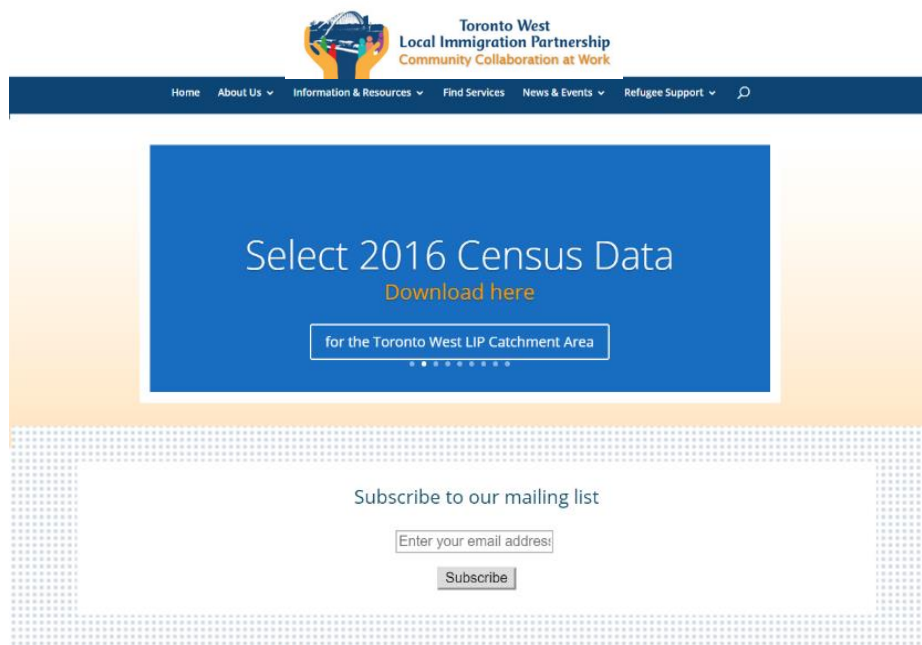
Toronto Newcomer Council (TNC) is a volunteer group of active immigrant community members who work closely with the four Toronto quadrant LIPs to support the successful settlement of newcomers in Toronto. The TNC project was funded between October 2016 and September 2018.

A goal of the project was to include a newcomer lens in the development and implementation of City programs and policies. TNC members joined the 2018 Election Outreach Network, an initiative of the City Clerk's Office, Election Services, to share municipal election information across Toronto.

Through the Election Outreach Network, TNC members participated in relevant and meaningful civic engagement opportunities. For example, the members took part in public consultations that resulted in significant revision to the 2018 voter ballot and new accessibility measures at polling stations.

Communications

TWLIP coordinates the sharing of information about community events, employment opportunities, funding opportunities, and programs and services in West Toronto through the distribution of the bi-weekly Community Info-Bulletin.



The screenshot shows the website for the Toronto West Local Immigration Partnership. At the top, there is a navigation menu with links for Home, About Us, Information & Resources, Find Services, News & Events, and Refugee Support. Below the menu is a blue banner with the text "Select 2016 Census Data" and a "Download here" link. Below the banner is a form with a "Subscribe" button. The form is titled "Subscribe to our mailing list" and has a text input field for "Enter your email address:" and a "Subscribe" button.

Members in the community are invited to subscribe to the TWLIP mailing list at www.torontowestlip.ca to receive the Community Info-Bulletin and other TWLIP event information.

Year End Evaluation

TWLIP Executive Committee, Planning and Coordinating Committee (PCC), and Action Group members were invited to respond to an online survey between April 1 – April 17, 2019 to evaluate the work of the TWLIP for the 2018 – 2019 program year.

