

InterLIP Collaborative Framework

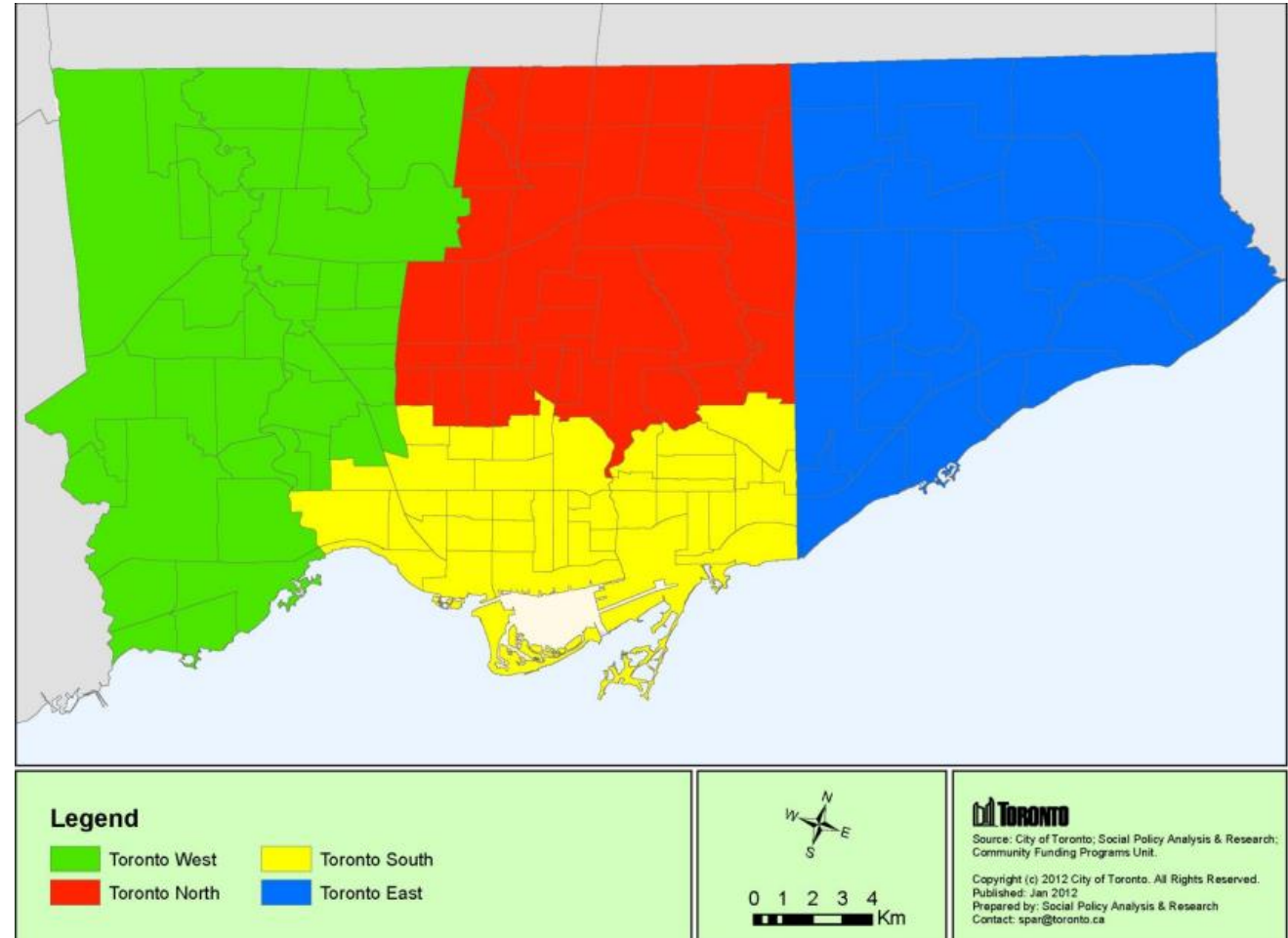
Aligning Priorities for Enhanced Newcomer Employment



InterLIP Employment Group

WHO ARE WE?

