



OUR JOURNEY THROUGH THE PANDEMIC

STAKEHOLDER ENGAGEMENT DEPARTMENT

November 2021



AGENDA

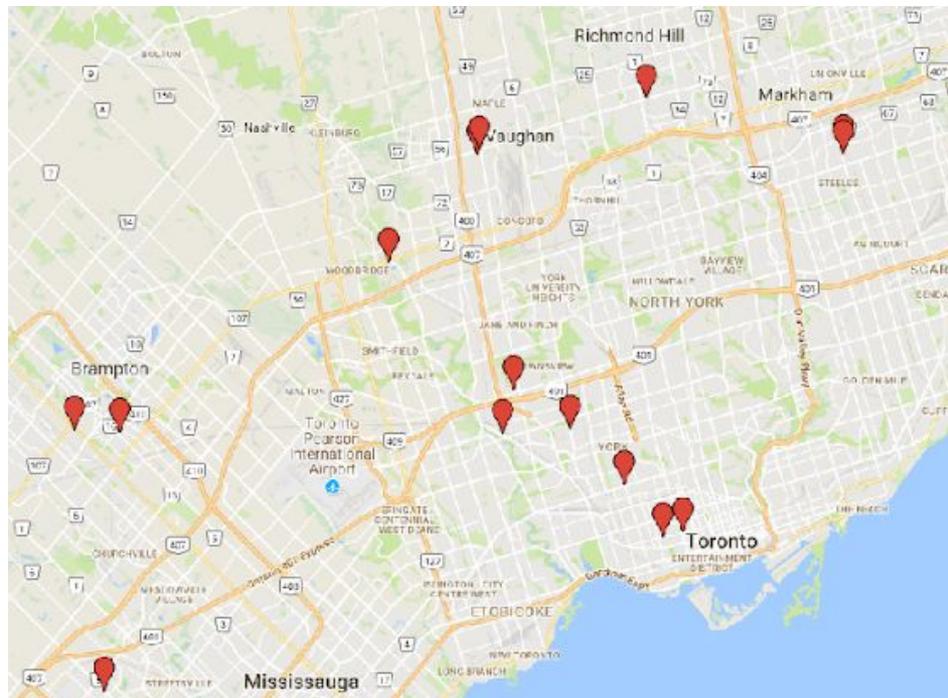


- Introduction
- New Challenges
- Organizational Challenges
- What Worked

Overview of Services



COSTI Immigrant Services operates from **17 locations** in Toronto, York Region and Peel Region, COSTI provides services in more than **60 languages**.





Children and Youth



Employment



Family and
Mental Health



Housing



Language Training



Problem Gambling



Settlement/
Citizenship



Refugee Services



Seniors



Women's
Services



Skills Training

New Challenges

- Immigration process not continuing smoothly – led to more inquiries to which we could not always respond.
- Temporary residents confused re: their situation
- Pre-arrival clients uncertain re: requirements, options for arrival
- Some eligibility issues unclear, for both programs such as CERB as well as for settlement services.



What has worked well - partnership

Support of funders

- Contracts ongoing through fiscal year
- Flexibility, trust

National relationships

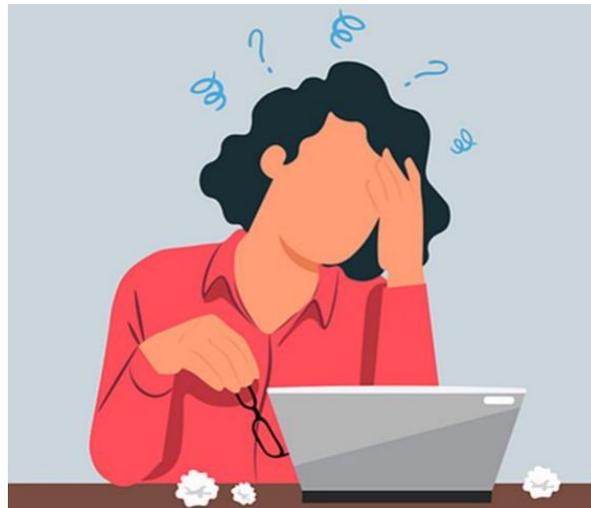
- e.g. RAP working group – developed processes and advocated for and received more PPE
- Recognizing long/deep experience, raising issues that have national impact

New Challenges

Supporting vulnerable clients digitally

- Much of our work is essentially relational
- Some clients have limited digital resources – internet access, devices, experience

Social capital is being drained – with clients and among our teams



New Challenges

Mental health challenges

- Massive rapid lockdowns
- Clients' financial/employment worries
- Immigrants - clients and colleagues - anxious re: family overseas



New Challenges

Diversity of client needs and programs in COVID

- Wide range of client needs and programs made COVID response more challenging – not “one size fits all”



What has worked well - building on our strengths



Attitude/motivation of being responsive to client needs

- Settlement service providers are client-centred, always doing needs analysis, caring

Experience of being responsive to external factors

- Work changes regularly, impacted by world events – different groups of clients, different arrival numbers e.g. Syrian family arrivals
- Dynamic sector

Organizational Challenges

Adjusting to working from home

- Equipment,
- IT support
- Digital literacy for teams



What has worked well – client services

- Continuing service delivery online wherever possible
- Adapting to meet the challenge – new modes that can continue