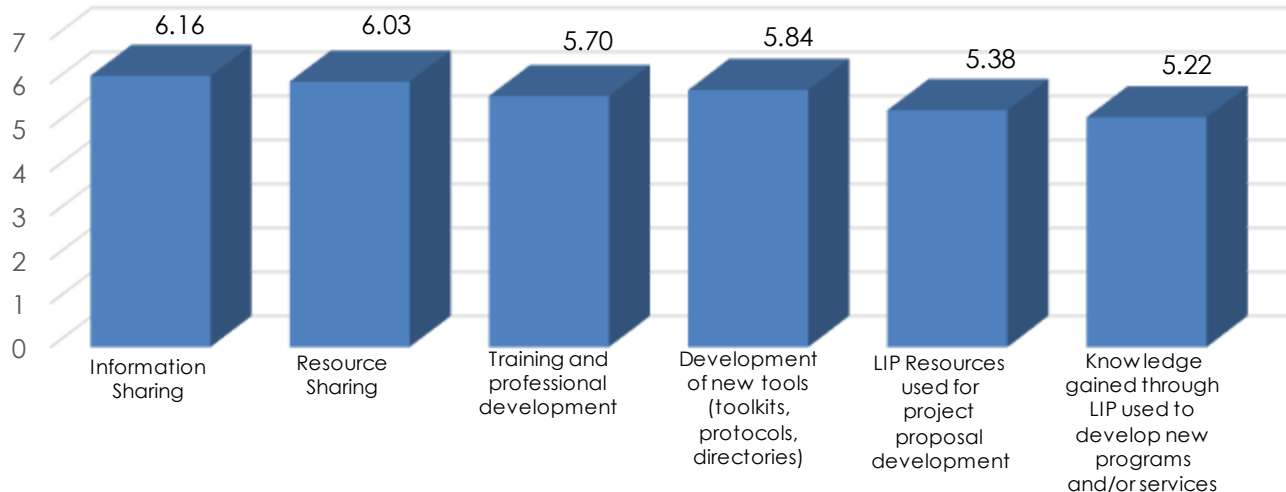
65%

37 out of 57 members completed the survey

Response Rate

How helpful has the LIP been?

Weighted average between 1 & 7 (1 being not helpful and 7 being very helpful)



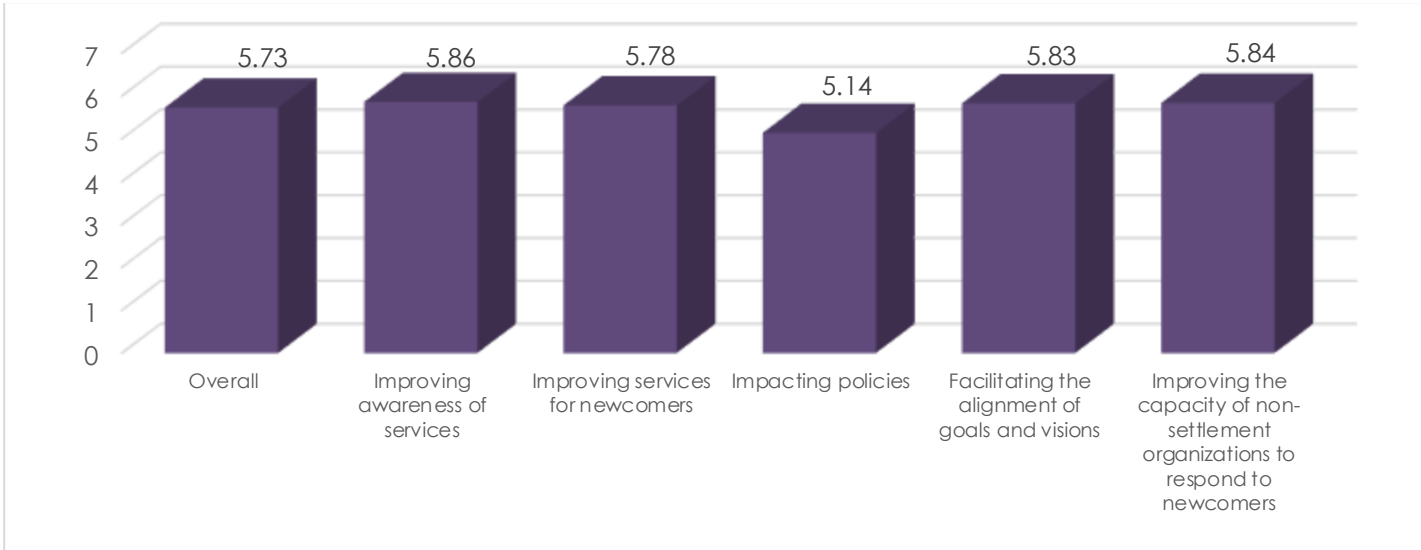
100%

of respondents share resources and information obtained through TWLIP with others at their organizations