- InterLIP Employment Group is a collaborative initiative involving the four Toronto Local Immigration Partnerships (LIPs) and the Toronto Newcomer Office
- Employment Action Group Coordinators
- Formed in February 2023
- To identify and respond to concerns facing job seeking newcomers across Toronto through coordinated efforts
- To support the creation of an inclusive job market in Toronto where newcomers can achieve meaningful employment



OUR TEAM



Adey Worku, TNO

With 20+ years in newcomer support, Adey, a Community Development Officer at Toronto's Newcomer Office, collaborates across sectors to address newcomer issues, fostering inclusion and success.



Tinbit Eyasu, TSLIP

Committed to advocacy and systemic change in newcomer employment, Tinbit focuses on equitable hiring, anti-racism, and workplace inclusion, fostering inclusive pathways for newcomer integration in Toronto.



Sarwar Mustofa, TEQLIP

With 10+ years in newcomer settlement and employment services, Sarwar leads initiatives in Scarborough, coordinating workshops, raising awareness of employment programs, and collaborating with service providers.



Kuuku Quagraine, TWLIP

Kuuku leads a network supporting newcomer employment, holds a Master of Global Affairs from UofT, and has collaborated with UNHCR, IOM, and Global Affairs Canada on immigration policies.



Farheen Meraj, TNLIP

With MAs in Clinical Psychology and Policy Research, Farheen utilizes an intersectional framework to lead projects on immigrant labour market needs, SPO impacts on employer practices, and support systems for refugee claimants.



InterLIP Collaborative Framework

The InterLIP Employment Group has embraced the Collective Impact framework to ensure that all stakeholders—service providers, government bodies, employers, and community organizations—align their efforts toward a common goal: supporting newcomer employment

InterLIP Collaborative Framework



1. Shared Vision and Unified Goals

Identifying and responding to common issues facing newcomers across Toronto and through coordinated efforts, create an inclusive job market where newcomers can achieve meaningful employment



2. Collaborative, Yet Independent Activities

Key Aspects: shared goals, autonomy in execution, resource sharing

creates a dynamic work environment where team members can thrive both together and individually, leading to better outcomes and increased satisfaction.



3. Continuous Communication

Key Aspects: Regular monthly meetings, collaborative problem solving and effective communication strategy

drives teamwork and innovation. It fosters a culture of openness and adaptability, leading to better decision-making



4. Common Progress Measures

Key Aspects: Feedback Surveys, Quantitative Metrics, Adherence to Deadlines,

monitors performance and enhances accountability. It helps identify successes and areas for improvement, guiding effective strategies to



5. Backbone Support

Backbone activities are shared among all members.

Projects

Title	Outcome/Impact	Next Steps
Toronto Newcomer Workplace Inclusion Charter	An employer engagement program to create more inclusive workplaces for newcomers in Toronto.	Launch and pilot the Inclusion Charter
Moderated Q & A with TESS and Employment Service managers on the new OW model	Employment and Settlement Service providers know the new proposed Ontario Works (OW) model in line with Employment Service transformation.	Toronto Employment and Social service will provide training to the SPO's on the new model implementation.
Lunch & Learn sessions (sector specific)	Settlement and Employment Service Providers get to know the Labour Market information of different employment sectors.	Continue to conduct Lunch & Learn sessions on topics suggested by the attendees and members.
Employment Services Transformation (EST) Task Group	Community Consultation with WCG; Community engagement specialists were assigned for each quadrant of Toronto	Continue the consultation with WCG for a smooth transition to the new IES model

InterLIP Collaborative Framework

Employment Services Transformation (EST) Task Group

Purpose

Comprised of InterLIP members and newcomer-serving organizations, it was formed in response to the changes in Toronto's Employment Services system, which now operates under a centralized model managed by WCG.