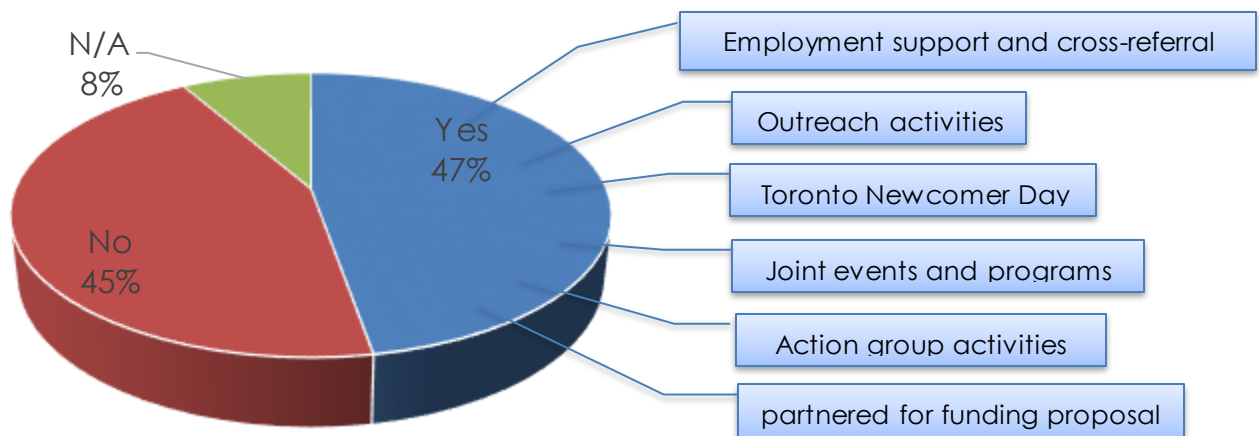


How well has the LIP helped to coordinate services to newcomers?

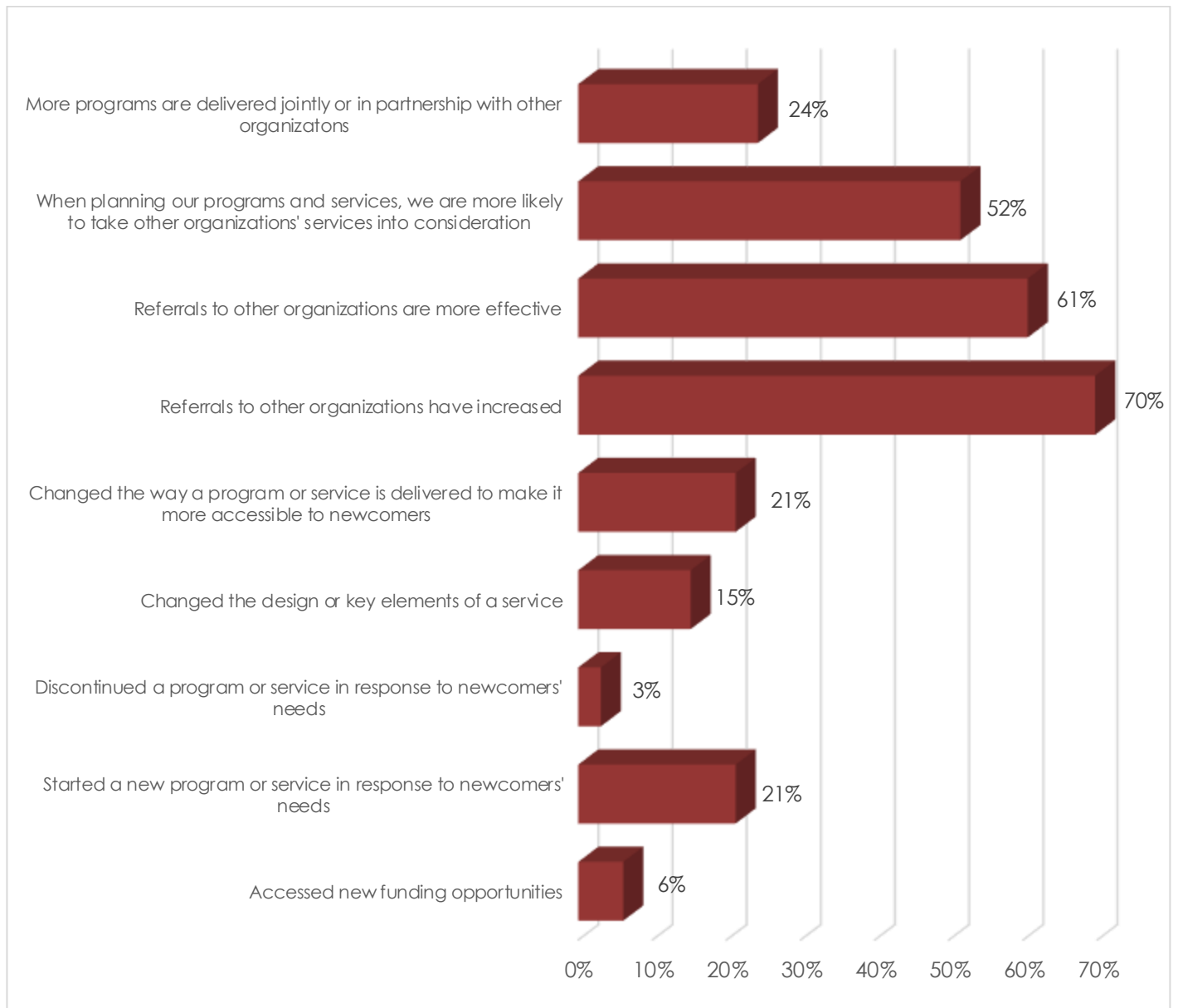
Weighted average between 1 & 7 (1 being not helpful and 7 being very helpful)



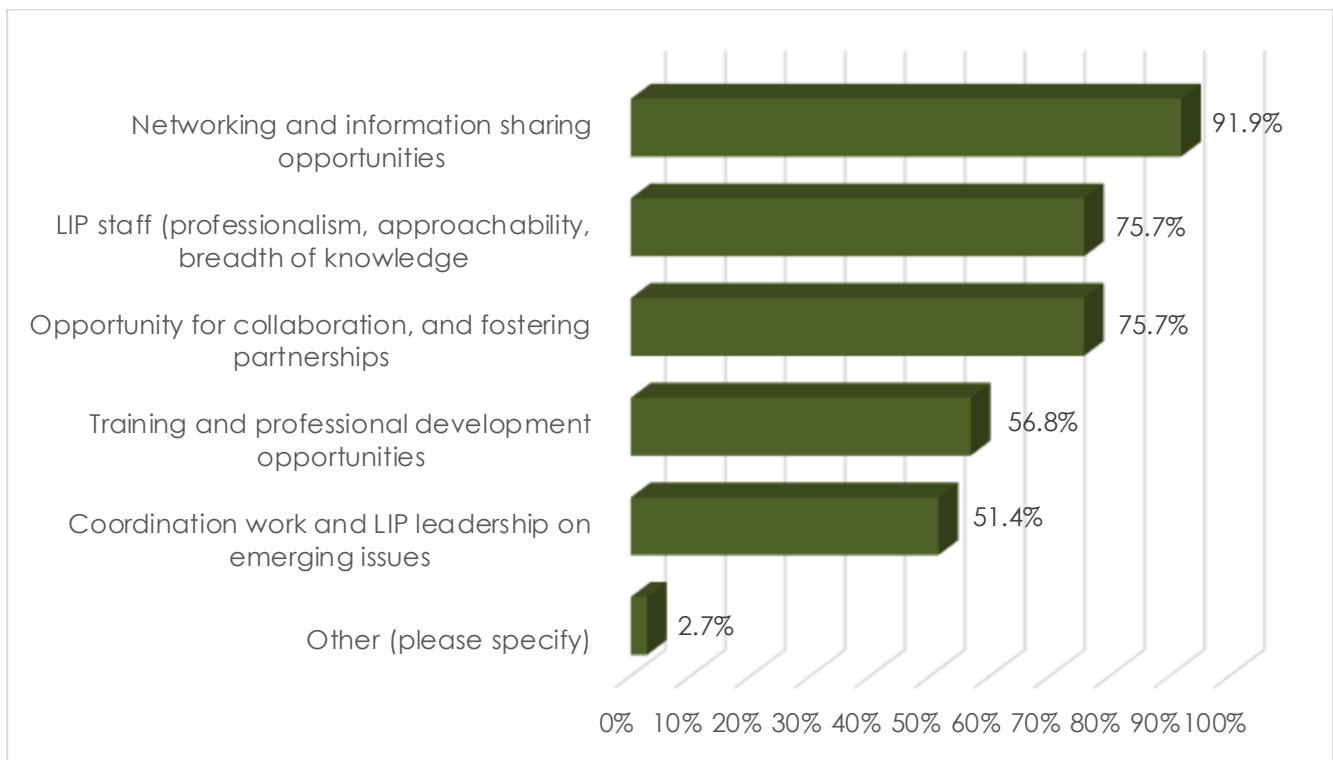
Has your organization partnered with another organization as a result of the LIP?