Goal

The objective is to facilitate dialogue between service providers and WCG, ensuring that the employment services ecosystem is well-equipped to support newcomers during this transition.

Outcomes

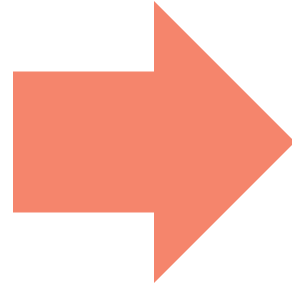
Community Consultation with WCG

Ongoing engagement with Community Integration Specialists for each quadrant of Toronto

Collaborating with WCG to address challenges and opportunities within the new system.

InterLIP Collaborative Framework

Employment
Services
Transformation
(EST) Task
Group



1. Shared Vision and Unified Goals

Aligning all partners toward ensuring the new employment services model addresses newcomers' unique employment needs.



2. Collaborative, Yet Independent Activities

Members retain their organizational goals while contributing valuable insights to the collective objective of addressing employment needs of newcomers during the transformation



3. Common Progress Measures

Using metrics like consultation engagement and service impact to evaluate progress and inform improvements.



4. Continuous Communication

Regular meetings keep members aligned and strengthen the group's advocacy for newcomer needs with how the new system will be implemented.



5. Backbone Support

The Toronto North LIP Manager coordinates efforts, ensuring organized communication and collaborative momentum

InterLIP Collaborative Framework

Toronto Newcomer Workplace Inclusion Charter

What is it?

An employer assessment and recognition program to create more inclusive workplaces for newcomers in Toronto.

Includes a list of 8 practical actions designed to support employers with the recruitment and retention of diverse newcomers

Who is it for?

Businesses of any size in Toronto.

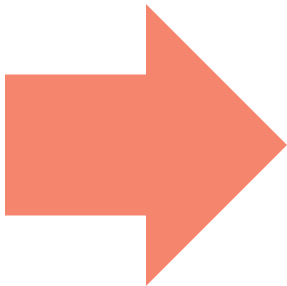
Employers will be recognized as Workplace Inclusion Champions by implementing any of the proposed actions

How does it work?

Develop Charter Draft
Focus Group Discussions
Information Exchange Session
Final Deliverable

InterLIP Collaborative Framework

Toronto Newcomer
Workplace
Inclusion Charter



1. Shared Vision and Unified

Goals: employer engagement program to create more inclusive workplaces for newcomers in Toronto.



2. Collaborative, Yet Independent

Key Aspects: shared goals, autonomy in execution, resource sharing

separate activities addressing the Canadian experience barrier. sharing resources to develop the charter draft, recruit employers for multiple focus group discussions and frontline staff for a knowledge exchange session.



3. Continuous Communication

Key Aspects: Real-Time Updates, Feedback Loops, Inclusive Culture, Clarity, Transparency
ongoing exchange of information about completed project activities, changes, challenges, etc.



4. Common Progress

Measures: Feedback Surveys, Quantitative Metrics, Adherence to Deadlines,
Applied through every project stage ie. focus group discussions, information exchange sessions



5. Backbone Support

The Toronto West LIP manager, oversees efforts to implement the Inclusion Charter

InterLIP Collaborative Framework

CHALLENGES

1. Balancing Team Schedules
2. Different LIP Structures and Needs of Partnership Councils
3. External Influences Beyond LIP control
4. Engaging Decision-makers