Has the programming, planning or service delivery of your organization changed as a result of your involvement with the LIP?



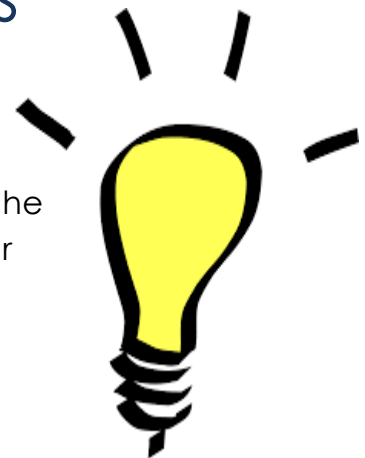
What do you value about your LIP?



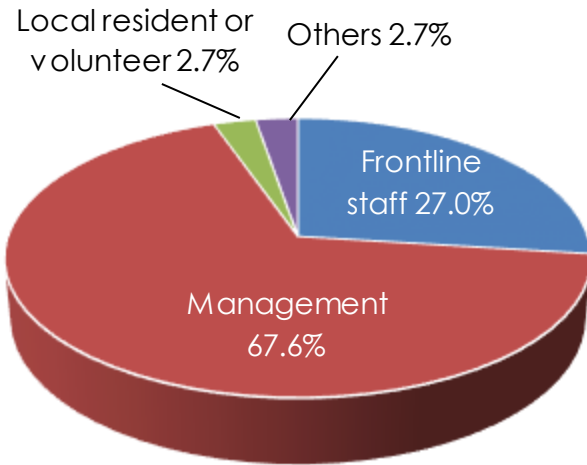
Other - "The genuine attention that is giving to bring about positive outcomes for newcomers in all areas of their lives."

Recommendations

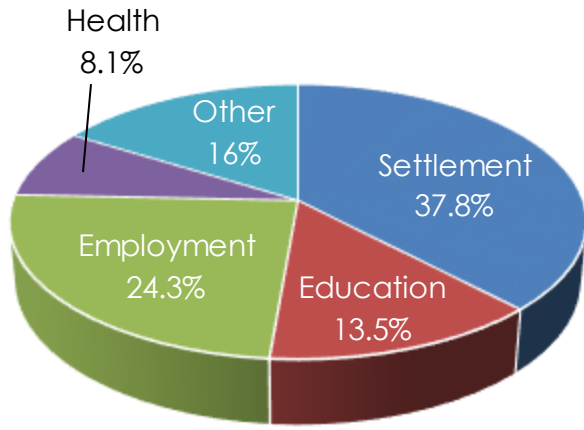
- ❖ More opportunities to share resources, for example women with precarious status.
- ❖ More capacity building opportunities to better serve the community, e.g. training and employment, support for women who use drugs, and the LGBTQ2S community.
- ❖ More research on local issues.
- ❖ A policy voice from different levels of government at meetings.



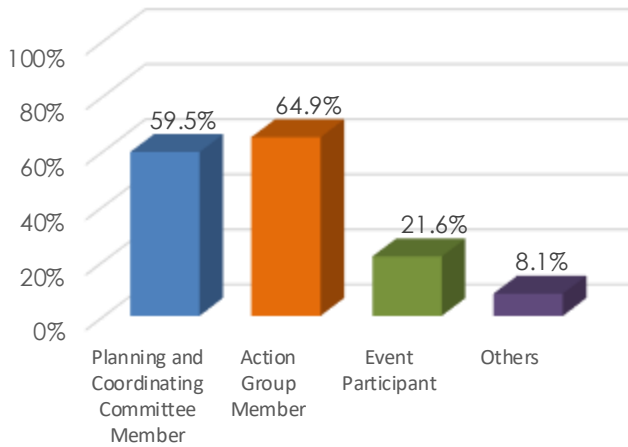
The Survey Respondents



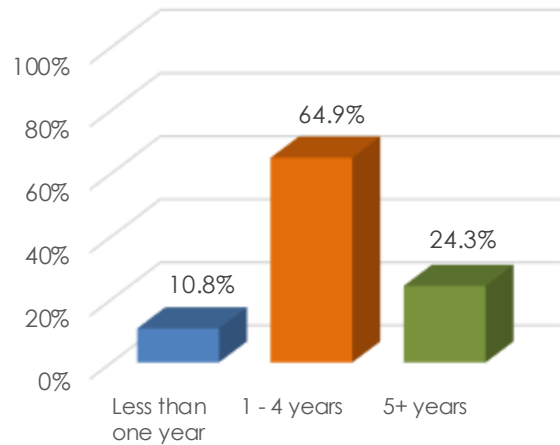
Role within Organization



Sector Representation



Role(s) with LIP



Years with LIP

Member List

Executive Committee

- Devika Shah, Social Planning Toronto
- Fatima Fillippi, Rexdale Women's Centre
- Heather Sant, JobStart
- Jemima Sabapathy, JobStart
- Julet Allen, Delta Family Resource Centre
- Kemi Jacobs, Delta Family Resource Centre

Planning and Coordinating Committee

- Alicia Ortiz, Jane Finch Centre
- Alan Ott, Youth Employment Services
- Anne King, Toronto Public Library
- Babur Mawladin, Jane Alliance Neighbourhood Services
- Benedicto San Juan, For Youth Initiative*
- Christina Montauti, The Career Foundation
- Cristina Graidá, Toronto District School Board
- Dolores Montavez-Ruz, YWCA JUMP
- Dulce Gaspar, Toronto Public Health
- Elisa Martinez-Reyes, Learning Enrichment Foundation (Co-Chair)
- Janet Hallett, COSTI Immigrant Services
- Jessica Reeve, Parks, Forestry & Recreation*
- Jo-Anne Atherley, Islamic Social Services & Resources Association
- Kay Ham, Toronto Catholic District School Board
- Katrina Krizmancic, AIDS Committee of Toronto
- Krystal Skeete, Jane Finch Centre*
- Maria Yonzon, YWCA English Language Skills and Development*
- Jallahqueena Konneh, Skills for Change
- Martha Juarez, Mennonite New Life Centre of Toronto (Co-Chair)
- Nadia Sokhan, Polycultural Immigrant and Community Services
- Ousman Conteh, Resident, Toronto Newcomer Council*
- Peter Paul, Humber College
- Rahma Siad-Togane, Jane Finch Centre*
- Rasha Mehyar, Arab Community Centre of Toronto*
- Sandra Loughhead, YMCA Language Assessment and Referral
- Serge Paul, Conseil Scolaire Viamonde*
- Sev gul Topkara-Sarsu, Toronto District School Board*