Building Bridges: Launching a One-Stop Talent Hub

Nora Whittington, Julie Newman & Charlene Hofbauer

November 27, 2024



WILLOW
HALL



Workforce Planning Board
of Waterloo Wellington Dufferin



Nora Whittington

Community Engagement Coordinator,
Work Steering Group



Julie Newman

Founder & Principal



Charlene Hofbauer

Executive Director



Workforce Planning Board
of Waterloo Wellington Dufferin

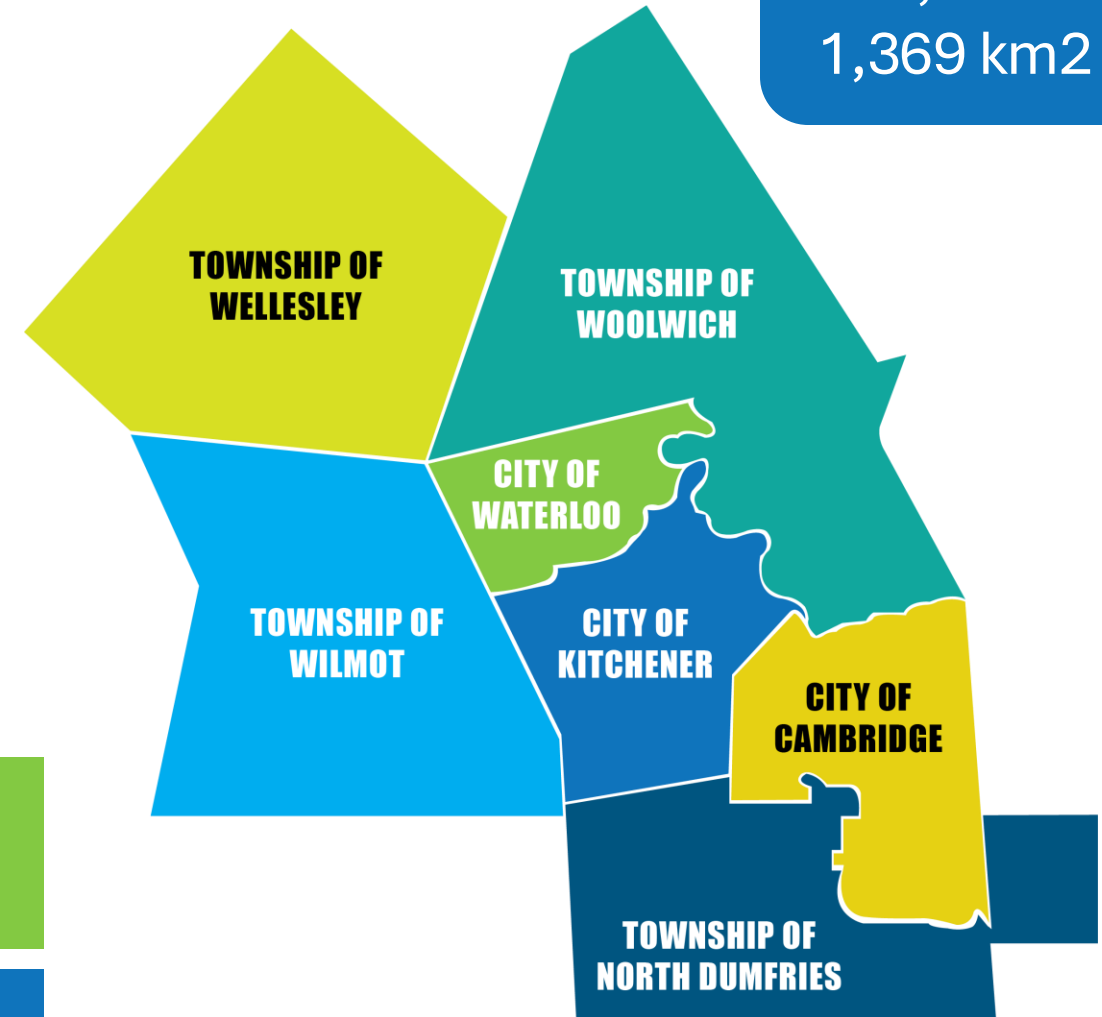


History

Waterloo Region

Population:
587,165
1,369 km²

- 3** Urban municipalities
- 4** Rural townships
- 1** Regional municipality



8 Municipal economic development connections

2 Chambers of Commerce

1 Regional economic development corporation

3 Post-secondary institutions

Where it started

2005

Waterloo Region Immigrant Employment Network (WRIEN)

2008

Citizenship and Immigration Canada (CIC)
Call for proposals

2009



Why?

Employers

Immigrant
talent



Employers wanted a more direct access to immigrant talent (over 13 employer service providers)

Immigrant talent wanted more specialized employment support service



Our journey

The great idea

- Is it feasible?
- Is there support from the community?



Time to get to work!

- Working group composed of community partners and employers
- Needed balance tensions
- Needed a **business focus** – could not have “social service” feel



Time to do the research

- Looked at similar models
- Immploy (London, ON)
- Winnipeg Chamber of Commerce
- Atlantic project
- Summarized in easy to understand 1-pager



Getting the vision right

- Creating vision for immigrant talent hub
- Opportunity to **dream big**
- Collected ideas
- Streamlined initial thoughts re focus and offerings



Check our proposed model

- Presented to Immigration Partnership's Work Steering Group
- Surveyed community as well as local HRPA Chapter

We asked:

- If they would use the hub?
- What might they be able to contribute?
- Are you interested in hosting the hub?



We Had Support— Our Search for a Home Began

- Search for a host began
- One employment service provider offered to host – seemed like a great match...



What barriers did we encounter?

- Increased anxiety in the community (service providers)
- Needed to keep focus on community and its best interests
- Needed to set the immigrant talent hub up for success
- REALLY needed a neutral host.... Our search continued
- **Needed to:**
 - Streamline
 - Simplify
 - Prioritize
- Shifted to a model that would support stages of growth



BUT... We still didn't have a home!



Moving forward

Concept to IRCC

- **One stop location** where
 - Internationally trained professionals (ITP) find their skills aligned path forwards in Canada (PR)
 - Small and medium-sized employers (SME) receive support to ready their workplaces for global talent (HR consultancy)
- Through personalized supports, workshops and networking opportunities

GOAL

Action plan for ITPs and HR support for SMEs

STAFF

Jennie Di Girolamo, Talent Liaison Lead
Olusola Oladele, Employer Liaison Lead



Waterloo Region by the numbers

587,165

Population (Census 2021)

139,125

Identify as IMMIGRANTS

Among
people **15+**

37,185

arrived between 2011 and 2021

60%

identify as members
of racialized group

59%

have postsecondary
education (inclusive
of Trades)

**Most common post-
secondary programs:**

- Architecture
- Engineering and related trades
- Business
- Management and Public Administration

WIN by the numbers

September 27, 2023

Official launch

24 employers **&** **58** jobseekers

had 1:1 support

20 Talent-based Community Partners engaged

9 Employer and Business Association engaged

400 immigrants and 117 employers engaged in workshops and networking events



Going above and beyond

- Support for temporary foreign workers (open work permits)
- 5 direct hires through our services (not primary goal)
- 19 immigrants pursued skills-aligned training to round out skill sets
- Supporting non-profit sector
- Becoming a service navigator for our community from an employer and talent perspective



Challenges we see as opportunities

- **Hesitancy of employers** – are there strings attached is a common question when dealing with employers
- **Employer need has shifted** – employers dealing with a downturn and not seeing need for their future growth
- **Diverse talent pool** – pool is expanding and so many groups (like open work permits) need supports where no funding exists



Thank you

Questions?

Let's connect!



Julie Newman

Founder & Principal

willowhallhr@gmail.com



Workforce Planning Board
of Waterloo Wellington Dufferin

Charlene Hofbauer

Executive Director

Charlene@workforceplanningboard.com



Nora Whittington

Community Engagement Coordinator, Work Steering Group

nwhittington@Regionofwaterloo.ca