- Shaneeza Nazseer Ally, For Youth Initiative
- Shankari Balendra, Access Alliance Multicultural Health & Community Services
- Suzan Hall, Resident (Co-Chair)
- Zeena Al Hamdan, Arab Community Centre of Toronto*

* Member departures during the program year

Service Coordination

- Anne King, Toronto Public Library
- Elisa Martinez-Reyes, Learning Enrichment Foundation
- Hashim Alhussaini, Polycultural Immigrant & Community Services
- Jessica Reeve, Parks, Forestry & Recreation
- Juanita Vasquez, Jane Finch Centre
- Kay Ham, Toronto Catholic District School Board
- Michael Lacey, Toronto Public Health
- Mohamed Forsa, Northwood Neighbourhood Services
- Qaiser Khan, YWCA JUMP
- Rasha Mehayar, Arab Community Centre of Toronto
- Rahma Siad-Togane, Jane Finch Centre
- Shankari Balendra, Access Alliance Multicultural Health & Community Services
- Suzan Hall, Resident (Chair)
- Zeena Al Hamdan, Arab Community Centre of Toronto

Employment Resource Connections

- Alan Ott, Youth Employment Services
- Ann Mossop, Next-Steps Employment Centre, Toronto District School Board
- Christina Montauti, The Career Foundation
- Fahmida Rahman, Rexdale Women's Centre
- Frank Kelly, VPI Working Solutions
- Han Tran, ACCES Employment
- Jallahqueena Konneh, Skills For Change
- Manoj Bhattarai, YMCA
- Meghan Wankel, CARE Centre for Internationally Educated Nurses (Chair)
- Merly Prentt, Mennonite New Life Centre of Toronto
- Rebecca Newton, JobStart
- Peter Paul, Humber College
- Sindy Centros, COSTI Immigrant Services
- Wilf Flagler, Next-Steps Employment Centre, Toronto District School Board

Education Resources

- Grace Santeramo, Toronto District School Board, Essential Skills Upgrading
- Giovanni Rico, Toronto South LIP
- Isabella Yan, Toronto North LIP
- Janet Hallet, COSTI Immigrant Services (Chair)
- Mariam Azimi, Toronto South LIP
- Sylvia Weng, YMCA Newcomer Information Centre
- Thomas Putenmadhom, Humber College

Women Against Violence

- Annelia Epi, Toronto Public Health
- Fouzia Rana, Access Alliance Multicultural Health & Community Services
- Giovanni Rico, Toronto South LIP
- Jo-Anne Atherley, Islamic Social Services & Resources Association
- Katrina Krizmancic, AIDS Committee of Toronto
- Laverne Blake, Earnestine's Women Shelter
- Manivannum Mahadeva, Toronto East Quadrant LIP
- Mariam Chevrier, Madison Community Services
- Nadia Sokhan, Polycultural Immigrant and Community Services (Chair)
- Nauren Ahmed, Rexdale Women's Centre
- Ruth Antwiwaa, Toronto Newcomer Office
- Sandra Loughhead, YMCA Language Assessment and Referral
- Shrid Dhungel, Alzheimer Society of Toronto
- Sogol Zand, Afghan Women's Organization
- Susmita Vaidya, Elspeth Heyworth Centre for Women
- Tahir Khan, Toronto North LIP
- Zahra Bolouk, Sistering

Staff List

- Alina Valachi, Rexdale Women's Centre*
- Elizabeth Bethune, Rexdale Women's Centre
- Pam Cardwell, JobStart
- Sana Hafeez, Delta Family Resource Centre
- Yasmeen Tian, JobStart (Manager)
- Yasmin Haq-Khan, Social Planning Toronto

* Employee departures during the program year

Contributors: Toronto West LIP staff team (Elizabeth Bethune, Pam Cardwell, Sana Hafeez-Shah, Yasmeen Tian & Yasmin Haq-Khan).



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Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada