

Niagara Local Immigration Partnership



Niagara's Collaborative Approach: Building on Existing Services for Newcomers

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- Sean Jackson, President, Meridian Credit Union, NIEC Business Co-Chair
- Paul Leon, Leon, Fazari, LLP, NIEC Community Co-Chair
- Trudy Parsons, Executive Director, Niagara Workforce Planning Board
- Brian Hutchings, Commissioner, Community Services, Niagara Region
- Jack Lightstone, President, Brock University
- Bala Kathiresan, Chief Operating Officer, Niagara Health System
- Franklin Leukam, Community Liaison, South Central Francophone Catholic School Board
- John Fisher, President, Walker Industries

The community partners and individuals who contributed were from a diverse group of organizations which included church groups, non-profit sector, government agencies, multicultural and employment support organizations and educational institutions. The members of the Local Partnership Council are included in Appendix 5 to this document. Their input, along with the numerous adjacent agencies, was invaluable.

We would like to take this opportunity to give special thanks to the members of the initial Working Group. They include:

- Lori Watson, Niagara Region, Community Services
- Martha Mason, Fort Erie Multicultural Centre
- Corinna Carson, Niagara Immigrant Employment Council
- Trudy Parsons, Niagara Workforce Planning Board
- Maryam Al-Harazi, Niagara Local Immigrant Partnership

We would like to thank the many Newcomers who agreed to participate for their meaningful contributions in ensuring that their thoughts and voices were heard.

Lastly, we would like to thank Wayne Hussey of Wayne Hussey Consulting Inc. and Ralph Kikkert of Strive for their facilitation in the development of the plan.

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Background and Context

A funding opportunity arose through Citizenship and Immigration Canada (CIC) to have various Regions throughout Ontario review their current delivery system for Newcomers and make recommendations for strengthening existing services. This was to establish whether a better method of connecting services could be devised through a collaborative consultative process that included key stakeholders. The objective was to enable organizations that worked with Immigrants to critically reflect on the current model and review how existing services could be enhanced to assist Newcomers integrating into Canadian society. These recommendations could then be implemented thus benefitting Newcomers and service providers alike. Initial funding was provided by Citizenship and Immigration Canada in August of 2009.

The name of the project, called Local Immigrant Partnership, reflected the focus of the group which emphasized collaboration by community partners in the development and enhancement of community programs with Immigrants. The name Local Immigrant Partnership will be referred in its acronym form as LIPS throughout this document.

The initial phase of the project began in September 2009 with the creation of a foundational group made up of several key members. This initial group, called the LIPS Working Group, consisted of the following individuals:

- Lori Watson, Niagara Region, Community Services
- Martha Mason, Fort Erie Multicultural Centre
- Corinna Carson, Niagara Immigrant Employment Council
- Trudy Parsons, Niagara Workforce Planning Board
- Maryam Al-Harazi, Niagara Immigrant Partnership

The objective of the working group was to set the parameters of the initial project ensuring that logical steps were in place for implementation. Niagara Region acted as project manager; project administration was carried out by the Fort Erie Multicultural Centre with project coordination assisted by Niagara Immigrant Employment Council. Guidance and support was also provided by the Niagara Workforce Planning Board.

Literature Review

A literature review was completed to capture main ideas impacting Newcomers settling within Canada. This review was used as a foundation in capturing qualitative data in the form of themes. These themes were evident in the final recommendations made by the Working Group. The terms Newcomer and Immigrant are used interchangeably throughout this paper.

Continued Economic Growth

In order for Canada to continue to grow and prosper, skilled individuals are needed to perform the many jobs that are required. A declining population within Canada due to a low birth rate has impacted the viability of Canada to survive within a global economy. Without having individuals to replace our aging population, many employers may find that they lack the necessary people to fill these positions causing some companies to look elsewhere.

On average, Canadian women are having only 1.5 children each, far below the 2.1 necessary for a population to sustain itself. The numbers mean the labour supply will slowly shrink as the nation ages. By 2011, Ottawa estimates that all new growth in the labour market will have to come from immigrants (Taylor, 2005, p. 2).

In other words, “the future of the Canadian marketplace will soon depend for its very survival on a steady supply of foreign born workers” (Taylor, 2005, p.2). Changes to the labour market due to technology and globalization have also placed an increasing urgency in recruiting skilled workers as well as “redefined the world of work” (Blair, 2005, p.6). Technology has increased the speed with which we correspond and interact with one another requiring greater technological skills and contact with others around the world. Globalization has made our backyard increasingly larger requiring workers to be fluent in a multitude of languages and knowledgeable regarding international business policies and protocol in order to be increasingly competitive in a global economy.

“The future of Canada’s economic growth and stability depends a great deal on its ability to maximize skilled immigrant’s abilities effectively and within the shortest possible time frame” (Blair, 2005, p. 4).

According to the Conference Board of Canada, Immigration and Employment 2010, they speak to the importance of acquiring and retaining talented and skilled Newcomers to Canada.

The stakes are high. In 2006, Canada welcomed 251,511 immigrants, most of them highly skilled, through its doors. Almost 70 per cent of them landed in Toronto, Montréal and Vancouver, the urban engines of our economy (with Toronto alone accounting for 39 per cent of the total). Yet there is a pressing need for more immigration. The Conference Board estimates that we need 375,000 new immigrants annually in order to stabilize the workforce and ensure economic growth. Finding and attracting them is the first challenge facing this country.

What this Means

This means that by attracting immigrants from abroad, we need to also provide the means to support them and enable them to successfully integrate within Canadian society and become productive citizens. In order to do this, “immigrants to Canada require services from the host society that will enable them to integrate effectively and contribute to the building of this nation” (Blair, 2005, p. 1).

Encouragement

In encouraging Newcomers to move to Canada, greater emphasis has been placed on inviting immigrants to relocate to less populated areas. Immigrants who move to these less populated areas which do not have the proper supports in place are faced with greater problems by being socially isolated from their cultural groups, as well as negatively impacted in their ability to be acclimatized to Canadian society. “Without pre-existing ethno cultural associations or community and other key stakeholders working together to support their resettlement, a recipe for disaster is being created” (Blair, 2005, p. 2). Immigrants have no choice but to consider migrating to one of the larger cities that offer a variety of services and

ethno cultural communities better suited to meet their needs of feeling connected within Canadian society. Where the intent is of Canadian Officials to encourage relocation to rural areas, “76% of all Newcomers have chosen to settle in the three major urban centers, Montreal, Toronto and Vancouver” (Taylor, 2005, p. 2). Encouragement to assist immigrants in staying within smaller communities needs to be addressed if we want to get away from urban areas growing larger and rural areas becoming a thing of the past.

Supports in Place

In order to encourage immigrants to stay within smaller communities it is imperative to recognize that proper supports need to be in place that best meet their needs including a sense of connectedness to their new culture. To do this, we need to “act locally, supporting the needs of immigrants so that they can eventually develop a sense of identity and neighborhood” (Blair, 2005, p. 1).

According to Dr. Miriam Stewart of the CIHR Institute of Gender and Health Canada, she identified the following challenges faced by immigrants and refugees: language, employment, education, finances, racism and discrimination, immigration status and navigating the system (u/k, p. 1). She continues that there were difficulties facing Newcomers such as “culture shock, social isolation, emotional loneliness, cultural understanding, language and communication” (u/k, pp 1-2).

Supports to alleviate the difficulties that immigrants face can include a broad range of services including English as a Second Language, housing services, training, and employment. This involves educational institutions, various levels of government, the private sector as well as community based organizations. “Community based service providers breed life into the community, and provide point of access for the variety of programs and services necessary for the integration of immigrants into the community and into society at large” (Blair, 2005, p. 3).

Supports need to be designed to integrate Newcomers into opportunities that focus on skilled jobs. In the past, “labour market participation in most cases has been restricted to the menial types of jobs” (Blair, 2005, p2). According to Blair (2005), over half of the immigrants admitted in the past decade were chosen because of reasons economically driven; the reason today is more on skilled labour and education (2005, p. 5). Manitoba has designed its nominee program to focus on skill shortages in its own labour market. This means skilled tradesmen are in greater demand than PhDs” (Taylor, 2005, p. 5).

According to the Canadian Council for Refugees report dated April 2003, “before Newcomers are encouraged to settle in smaller communities, the government ensures that they have in place the supports necessary to welcome new immigrants and that there be adequate access to settlement, economic and social services” (2003,p. 3).

Reason for Review

Although many supports are in place, there is sometimes confusion as to what exists and the role that they play in assisting Newcomers. With the cooperation of community agencies and with the assistance of the LIPS Task Force, this was an opportunity to look at existing services and make recommendations for change that would prove to be beneficial for Newcomers and service providers.

Opportunities exist for a systems approach to the effective integration of immigrants instead of the current fragmented approach. Incentives need to be put in place to support collaboration that brings key stakeholders together in the planning for and integration of immigrants. Unless all the relevant players become involved, Canada will not achieve the competitive edge it seeks. Furthermore, the significant role immigration has always played in sourcing Canada's labour pool is certain to continue, given our current demographic profile of aging population and a declining birth rate. A systems approach would also support sustainability as its components are interdependent and grounded in community development principles. Consequently it will produce tangible benefits and results at both the community and societal levels (Blair, 2005, p 6).

Process

The process of initiating the Niagara Local Immigrant Partnership first required the group to develop a mandate.

Mandate

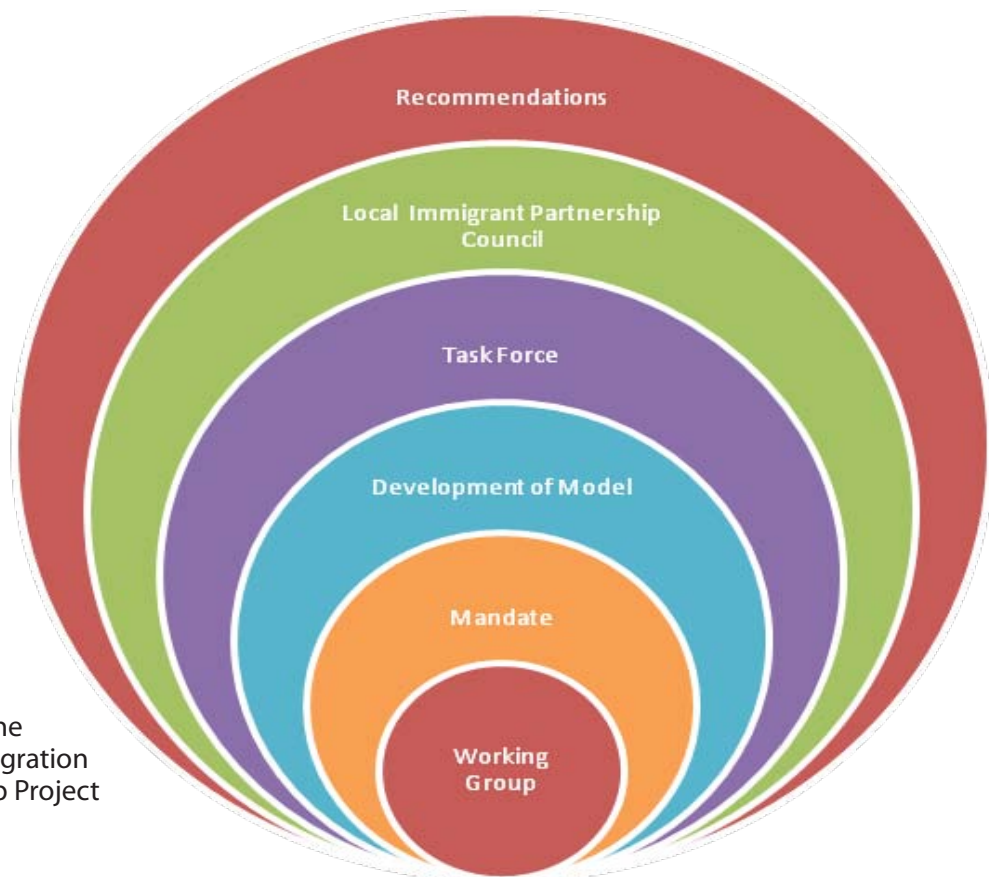
The mandate was based on project objectives outlined by CIC. It was considered an integral part of the initial process as it defined the intention of the project. The mandate was defined as:

The Local Immigration Partnership is a new initiative that funds communities to develop a comprehensive and collaborative approach to immigration by developing a local partnership council that represents a cross section of organizations that have an interest in working toward a strategy that fits the needs of their community. The local partnership council will then develop a strategy that fits the needs of their community.

Three groups played a critical role in implementing the Project Mandate. They included the LIPS Working Group, the LIPS Task Force and lastly the Local Immigration Partnership Council.

Development of a Model

In understanding the key issues that Newcomers faced, a working group was created. The Working Group would then utilize the members of the Niagara Immigrant Employment Council to create a Task Force to advise and direct the Working Group in ensuring that the mandate of the project was adhered to. A Local Immigrant Partnership Council would then be created which represented a cross section of organizations who worked with Immigrants in providing insight to the Working Group. Their goal would be to work towards developing a strategy that best fit the needs of their community. Wayne Hussey of Wayne Hussey Consulting Inc. assisted with the facilitation of the process.



Model of the Local Immigration Partnership Project

Creation of LIPS Project Task Force

The LIPS Working Group recognizing the expertise, experience and insight of community leaders, recruited members of the Niagara Immigrant Employment Council Steering Committee to add value to the LIPS Project as the Task Force.

The members were as follows:

- Sean Jackson, President, Meridian Credit Union, NIEC Business Co-Chair
- Paul Leon, Leon, Fezarri, LLP, NIEC Community Co-Chair
- Trudy Parsons, Executive Director, Niagara Workforce Planning Board
- Brian Hutchings, Commissioner, Community Services, Niagara Region
- Jack Lightstone, President, Brock University
- Bala Kathiresan, Chief Operating Officer, Niagara Health System
- Franklin Leukam, Community Liaison, South Central Francophone Catholic School Board
- John Fisher, President, Walker Industries

The mandate of the project was presented to the prospective members of the Task Force and members along with the invitation to participate. Their scope:

- to assist with review of the LIPS Project Model in identifying areas requiring enhancement
- to provide opening comments to the Agency Consultation Meeting encouraging collaboration
- to review the LIPS Project Working Group's Draft Integrated Service Delivery plan and request their input
- to provide opening comments to attendees of the Agency Review of the ISDP (Integrated Service Delivery Plan) meeting in support of a regional service delivery perspective

The members of the Task Force after reviewing the model and mandate of the project developed the LIPS Accord which they presented to agency representatives at the first agency meeting (which was the starting point of creating the LIPS Council) in January of 2010. The Accord emphasized key ingredients needed to establish a trusting relationship among key stakeholders in ensuring a positive collaborative effort. This Accord is presented in Appendix 1.

Feedback from Other Communities

A preliminary model was developed considering and key elements reviewed by the Task Force. A selection of contacts in Ontario who were also participating in a similar process within their respective municipalities, were contacted to identify potential best practice improvements to the LIPS Project Model. After contact and review, the Working Group concluded that based on the design of other LIPS community models, we were well aligned with other efforts and that no major changes to our model were required. Through contact with other communities, Niagara LIPs established ongoing relationships and information sharing practices.

Creation of the Local Immigration Partnership Council

The voices of core and secondary service agencies were considered critical to the LIPS Project as they provide direct and indirect service to Newcomers. It was important to have their invaluable input to acknowledge the vast services that did exist and recognize the benefit of collaborative effort. In recognition of this, the Working Group created a Local Immigrant Partnership Council and invited those having an invested interest in working with Newcomers to strengthen existing services. More than 40 agencies that had at least one element of direct service to New Canadians was compiled and contacted. Members of the Working Group interviewed each of the Executive Directors of these agencies in order to compile

data. The interviews were designed to ensure the LIPS Project was aware of the specific services these agencies provided to new Canadians, the number and nature of client contact, and questions soliciting the Executive Directors' perception of key issues facing new Canadians that the LIPS project should try to address. The main outcome of these interviews established that the service continuum mapping prepared by NIEC in 2008 was updated in light of recent restructuring and re-circulated. A secondary outcome from the agency Executive Director interviews validated the service recipient view that service collaboration and integration could be dramatically improved. The EDs acknowledged that the number of agencies involved in service delivery was extensive with strong personalities and politics. Upon completion of the interviews, agencies which participated were invited to the Local Immigrant Partnership Council. The list of Executive Director interviews are summarized in Appendix 2; Terms of Reference for the LIPs Council can be found in Appendix 2A.

Data Collection

Data collection consisted of LIP staff surveying Newcomers directly along with organizations that provide direct and indirect services. A document in the form of a White Paper presented a starting point for the literature review and open dialogue in the development of themes and ideas for final recommendations.

Needs Assessment of Newcomers

The voices of Newcomers were seen by the working group as crucial to this project as they gave invaluable insight into their experiences and accurately reflect their reality. Therefore both in-service clients and post-service clients were selected to be interviewed once their permission had been obtained to share personal information by the multicultural centres or other service providing agency. They were asked to share their sense of satisfaction with the services they received to help identify areas to improve services. The assessment confirmed that the key issues to those surveyed were around housing, employment and support for language education. Both in-service and post-service expressed satisfaction and appreciation for the support and services they received from agencies. While a variety of specific ideas were offered, overall a recurring theme emerged - services in the region - difficulty in navigating their way through services and where to find the information. The summary of client input is presented in Appendix 3.

Agency Consultation

The Working Group, being cognizant of the social issues that Newcomers face, developed a White Paper distributed to prospective Local Immigrant Partnership Council members prior to the first agency consultation. Please find attached the White Paper in Appendix 4. This paper focused on the future prosperity of Canadians and the important role that new Canadians play in particular within Niagara Region.

The paper emphasized how the future of our region is heavily dependent upon our ability to attract and retain highly trained professionals who use creative thinking as their primary employment skill. Examples of this "creative class" of workers (or knowledge based workers) are artists, consultants, planners, architects, designers, computer programmers, and, of course, the entrepreneur. The White Paper stressed the importance of support of small businesses and entrepreneurship as well as the vital role it would play in creating an upsurge in the Canadian market.

41% is the share of the total private sector workforce who works in enterprises of fewer than 20 employees.

(Source: Statistics Canada, Survey of Labour and Income Dynamics, 2005)* *According to the Conference Board of Canada, this number has risen dramatically in the last four years and could now be as high as 60%.*

According to the U.S. Treasury Department, the sector that dragged the US out of the last recession was small business – they were the ones who created the new jobs that allowed the country to exit from a difficult recessionary period.

The initial Niagara Local Immigrant Partnership Council meeting was designed with three fundamental purposes:

1. To bring together the spectrum of settlement agencies and facilitate greater trust, mutual respect and willingness to work more closely together. It should be noted that there are individual and small group efforts around integration and collaboration but the sheer number of settlement agencies made an integrated service delivery system a true challenge
2. To gauge the degree of ambition that these agency leaders had concerning our ability to increase our ranking as presented in the Conference Board of Canada Report, City Magnets II where St. Catharines was listed as one of the weakest of Canada's largest 50 cities in retaining new Canadians
3. To identify specific ideas on how to increase agency collaboration, cooperation and integration

Meeting exercises conclude positive results in establishing trust between agencies (Appendix 5). A more collaborative and integrated approach to service provision will act as the foundation in our ability to improve the retention of new Canadians in Niagara region.

New Funding and Secondary Consultations

A request for extension of LIP funding was made by Niagara Region on February 12, 2010 for the 2010/2011 year to enhance the existing outcomes towards a more inclusive and comprehensive strategic plan.

The request included realignment in project management as a result of feedback from the agencies in having Niagara Region as a neutral body and not a service delivery agent. Transition with the new structure included the shift of staff and funding dollars to better support the creation of the Integrated Service Delivery Plan.

As a result of the funding revisions, a number of additional activities designed to broaden the scope of the LIPS Project were added to the Model. It became apparent that there were a number of community contact points for new Canadians far beyond the agencies that provided direct settlement services. These additional community contacts were captured under the title of Adjacent Agencies and included police, library, mental health, public health and children and senior services. A meeting of these agencies was held and it became apparent to all attending that despite the collection of relevant data by services, it was not done in a consistent fashion to paint a Niagara wide picture. The attending agencies agreed to revisit their client contact data management systems to determine if new Canadian specific data could be captured for future analysis. The minutes of the Adjacent Agency meeting are presented in Appendix 6.

Secondary Consultations were conducted with like groups of agencies who were involved in the community that did not have an explicit settlement mandate. Specifically, over 300 Niagara Faith and 55 Cultural Community organizations (Appendix 7, community consultations) were invited to a facilitated LIPS session to express their views. The primary outcome of the meeting was to understand the role Faith communities played in integrating Newcomers into society. It was identified that some faith based organizations were currently in the process of "hosting" New Canadian families as the key support network. The need to disseminate service information to these organizations was recognized and information of available services provided with promotion of the Immigrant Portal when seeking information. This "wrap around" model could be actively promoted in the "Attraction and Retention Strategy" that is found within the recommendations of this Report. The meeting notes of the Faith and Cultural meetings are found in Appendices 7 and 7A.

The LIP Working Group met with the Task Force on May 25, 2010 to receive guidance and direction on the work plan. The work plan was endorsed and direction was given to continue moving forward as presented in the model. The Task Force members identified future opportunities for Niagara to attract and retain College and University students under “Open Ontario” funding.

In response to the CIC call for proposal for Modernized Settlement Approach, core agencies came together to explore an approach that would best meet the needs of Niagara. Agencies were encouraged to openly share funding specifics in a Joint Agency Intent (Appendix 8). Agencies who participated in the sharing of information were provided a Common Letter of Support (Appendix 9) by the Niagara Region.

Next Steps

A meeting was held on October 15, 2010 (Appendix 10) involving the Local Immigration Partnership Council Core Agencies and funders from CIC to provide an opportunity to review the recommendations made by the Working Group. It was agreed that time was needed to reflect on the recommendations. Consideration by the group was to be given to determine whether the recommendations aligned with the mandate and objectives of the Local Immigration Partnership Council. A second date was set.

In response to a recommendation made by members of the LIPS Council, an agency showcase event was held on October 15, 2010. Over 40 agencies were invited to set up a tradeshow booth showcasing their services. The intent of the showcase was to introduce front line staff, increase awareness of existing services in the Region and encourage referrals. The Ethno Cultural and Faith Organizations were also invited to attend the showcase to explore the expansive services available within the Niagara Region.

On November 10, 2010 the Working Group held a meeting for Local Immigrant Partnership Council Core Agencies (Appendix 11) to encourage candid conversation and input regarding the recommendations.

Key Findings and Recommendations

1. The Analysis of Core Service Accessibility

An analysis of service delivery accessibility of the primary service providers should be conducted to investigate the opportunity for outreach, partnership service delivery, and co-location as a way to improve service delivery, accessibility and avoid duplication. This analysis will result in the creation of a Service Delivery Plan that increases access, effectiveness and efficiency for the benefit of new Canadians in Niagara Region.

2. Improve Integrated Service Delivery

Improve collaboration and integration. Each of the primary service delivery agencies have the capacity and the need, especially in such a geographically spread community as Niagara, to be able to receive basic contact from new Canadians and “steer” them in the right direction.

3. Expand The Niagara Enticement and Retention Strategy

Some very good foundations exist to expand and strengthen the Niagara Enticement and Retention Strategy – a strategy that will work even harder and smarter to attract the skills and talents required by the Niagara workforce to meet the needs of our area economy. The Niagara Immigrant Portal, the Niagara Economic Growth Strategy, the Niagara Local Labour Market Plan and the work of NIEC itself are all positive foundations on which to build. Those plans are all part of the process of ensuring that we reach out to attract and integrate skilled individuals who are needed in our area economy.

4. Invest in the LIPS Partnership Council and Partnership Coordinator

The Partnership Council needs the active support of a Partnership Coordinator with the singular responsibility to incubate dialogue and analysis of how to effectively increase the amount of cooperation and collaboration among primary service delivery agencies and to facilitate the development of more integrated service delivery strategies. This dedicated person would be of enormous value to the LIPS objectives in helping identify key issues and opportunities and encourage participatory and inclusive planning to address our community specific priorities in servicing newcomers.

5. Develop a Common Brand for Settlement Services in Niagara

Development of a common brand will provide for simple definition of who is in the settlement business regardless of location or legacy agency and should be investigated by the Partnership Council.

6. Foster Innovation/New Service Development

Creative thinking is essential to innovation which when applied leads to new product or service development.



Development of a Work Plan

A meeting for the members of the Local Immigrant Partnership Council was held on January 14, 2011 to review alignment of core mandate and objectives of LIPS with the list of recommendation. Individuals were given an opportunity to review the list and provide suggestions as to what they wanted to see develop into action plans. Individuals were able to discuss their thoughts on the list of recommendations and steps and develop time lines. See Appendix 12 for details pertaining to this meeting.

The work plan is a compendium of the work completed to date with collective input of Newcomers and the agencies that serve them on a daily basis. The 2011/2012 implementation work plan outline submitted to CIC has been included within this document. The work plan includes timeline and measurable, achievable steps needed to begin the process of turning recommendations into implementation.

A second meeting took place on January 28, 2011 with the Local Immigration Partnership Council (Appendix 13). Members of the LIP Council were given an opportunity to review the work plan, reflect on the recommendations and determine whether the action plan met the mandate and objective of LIPs with achievable, measurable outcomes.. Agencies at this meeting supported and endorsed the actions recognizing that this process provides opportunity to participate in identified future action and build collective expertise while creating opportunities for growth.

KEY RECOMMENDATIONS	OUTCOMES	SEQUENCED TASKS	TIMELINE	LEAD
Project Reporting	Narrative Report to CIC	Funder is informed about progress of LIP Initiative	Monthly beginning April 2011 and ongoing thru the project	Project Coordinator
The Analysis of Core Service Delivery	Analysis of current service delivery sites to identify opportunities for existing and future site locations that will further enhance client accessibility and agency partnerships	Working Group established	April 2011	Partnership Council
		Establish Term of Reference for the working group	April 2011	Project Coordinator
		Site analysis work plan developed, finalized and shared with Partnership Council	May 2011	Partnership Council
		GIS mapping of all Primary and Secondary Newcomer services in Niagara	May 2011 – August 2011	Project Coordinator Working Group
		Information layered on to existing neighborhood mapping; identify service gaps and opportunities for additional partnerships	August 2011 – October 2011	
		Report finalized and presented to LIPs Partnership Council	November 2011	

KEY RECOMMENDATIONS	OUTCOMES	SEQUENCED TASKS	TIMELINE	LEAD
Improve Integrated Service Delivery	Create a no wrong door approach to service delivery resulting in an increased awareness of Newcomer needs and agencies ability to respond	Working Group established	April 2011	Partnership Council
		Establish Term of Reference for the working group	April 2011	Project Coordinator
		No wrong door work plan developed, finalized and shared with Partnership Council	May 2011	Partnership Council
		Develop demonstration project consisting of 5 partnering agencies across service areas (immigrant, employment, health, etc)	May 2011 – June 2011	Project Coordinator Working Group
		Develop measurement and evaluation for behavioural change/ business practice of project to match desired outcome	May 2011 – June 2011	
		Implement demonstration project	June 2011– December 2011	
		Evaluate outcomes of the demonstration project	January 2012	
		Report finalized and presented to Partnership Council	February 2012	

KEY RECOMMENDATIONS	OUTCOMES	SEQUENCED TASKS	TIMELINE	LEAD
Improve Integrated Service Delivery	Create a common client tracking system of Newcomer data that informs, supports and influences future planning	Working Group established	April 2011	Partnership Council
		Establish Term of Reference for the working group	April 2011	Project Co-ordinator
		Client tracking system work plan developed, finalized and shared with Partnership Council	May 2011	Partnership Council
		Develop demonstration project consisting of 5 primary service agencies ; web-based common referral and tracking system	May 2011 – June 2011	Project Coordinator Working Group
		Research existing tools and resources in Niagara and across Ontario	May 2011	
		Develop measurement and evaluation for business practice of project to match desired outcome	May 2011 – June 2011	
		Implement demonstration project	June 2011 – December 2011	
		Evaluate outcomes of the demonstration project	January 2012	
		Common tracking system report finalized and presented to Partnership Council	February 2012	

KEY RECOMMENDATIONS	OUTCOMES	SEQUENCED TASKS	TIMELINE	LEAD
Improve Integrated Service Delivery	Create a Niagara wide service delivery system that is client centered built on the outcomes from the demonstration projects of no wrong door and common tracking system	Evaluate findings from the 2 demonstration projects no wrong door and client tracking system to establish best practices for Niagara wide implementation	February 2012 – March 2012	Partnership Council Project Co-ordinator Working Group
		Implementation of no wrong door and client tracking system across Niagara	March 2012 – September 2012	Project Coordinator Working Group

KEY RECOMMENDATIONS	OUTCOMES	SEQUENCED TASKS	TIMELINE	LEAD
Expand the Niagara Enticement and Retention Strategy	Strengthen cultural communities to create a greater sense of belonging for Newcomers	Working Group established	June 2011	Partnership Council
		Establish Term of Reference for the working group	June 2011	Project Co-ordinator
		Cultural communities work plan developed, finalized and shared with Partnership Council	June 2011	Project Coordinator Working Group
		Research of current events, explore best practices across Canada, leverage existing programs and resources; Niagara Immigrant Employment Council, Niagara Immigrant Connectors program, etc.	July 2011 –September 2011	
		Promotion of multicultural positives across municipalities through utilization of multicultural events creating sense of belonging; Niagara Immigrant portal, other forms of media	September 2011 - ongoing	Partnership Council
		Promote high growth industries and occupations and benchmark Niagara's competitive advantage to comparable communities	September 2011 - ongoing	

KEY RECOMMENDATIONS	OUTCOMES	SEQUENCED TASKS	TIMELINE	LEAD
Invest in LIPs Partnership Council	Foster an ongoing inclusive planning environment that maximizes Niagara's ability to respond to the needs of Newcomers	Project Coordinator to chair, coordinate and report on the working groups: <ul style="list-style-type: none"> • Site analysis (start April) • No wrong door (start April) • Client tracking system (start April) • Cultural communities (start June) • Common brand (start August) • Learning culture and innovation (start June) 	April 2011 - ongoing	Project Coordinator
		Create a quarterly report; LIPs update, best practices, agency/ program highlights, improvements to service delivery, new initiatives, etc.	June 2011, Sept 2011, Dec 2011, Jan 2012	

KEY RECOMMENDATIONS	OUTCOMES	SEQUENCED TASKS	TIMELINE	LEAD
Develop a Common Brand for Settlement Services in Niagara	Create a common brand for Newcomer Settlement Services in Niagara	Establish Working Group	August 2011	Partnership Council
		Establish Term of Reference for the working group	September 2011	Project Coordinator
		Common brand, develop work plan, finalize and share with Partnership Council	September 2011	Project Coordinator Working Group
		Organize sessions to gather feedback from agencies and Newcomers on themes and ideas to create logo/branding	October 2011 – November 2011	
		Engage local graphic artists for submission of samples to be presented to the working group	November 2011 – December 2011	
		Recommendation for common brand outlined in report to the Partnership Council	January 2012	
		Launch to community and direct linkage to Niagara Immigration Portal and Municipal websites (at Learning Forum)	February 2012 – March 2012	
		Marketing campaign on new common brand	March 2012 – ongoing	

KEY RECOMMENDATIONS	OUTCOMES	SEQUENCED TASKS	TIMELINE	LEAD
Foster Innovation and New Service Development	Create a support system that fosters learning and innovation	Establish Working Group	June 2011	Partnership Council
		Establish Term of Reference for the working group	June 2011	Project Coordinator
		Learning culture and innovation work plan developed, finalize and share with Partnership Council	July 2011	Project Coordinator Working Group
		Quarterly learning forums for service providing agencies, frontline staff, faith and ethno-cultural groups; Incubation for creative thinking	October 2011, Feb. 2012, May 2012, Sept. 2012	Partnership Council

Conclusion

The creation and utilization of the Local Immigration Partnership Council and Task Force has enabled this project to successfully collaborate with community partners in developing innovative ideas in better serving the Newcomer population. The next step is to continue working with our community partners in order to successfully implement the various ideas. Key players have already committed themselves to participating in the various work groups and are eagerly awaiting its commencement.

In conclusion, by taking the time to critically reflect on the way that current business is being done; to work in a collaborative approach in reviewing existing services and make recommendations for improvement, will not only benefit Newcomers but the very agencies that provide these services. This process in involving key stakeholders has encouraged dialogue, as well as an increased understanding and awareness of the complexities of providing exemplary services to Newcomers across Niagara.

“Any definition of a culture of peace must address the problem of achieving justice for communities and individuals who do not have the means to compete or cope without structured assistance and compassionate help.”

Mahnaz Afkhami

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The Accord



THE ACCORD

1. We sincerely respect the autonomy of each participating agency
2. We do not support “forced” collaboration and coordination of agency activity – to be effective this type of integration must be voluntarily pursued
3. We believe that we have the intellectual capacity to identify ways of working more effectively together
4. The first principal for every decision we make together must be the needs of the New Canadian
5. By working more closely together we believe we can leverage the following positive outcomes:
 - A stronger collective voice for New Canadians with consistent messages that generates desired outcomes in many key constituencies
 - Cost savings through simple alignments around common purchasing, staff sharing and other creative means
 - Increased revenue through cooperative fundraising events and programs and through collective appeals to key philanthropic sources
 - Increased revenue by demonstrating the benefits of collaboration to key funders
 - The capacity to attract Newcomers through the overall Niagara community brand versus the smaller municipal brands
 - An Integrated Service Delivery Plan ensures a Niagara made solution
 - An Integrated Service Delivery Plan will significantly improve service to new- comers and through total agency participation provides the unique and powerful opportunity to truly create “one stop shopping”
 - A simpler yet stronger voice to potential employers – we need to make it easier for them to work on our behalf
6. We believe that the contribution of New Canadians to the quality of life in Niagara and to our overall economic prosperity is profound and easily warrants the establishment of an Integrated Service Delivery Plan for the region
7. We believe that we can trust each other and hold the needs of New Canadians

List of Agencies and Executive Interviews

ABC Communautaire

	Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement
1	Services you provide to newcomers				√			
	Particulars				Literacy, Secondary GED and entry level			

	Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
2	Clientele and service area	√ First 18 years											

	≤ 10%	≤25%	≤50%	≥50%	≥75%	
3	Percentage of newcomer clientele			√ Welland		√ Fort Erie

4	Trends/gaps	<ul style="list-style-type: none"> • Clientel is young • Don't stay in Fort Erie long • Move to new locations
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	Challenges	Approach
5	Which struggles have you had and how did you cope?	No cooperation from Fort Erie

	No	Yes	Description
6	Is your organization catering to other areas?	√	Translation, French as a second language according to demand

	No	Yes	Description
7	Partnerships	Centre de Santé	Collège Boéal

8	Portfolio of funding	<ul style="list-style-type: none"> • MTCU
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9	Mandate of organization	When done, clients will have the tools to find gainful employment
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10	Perception of settlement	<ul style="list-style-type: none"> • Accommodate people in their first language • Rights in Canada • 100% support • Culture
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11	How do you see yourselves as part of the whole system?	
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12	Current system and suggestion for change	
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13	Capacity or adaptability to change	
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14	Willingness to participate	No	Yes

15	Who do you think should be involved?	Suggested Organizations

Adult Literacy Council of Fort Erie

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement
	Services you provide to newcomers					√			
	Particulars					one on one tutoring			

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area					√								

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele			√		

4	Trends/gaps	<ul style="list-style-type: none"> not here for long mostly men >35 job field english training specific help
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> even balance between tutor and students marketing perception of services 	

6		No	Yes	Description
	Is your organization catering to other areas?	√		

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> head injury F.E. Library F.E. Multicultural Centre community living F.E salvation army

8	Portfolio of funding	<ul style="list-style-type: none"> • United Way • F.E. Bingo • Memberships • Donations 	
9	Mandate of organization	We are a dedicated volunteer-driven registered charity that actively empowers adult learning partnerships for personal enrichment in the Greater Fort Erie Community	
10	Perception of settlement	<ul style="list-style-type: none"> • newcomers arrive and have services ready • housing, food, clothing 	
11	How do you see yourselves as part of the whole system?	one on one support for newcomers to learn english. It is about convenience for the learners	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • conversation skills a problem • need to increase tutor base • speaking skills not strong from high school 	
13	Capacity or adaptability to change	able to change	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations <ul style="list-style-type: none"> • Library • Dunn the Mover 	

Big Brothers and Sisters

1		Settlement	Housing	Transportation	Employment	Learning				Health Services	Social	Income Supplement
	Services you provide to newcomers					√						
	Particulars					Mentoring						

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area					√								

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele	√ Fort Erie Elementary				

4	Trends/gaps	<ul style="list-style-type: none"> Lack of transportation Need to increase culture awareness
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> Volunteer recruitment 	

6		No	Yes	Description
	Is your organization catering to other areas?	√		

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> Public Health NCDSB

8	Portfolio of funding	<ul style="list-style-type: none"> United Way Bingo Fundraising
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9	Mandate of organization	Empower children and youth to achieve full potential through care and respect	
10	Perception of settlement	<ul style="list-style-type: none"> • Helping newcomers settle • Assist with housing, transportation, school 	
11	How do you see yourselves as part of the whole system?	We work with children/youth and different cultures working towards acceptance	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • More work in schools 	
13	Capacity or adaptability to change	Need increased staffing and work within funding and guideline restrictions	
14	Willingness to participate	No	Yes
			√
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • Intercede International 	

Bridges Community Health Care

1	Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement
Services you provide to newcomers						√		
Particulars						Referral, Awareness, Community Development		

2	Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
Clientele and service area					√		√	√					

3	Percentage of newcomer clientele	≤ 10%	≤25%	≤50%	≥50%	≥75%
			√ 30% Client base from Columbia, Haiti, Zimbabwe, Pakistan, Dominican Republic, Afghanistan			

4	Trends/gaps	<ul style="list-style-type: none"> Stress management Transportation More physicians need to practice here
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5	Which struggles have you had and how did you cope?	Challenges	Approach
		<ul style="list-style-type: none"> Language barriers Protocols specific to country of origin Have to rely on client for information 	Try to use services at Multicultural centres, Niagara 211 (interpreters cost money)

6	Is your organization catering to other areas?	No	Yes	Description

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> Community Addictions Arthritis Society Canadian Asthma Inst. COPD

8	Portfolio of funding	<ul style="list-style-type: none"> Local Health Integration Network Ministry of Health, long term care
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9	Mandate of organization	Primary healthcare, promotion and community development	
10	Perception of settlement	<ul style="list-style-type: none"> • Sense of community felt • Challenging and complex - want to stay 	
11	How do you see yourselves as part of the whole system?	Place newcomers and required services as a key priority	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • Better navigation through the system 	
13	Capacity or adaptability to change	Further workshops on how to use primary care services	
14	Willingness to participate	No	Yes
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • Coletta McGrath 688-2558 • Henry Luis St. Martin 356-4222 x 224 	

Brighter Futures

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement
	Services you provide to newcomers					√			
	Particulars					Canadian culture parenting			

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area		√ 90%		√ 80%		√ 2%	√ 2%						

3	Percentage of newcomer clientele	≤ 10%	≤25%	≤50%	≥50%	≥75%

4	Trends/gaps
	<ul style="list-style-type: none"> One family member leaves, they all go

5	Which struggles have you had and how did you cope?	Challenges	Approach
		<ul style="list-style-type: none"> Attendance in Port Colborne Funding Less donation 	Referrals and enhancements to existing programs

6	Is your organization catering to other areas?	No	Yes	Description
			√	Housing and settlement

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> Boys and Girls Club Early Years Niagara Peninsula Homes AFSSN

8	Portfolio of funding
	<ul style="list-style-type: none"> Public Health Agency of Canada Region AFSSN

9	Mandate of organization		
10	Perception of settlement	<ul style="list-style-type: none"> • Seamless integration into community • Prioritizing the needs of children • Balance lives • Employment • Volunteering leading to employment • Children are safe and secure 	
11	How do you see yourselves as part of the whole system?	Missing the touch of the communities, NNSA coming together and learning and health services	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • Come as a whole • Client need based rather than agency 	
13	Capacity or adaptability to change	Increased quality of service to the client, more accurate information and support and resulting in more time with parents when they are aware of the services available to them.	
14	Willingness to participate	No	Yes √ - 100%
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • FACS • YMCA • Salvation Army • Regional Housing • RAFT 	

BUILT Network

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement
	Services you provide to newcomers				√				
	Particulars				RAFT, ODSP, YWCA				

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area		√	√										

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele			√		

4	Trends/gaps	<ul style="list-style-type: none"> Confused about services. Become insular Need one stop shop
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5	Which struggles have you had and how did you cope?	Challenges	Approach

6	Is your organization catering to other areas?	No	Yes	Description
			√	Assist clients informally In sourcing housing, childcare, lack of adequate basics and social networking.

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> EHCReal Work Folk Arts March of Dimes CAIPS Nat. Network for Mental Health

8	Portfolio of funding	<ul style="list-style-type: none"> Opportunities Fund Service Canada Ontario Works
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9	Mandate of organization	To empower individuals with personal and professional skills, in a supportive environment, which leads to increased self-esteem, confidence and self-reliance. Working together to build bridges, strengthening communities by developing and maintaining strategic partnerships and improving quality of life through the achievement of goals.	
10	Perception of settlement	<ul style="list-style-type: none"> Getting family settled with adaptive opportunities 	
11	How do you see yourselves as part of the whole system?	Answer needs with secure training and employment to move forward towards "ultimate" goal in settlement - employment	
12	Current system and suggestion for change	<ul style="list-style-type: none"> Make it easy for the immigrant with knowledge transfer 	
13	Capacity or adaptability to change	Constantly looking at partnerships to meet immigrants basic needs	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations	

Canadian Mental Health Association

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement
	Services you provide to newcomers						√		
	Particulars						one on one counselling		

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√												

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele	√				

4	Trends/gaps	<ul style="list-style-type: none"> • small funding immigrant • less trauma services • not enough psychiatric support • mental issues underfunded
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> • trying to give people what they need with the funding we have • needs are great in the community 	

6		No	Yes	Description
	Is your organization catering to other areas?	√		

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> • AIDS Niagara • Welland Heritage • F.E. Multicultural Centre • Chez Marie • CAIPS

8	Portfolio of funding	<ul style="list-style-type: none"> • United Way • Ministry of Health • MTCU • Private Donations • Bingo
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9	Mandate of organization	Serve all people inclusively. Dedicated to rights and mental health of all people.	
10	Perception of settlement	<ul style="list-style-type: none"> • adjustment procedure • assessment at the beginning recognizing emotional stability 	
11	How do you see yourselves as part of the whole system?	integral part of the community as having appropriate training sensitivity	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • regular funding for immigrants • invest at the beginning of newcomer • stronger support for mental patients 	
13	Capacity or adaptability to change	been constant with change, open to change	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations	

Casa El Norte

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement
	Services you provide to newcomers		√						
	Particulars		Database						

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area					√	√							

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele					√ 95%

4	Trends/gaps	<ul style="list-style-type: none"> Refugee country of origin Haiti, Afghanistan, Columbia, Mexico
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> People losing their claim case Finances Troubled people Schooling issues or marital problems 	

6		No	Yes	Description
	Is your organization catering to other areas?		√	Dealing with medical and legal appointments and transportation where possible

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> FEMC Matthew House Chez Marie Vive United Way

8	Portfolio of funding	<ul style="list-style-type: none"> United Way Region Donations
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9	Mandate of organization	Accept any person who requires assistance	
10	Perception of settlement	<ul style="list-style-type: none"> • Feeling of safety and certainty • Universal respect • Wholistic 	
11	How do you see yourselves as part of the whole system?	First step for a newcomer within the continuum	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • Good relationship with Immigration • Good group of people to work with 	
13	Capacity or adaptability to change		
14	Willingness to participate	No	Yes
			√
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • NCDSB • Bridges • All Housing centres 	

Centre de Sante

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement
	Services you provide to newcomers	√					√		
	Particulars	Counselling and life skills					Awareness		

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√												

3	Percentage of newcomer clientele	≤ 10%	≤25%	≤50%	≥50%	≥75%
						√ mostly refugees

4	Trends/gaps	<ul style="list-style-type: none"> Need more workshops on looking for employment No services in Niagara Falls or Port Colborne for French speaking
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5	Which struggles have you had and how did you cope?	Challenges	Approach

6	Is your organization catering to other areas?	No	Yes	Description

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> Club 2000 ABC Commun. Collège Boréal WHC Employment Help Centre Niagara Falls Mental Health ACFO Fort Erie Job Gym NCDSB

8	Portfolio of funding	<ul style="list-style-type: none"> CIC
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9	Mandate of organization		
10	Perception of settlement		
11	How do you see yourselves as part of the whole system?	Not a specialized service rather partnering side by side with other organizations	
12	Current system and suggestion for change	<ul style="list-style-type: none"> The system is fragmented, the client needs access model for every point of entry rather than being pivoted through the system 	
13	Capacity or adaptability to change	Appropriate referrals need to be made according to language and orientations and needs assessments need to be provided in both official languages	
14	Willingness to participate	No	Yes
15	Who do you think should be involved?	Suggested Organizations	

Niagara Region Children's Services

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement
	Services you provide to newcomers							√	
	Particulars							child care	

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√ every-one	lower income	7000 spots										

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele	√				

4	Trends/gaps	<ul style="list-style-type: none"> • joblessness • downturn economy • increase bankruptcy • "pride" with immigrants
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> • continuum of services • lack continuity in legislation act 	

6		No	Yes	Description
	Is your organization catering to other areas?	√		

7		No	Yes	Description
	Partnerships		√	• many

8	Portfolio of funding	<ul style="list-style-type: none"> • ministry of child and youth services
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9	Mandate of organization		
10	Perception of settlement	<ul style="list-style-type: none"> • community • settling families within community 	
11	How do you see yourselves as part of the whole system?	partnership, providing the needs and access of opportunities	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • be more culturally sensitive, assessing situations, inventory system, not jump to conclusions 	
13	Capacity or adaptability to change	working now with folk arts to build electronic registration online website	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations	

Club 2000

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Francophone
	Services you provide to newcomers				√					√
	Particulars									

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area		√		√			√						√

3	Percentage of newcomer clientele	≤ 10%	≤25%	≤50%	≥50%	≥75%
			√ Congo, Haiti, Rowanda, India			

4	Trends/gaps

5	Which struggles have you had and how did you cope?	Challenges	Approach
		<ul style="list-style-type: none"> Resources in French Travel to cover service areas Funding 	

6	Is your organization catering to other areas?	No	Yes	Description
			√	

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> Centre de Santé ABC Communautaire Venture Niagara Provincial Boards Mental Health

8	Portfolio of funding
	<ul style="list-style-type: none"> MTCU Trillium Foundation Industry Canada CCA (Co-op Canada) CCO (Co-op Ontario) MCI

9	Mandate of organization	Culture development in Niagara	
10	Perception of settlement	<ul style="list-style-type: none"> • Welcomed • Social Assistance • Housing or Shelter • Counselling • Health Services • Employment 	
11	How do you see yourselves as part of the whole system?	Providing the client with what they need as opposed to what funding is designated to	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • NIEC has invoked change to make communication more efficient and encourage working together 	
13	Capacity or adaptability to change	Go with the flow	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • Job Gym F.E. • College Boréal • Hope Centre 	

College Boreal

1	Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Francophone
Services you provide to newcomers					√				
Particulars					E-learning, ESL, FSL				

2	Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
Clientele and service area	√ FSL = 100 ESL = 6												

3	≤ 10%	≤25%	≤50%	≥50%	≥75%
Percentage of newcomer clientele			√ Clients incur costs of programs		

4 Trends/gaps	<ul style="list-style-type: none"> Spanish speaking taking French classes Proven sustainable use of French, Ontario Works will pay Teaching French to reps from Ministries and Federal agencies
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5	Challenges	Approach
Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> FSL funded by CIC 	

6	No	Yes	Description
Is your organization catering to other areas?		√	Across Ontario

7	No	Yes	Description
Partnerships		√	<ul style="list-style-type: none"> Partnering with all French organizations if reciprocal

8 Portfolio of funding	<ul style="list-style-type: none"> MTCU Ministry of Education Community College of Applied Arts & Sciences
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9	Mandate of organization	Quality higher education with the highest satisfaction to employers	
10	Perception of settlement	<ul style="list-style-type: none"> • respect of individuality, culture and language • opening doors to equality 	
11	How do you see yourselves as part of the whole system?	Equal participant as a value added, not specialized service	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • Players shift - providers need to concentrate on the dedication of service to the client and less on the power struggles 	
13	Capacity or adaptability to change	An advisory committee should be formed with 2 or 3 immigrant representatives to create change	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations	

Community Care St. Catharines

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Francophone
	Services you provide to newcomers								√	
	Particulars								food clothing every 2 months	

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area		√	√										

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele	√				

4	Trends/gaps	<ul style="list-style-type: none"> Increased need Lack of english More frequent visits 37% working - low income 42% Ontario Works 21% ODSP
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> Need volunteers with second languages Overwhelming 	Have increased number of volunteers to meet need

6		No	Yes	Description
	Is your organization catering to other areas?		√	Winter Warmth program with Enbridge and Niagara Emergency Energy Fund Region Wide

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> Social Services Housing Help Centre YMCA Employment Community Crisis - CMHA

8	Portfolio of funding	<ul style="list-style-type: none"> 75% United Way Private, business and church donations
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9	Mandate of organization	Provide a bridge between dependency and self sufficiency through programs that create a positive environment for people to support themselves and their families with dignity and purpose.	
10	Perception of settlement	<ul style="list-style-type: none"> To ease transition between homeland and new country 	
11	How do you see yourselves as part of the whole system?	Assist people with basic needs	
12	Current system and suggestion for change	<ul style="list-style-type: none"> Consistent storage of funding and staffing - Agency numbers should be proven with outcome measurement 	
13	Capacity or adaptability to change		
14	Willingness to participate	No	Yes
			√ Timing is essential to participation - December to June very busy
15	Who do you think should be involved?	Suggested Organizations	
		<ul style="list-style-type: none"> Catherine Livingston Housing Help Centre Niagara Alcohol Treatment 	

Niagara Region Community Services

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Francophone
	Services you provide to newcomers						√		√	
	Particulars									

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√												

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele	√ Measured as in country under 5 years with 90% being refugees				

4	Trends/gaps	<ul style="list-style-type: none"> Less education attainment Difficult to use services without landed status This service is provided to supplement rather than provide sole income Transitional measure
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> Lack of inter-municipal transportation No extra funding for newcomers Lack paperwork to obtain gainful employment 	

6		No	Yes	Description
	Is your organization catering to other areas?	√		Although try to direct immigrant clients to basic services for settlement

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> CAIPS DSBN Folk Arts

8	Portfolio of funding	<ul style="list-style-type: none"> Ministry of Community and Social Services
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9	Mandate of organization	Employment assistance programs for financially eligible people	
10	Perception of settlement	<ul style="list-style-type: none"> • Successful integration financially, emotionally and culturally 	
11	How do you see yourselves as part of the whole system?	Assist in building a support foundation that benefits everyone within the continuum	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • Bad fit with Ontario Works • Government needs to deal with immigrant supplement differently • Co-ordination together • Additional support for senior immigrant population 	
13	Capacity or adaptability to change	Work towards fast tracking clients through the services that they require	
14	Willingness to participate	No	Yes
			√
15	Who do you think should be involved?	Suggested Organizations	
		<ul style="list-style-type: none"> • Children Services • Senior Services 	

Community Legal Services of Niagara

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Francophone
	Services you provide to newcomers	√								
	Particulars	Pamphlet provided								

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√												

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele		√ 20%			

4	Trends/gaps	<ul style="list-style-type: none"> Obtaining services without status is difficult Affordable housing
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> Communication 	

6		No	Yes	Description
	Is your organization catering to other areas?		√	Community outreach

7		No	Yes	Description
	Partnerships	Hope House	√	<ul style="list-style-type: none"> WHC Legal clinics N.F. North Port Cares

8	Portfolio of funding	<ul style="list-style-type: none"> Legal Aid Ontario Small donations
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9	Mandate of organization		
10	Perception of settlement	<ul style="list-style-type: none"> • Integration with dignity • Offering of skills without need to assimilate 	
11	How do you see yourselves as part of the whole system?	Creating a more integrated approach	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • Cut wait times • Eliminate families wait 2-3 years • Lack of credential recognition 	
13	Capacity or adaptability to change	Contacting companies	
14	Willingness to participate	No	Yes
			√
15	Who do you think should be involved?	Suggested Organizations	
		<ul style="list-style-type: none"> • Local Immigration lawyers • Legal Aid 	

Contact Niagara

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers									√
	Particulars									Intake also provided for particular agencies

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√												

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele	√				

4	Trends/gaps	<ul style="list-style-type: none"> Increased community awareness Increased need for post traumatic treatment
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5	Which struggles have you had and how did you cope?	Challenges	Approach

6	Is your organization catering to other areas?	No	Yes	Description

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> Public health RAFT John Howard School Boards FACs ODSP

8	Portfolio of funding	<ul style="list-style-type: none"> Ministry of Children and Youth Services Community and Social Services
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9	Mandate of organization	Single point of access for families and individuals who require children's and/or developmental services across Niagara Region.	
10	Perception of settlement	<ul style="list-style-type: none"> • Being able to efficiently access services for all member of the family 	
11	How do you see yourselves as part of the whole system?	Having the most up to date information allows the agency to more effectively direct those seeking service	
12	Current system and suggestion for change		
13	Capacity or adaptability to change		
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • Infant and Child Development Services - Lynn Roach • Child Youth Services • Womens' Services • Pre-school • Front line staff 	

Employment Help Centre Niagara Falls

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers				√					
	Particulars				Preparedness and job search					

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area				√	√	√							

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele					√ After medical, before SIN

4	Trends/gaps	<ul style="list-style-type: none"> • Francophone services • Increase in clients • Childcare • Repeating same programs • Need more information • Transportation
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> • Need accreditation service in Niagara • Mental health issues 	Constant assurances

6		No	Yes	Description
	Is your organization catering to other areas?	√		

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> • Brighter Futures • Club 2000 • Job Gym F.E. • Multicultural Centres • CAIPS • Ontario Works

8	Portfolio of funding	<ul style="list-style-type: none"> MTCU O TEC 	
9	Mandate of organization	Explicit employment service for clients 24 and older	
10	Perception of settlement	<ul style="list-style-type: none"> Core underlying process for all new Canadians where client has settlement worker providing guidance 	
11	How do you see yourselves as part of the whole system?		
12	Current system and suggestion for change	<ul style="list-style-type: none"> Need common referral system Standardized intake form 	
13	Capacity or adaptability to change	Less ping-pong referrals	
14	Willingness to participate	No	Yes
			√ - 100%
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> Contact Niagara 	

Employment Help Centre St. Catharines

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers				√					
	Particulars				Bridge, Job Connect, and employ support					

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√												

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele			√		

4	Trends/gaps
	• Need extension to bridge programs

5	Which struggles have you had and how did you cope?	Challenges	Approach
		<ul style="list-style-type: none"> Weakness in partnerships Duplication of services Funding Playing fair 	

6	Is your organization catering to other areas?	No	Yes	Description
		√		

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> St. John's Centre Folk Arts FEMC CAIPS Centre de Santé

8	Portfolio of funding	<ul style="list-style-type: none"> MCI - Bridge program Employment Ontario - Job Connect 	
9	Mandate of organization	Moving individuals forward	
10	Perception of settlement	<ul style="list-style-type: none"> Integration of newcomers 	
11	How do you see yourselves as part of the whole system?	Work at what we do best within the employment arm of the continuum for 25 years and can provide strength	
12	Current system and suggestion for change	<ul style="list-style-type: none"> Weakness in partnerships More collaboration needed 	
13	Capacity or adaptability to change	Providing direct referrals to other agencies encourages openness among agencies in cooperation with everyone	
14	Willingness to participate	No	Yes
			√
15	Who do you think should be involved?	Suggested Organizations	
		<ul style="list-style-type: none"> St. John's ESL - Fred Wilson College Boréal - Elearning 	

Folk Arts St. Catharines

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers	√				√				
	Particulars									

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area													

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele					√ 80% Newcomers here five years or less and 20% over five years

4	Trends/gaps	<ul style="list-style-type: none"> Fewer refugee claimants Client numbers down Coming from other parts of country rather than Fort Erie
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> Funding Board of Committees activity Francophone clientele 	Funding doubled with Ontario Canada agreement and need to encourage stronger participation by boards and provide immediate referral to Francophone services

6		No	Yes	Description
	Is your organization catering to other areas?			

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> NCDSB - St. Ann's Centre de Santé Ontario Works Canada Revenue Agency Community Services

8	Portfolio of funding	<ul style="list-style-type: none"> • 70% ISAP • 30% NSP 	
9	Mandate of organization		
10	Perception of settlement	<ul style="list-style-type: none"> • Challenging process • Smoother transitioning in first 3 - 5 years key 	
11	How do you see yourselves as part of the whole system?		
12	Current system and suggestion for change	<ul style="list-style-type: none"> • Not working together 	
13	Capacity or adaptability to change		
14	Willingness to participate	No	Yes
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • NHS • Canadian Mental Health • Legal clinics • Community Care • Project Share, N.F. 	

Fort Erie Multicultural Centre

		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
1	Services you provide to newcomers	√								
	Particulars	All encompassing from mental health to shelter, language training								

		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
2	Clientele and service area					√								

		≤ 10%	≤25%	≤50%	≥50%	≥75%
3	Percentage of newcomer clientele					√ 95% Columbia, Haiti, El Salvador, Zimbabwe

4	Trends/gaps	<ul style="list-style-type: none"> Niagara underfunded No feedback from funder RFPs provide small window of opportunity for proposal writing
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		Challenges	Approach
5	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> Insufficient recognition of importance of admin support Positions not sustainable - dependant on funding 	Creation of database, building of Newcomer centre to respond to refugee needs with large volunteer base

		No	Yes	Description
6	Is your organization catering to other areas?	√		

		No	Yes	Description
7	Partnerships		√	<ul style="list-style-type: none"> Niagara Multicultural Services NCDSB Brock University Niagara College DSBN

8	Portfolio of funding	<ul style="list-style-type: none"> • CIC • MCI • Public Works Canada • Trillium Foundation • Industry Canada • Niagara Community Foundation • United Way • Niagara Region • Department of Canadian Heritage
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9	Mandate of organization	
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10	Perception of settlement	
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11	How do you see yourselves as part of the whole system?	
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12	Current system and suggestion for change	<ul style="list-style-type: none"> • There has been progression in the system • More collaboration needed • Understanding the import of working together • Cultural competence
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13	Capacity or adaptability to change	Don't wait for the leaders, take the lead yourself
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14	Willingness to participate	No	Yes
			√

15	Who do you think should be involved?	Suggested Organizations
		Brock

Goodwill

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers				√	√				
	Particulars									

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√												

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele			√		

4	Trends/gaps	<ul style="list-style-type: none"> • Clients coming from Folk Arts • Have over level 3 english • Word of mouth
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5		Challenges	Approach
	Which struggles have you had and how did you cope?		

6		No	Yes	Description
	Is your organization catering to other areas?		√	Successfully suited

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> • Ontario Works and Disability • Folk Arts • March of Dimes

8	Portfolio of funding	<ul style="list-style-type: none"> Ontario Works 	
9	Mandate of organization		
10	Perception of settlement	<ul style="list-style-type: none"> Newcomers should be able to live their life within the community like everyone else. 	
11	How do you see yourselves as part of the whole system?	Introduce canadian culture and way of life. Give an employment aspect and job readiness	
12	Current system and suggestion for change	<ul style="list-style-type: none"> Communication lacking 	
13	Capacity or adaptability to change	Always ready to learn, change and grow	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations	

The Hope Centre

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers	√						√	√	
	Particulars	Food bank, hot lunches, drop in								

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area		√			√		√	√					
								60 - 80 people per day from this and surrounding areas are served						

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele	√				

4	Trends/gaps	<ul style="list-style-type: none"> • Increase in people requiring food • Language barriers • Housing not enough support on its own • Inability to pay rent • Lots of first timers • More singles with or without children
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> • Food supplies low 	Use funding and donation money to replenish as much as possible

6		No	Yes	Description
	Is your organization catering to other areas?	√		

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> • Salvation Army • Power House • YWCA

8	Portfolio of funding	<ul style="list-style-type: none"> • Central United Church • City of Welland • Niagara Region • Hostel • Fundraisers
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9	Mandate of organization	
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10	Perception of settlement	<ul style="list-style-type: none"> • Assistance and opportunity • hosts for families and children • skilled citizens • Hard working
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11	How do you see yourselves as part of the whole system?	Housing, referral to coaches, know what going on at ground level within the community
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12	Current system and suggestion for change	<ul style="list-style-type: none"> • Provide support and resources to youth
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13	Capacity or adaptability to change	Very willing for anyone who needs assistance
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14	Willingness to participate	No	Yes
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15	Who do you think should be involved?	Suggested Organizations
	<ul style="list-style-type: none"> • YWCA • Job Gym 	

Information Niagara

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers									√
	Particulars									Immediate interpreter services

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√												

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele	√				

4	Trends/gaps

5	Which struggles have you had and how did you cope?	Challenges	Approach

6	Is your organization catering to other areas?	No	Yes	Description
		√		

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> • Region • NIEC • Ontario Early Years • Community Care Access Centres

8	Portfolio of funding	<ul style="list-style-type: none"> • 211 Ontario Services Corp. • United Way • Ministry of Citizenship • Fees for services 	
9	Mandate of organization	Connecting people with service	
10	Perception of settlement	<ul style="list-style-type: none"> • Providing immigrants with what's needed for successful integration 	
11	How do you see yourselves as part of the whole system?	Access point with no vested interest in service delivery	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • Not working as one system 	
13	Capacity or adaptability to change	Welcome change - constant changes in funding and areas served in information services	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations	

Job Gym Fort Erie

1	Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
Services you provide to newcomers				√					
Particulars				Safety and WHMIS courses and pre-employment counselling					

2	Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimmsby	West Lincoln	Pelham
Clientele and service area					√ and surrounding areas								

3	≤ 10%	≤25%	≤50%	≥50%	≥75%
Percentage of newcomer clientele		√			

4	Trends/gaps	<ul style="list-style-type: none"> New clients Leave Region
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5	Challenges	Approach
Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> No attendance to workshops Small children Accreditation Overwhelming workload 	

6	No	Yes	Description
Is your organization catering to other areas?	√		

7	No	Yes	Description
Partnerships		√	<ul style="list-style-type: none"> EHC of N.F. Club 2000 Muticultural Centre High schools Ontario Works

8	Portfolio of funding	<ul style="list-style-type: none"> • Employment Ontario 				
9	Mandate of organization	To provide pre and employment support through job finding clubs and workshops				
10	Perception of settlement	<ul style="list-style-type: none"> • Overshelling • Paperwork • Stages of integration 				
11	How do you see yourselves as part of the whole system?	Referrals are a lot easier, Fort Erie is a forgotten community				
12	Current system and suggestion for change	<ul style="list-style-type: none"> • No current efficient system • Need same documentation 				
13	Capacity or adaptability to change	Find common ground and attend meetings of providers to be heard and contribute				
14	Willingness to participate	<table border="1"> <tr> <td>No</td> <td>Yes</td> </tr> <tr> <td></td> <td>√</td> </tr> </table>	No	Yes		√
No	Yes					
	√					
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • Native Friendship Centre • College Boréal 				

Job Gym St. Catharines

1	Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
Services you provide to newcomers				√					
Particulars									

2	Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
Clientele and service area		√	√						√	√	√		

3	Percentage of newcomer clientele	≤ 10%	≤25%	≤50%	≥50%	≥75%
		√				

4	Trends/gaps
	•

5	Which struggles have you had and how did you cope?	Challenges	Approach
		• Language barriers	

6	Is your organization catering to other areas?	No	Yes	Description
		√		

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> • Niagara Help Centre • School Boards • Employers

8	Portfolio of funding	<ul style="list-style-type: none"> • MTCU • Region • Attorney General • MCYJ • School Boards
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9	Mandate of organization	Effective, just and humane responses to employment needs
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10	Perception of settlement	<ul style="list-style-type: none"> • Assisting newcomers • Integration into community • Connections • Creating a secure life
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11	How do you see yourselves as part of the whole system?	Assisting and facilitating in any way to encourage diversity, well being and a thriving community
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12	Current system and suggestion for change	Simplify the system
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13	Capacity or adaptability to change	Change will be required to continue with providing effective service
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14	Willingness to participate	No	Yes
			√

15	Who do you think should be involved?	Suggested Organizations
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Job Gym Welland

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers				√					
	Particulars				Summer Job Subsidy					

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area				√			√	√					√

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele					

4	Trends/gaps	<ul style="list-style-type: none"> • More youth coming with parents • Newcomers don't take advantage • Language Assistance
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> • Foreign credentials • Can provide referral but not strength 	Basic training for referrals and all available services

6		No	Yes	Description
	Is your organization catering to other areas?		√	4 divisions

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> • EHC (Welland) • Club 2000 • BEC • YMCA

8	Portfolio of funding	<ul style="list-style-type: none"> • Employment Ontario • MTCU 	
9	Mandate of organization	To serve unemployed youth	
10	Perception of settlement		
11	How do you see yourselves as part of the whole system?	Fragmented from the system, on the outside looking in - require direction on how we can assist in the smoother continuum	
12	Current system and suggestion for change	<ul style="list-style-type: none"> • Lack of communication 	
13	Capacity or adaptability to change	Strong	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • Chambers of Commerce • School Boards • Churches 	

LINC Fort Erie

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers					√				
	Particulars									

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area					√								

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele					√ 100%

4	Trends/gaps	<ul style="list-style-type: none"> • Lower literacy levels • Can speak one official language but lack fluency
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> • Lack of resources • Transportation allowance • Health 	Implemented a bus token system

6		No	Yes	Description
	Is your organization catering to other areas?	√		

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> • NCDSB

8	Portfolio of funding	<ul style="list-style-type: none"> • CIC 						
9	Mandate of organization	Provide language training and integration tools to newcomers						
10	Perception of settlement	<ul style="list-style-type: none"> • Help newcomers adapt • To become contributors to Canadian society 						
11	How do you see yourselves as part of the whole system?	As an assessor for needs						
12	Current system and suggestion for change	<ul style="list-style-type: none"> • Referrals need to increase • LINC vs. ESL • Suggest combined funding to improve service in small community 						
13	Capacity or adaptability to change	Very much so						
14	Willingness to participate	<table border="1"> <thead> <tr> <th></th> <th>No</th> <th>Yes</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>√</td> </tr> </tbody> </table>		No	Yes			√
	No	Yes						
		√						
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • NCDSB 						

Matthew House Fort Erie

	Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
1	Services you provide to newcomers		√			√	√		
	Particulars		Shelter			Mental health aftercare			

	Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
2	Clientele and service area				√ Teens Refugees Homeless								

	≤ 10%	≤25%	≤50%	≥50%	≥75%
3	Percentage of newcomer clientele				√ 99.9%

4	Trends/gaps	
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	Challenges	Approach
5	Which struggles have you had and how did you cope?	

	No	Yes	Description
6	Is your organization catering to other areas?		

	No	Yes	Description
7	Partnerships	√	<ul style="list-style-type: none"> Bridges Community Health Casa El Norte Community Services Immigration Canada Regional Housing Salvation Army

8	Portfolio of funding	<ul style="list-style-type: none"> Niagara Holistic Agreement Fundraising 	
9	Mandate of organization		
10	Perception of settlement		
11	How do you see yourselves as part of the whole system?	Shelters establish initial trust relationship for new country and provide sense of belonging	
12	Current system and suggestion for change	<ul style="list-style-type: none"> More courses available in Fort Erie Door to door transportation Legal Aid Allowances for shelter and such should match actual cost 	
13	Capacity or adaptability to change	Need more knowledge of available services most particularly in Fort Erie	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations	

St. John Centre ESL

		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
1	Services you provide to newcomers					√				
	Particulars					Language training and credit programs, ESL				

	Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
2	Clientele and service area		√		√	√							

	≤ 10%	≤25%	≤50%	≥50%	≥75%	
3	Percentage of newcomer clientele				√	100%

4	Trends/gaps	<ul style="list-style-type: none"> Less University graduates More settlement assistance
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	Challenges	Approach
5	Which struggles have you had and how did you cope?	

	No	Yes	Description
6	Is your organization catering to other areas?	√	More clientel is coming from settlement organizations

	No	Yes	Description
7	Partnerships	√	<ul style="list-style-type: none"> Folks Arts Ontario Works YMCA NIEC

8	Portfolio of funding	<ul style="list-style-type: none"> • MCI • CIC 	
9	Mandate of organization	To provide the opportunity for development of students academically and spiritually without distinction of creed	
10	Perception of settlement	<ul style="list-style-type: none"> • Necessary service • Federal gov't recognizes need to ease transition for newcomers • Contributors to the community 	
11	How do you see yourselves as part of the whole system?	Large percentage of newcomers utilize our services, more settlement sites needed and improved transportation	
12	Current system and suggestion for change	Effective produces results trying to bring LINC and ESL together	
13	Capacity or adaptability to change	Refuse to see obstacles in the way of change	
14	Willingness to participate	No	Yes √ - 100%
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • All service providers • School Boards • Region • YMCA • Newcomer community organizations (churches, etc) • Business leaders 	

Niagara College

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers	√				√				
	Particulars	Counselling				CIITE, ESL, ELT, OSLT				

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√												

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele			√ 30% ESL		

4	Trends/gaps	<ul style="list-style-type: none"> • Competition for funding • Duplication in service • Lots of referral agencies
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> • Credential recognition • Process - duplicate courses • No grade 12 or Academic English 	

6		No	Yes	Description
	Is your organization catering to other areas?		√	Only in the provision of basic settlement counselling in partnership with Settlement Agencies

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> • WHC • Folk Arts Council • Provincial Government • EHC • YMCA and YWCA

8	Portfolio of funding	<ul style="list-style-type: none"> • ESL paid by Bursary Ontario if client in Canada for more than one year 	
9	Mandate of organization	Provide training and intercultural opportunities for domestic and international students	
10	Perception of settlement	<ul style="list-style-type: none"> • Difficult transition period • Dependant on support networks and family 	
11	How do you see yourselves as part of the whole system?	Hub of community providing pathways to careers	
12	Current system and suggestion for change	Competitive	
13	Capacity or adaptability to change	Bit of a lag compared to funding of other colleges	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations	

Niagara Life Centre

		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
1	Services you provide to newcomers						√			
	Particulars						Counselling and basic needs service			

		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
2	Clientele and service area	√												

		≤ 10%	≤25%	≤50%	≥50%	≥75%
3	Percentage of newcomer clientele	√				

4	Trends/gaps	
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		Challenges	Approach
5	Which struggles have you had and how did you cope?		

		No	Yes	Description
6	Is your organization catering to other areas?			

		No	Yes	Description
7	Partnerships			

8	Portfolio of funding	<ul style="list-style-type: none"> • Fundraising • Community and church donations
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9	Mandate of organization	Non profit ministry committed to helping those in crisis
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10	Perception of settlement	<ul style="list-style-type: none"> • Wrap around insular service
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11	How do you see yourselves as part of the whole system?	
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12	Current system and suggestion for change	
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13	Capacity or adaptability to change	
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14	Willingness to participate	No	Yes
			√

15	Who do you think should be involved?	Suggested Organizations
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Niagara W. Learning Centre

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers					√				
	Particulars									

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area										√	√	√	√

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele	√				

4	Trends/gaps

5	Which struggles have you had and how did you cope?	Challenges	Approach

6	Is your organization catering to other areas?	No	Yes	Description
			√	Community development (NERN, Under One Roof, Literacy, Seniors , Homelessness) wrap around service

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> Community Care Niagara College Design for a New Tomorrow Foundation of Resources for Teens Grimsby Historical Society

8	Portfolio of funding	<ul style="list-style-type: none"> • Employment Ontario • New Horizons • Community Foundation • United Way 	
9	Mandate of organization		
10	Perception of settlement		
11	How do you see yourselves as part of the whole system?		
12	Current system and suggestion for change	Fragmented Silos No clear path	
13	Capacity or adaptability to change		
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations <ul style="list-style-type: none"> • Mental Health • Seniors Services • Churches • Libraries • Legions 	

NHS Addiction Treatment

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers					√	√			
	Particulars									

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√												

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele					√

4	Trends/gaps	<ul style="list-style-type: none"> no multilingual resources noncultural translation no opportunities in field economic difficulties more gambling
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> implementing cross cultural changes defeating stereotypes 	awareness

6		No	Yes	Description
	Is your organization catering to other areas?	√		

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> CASN CAMH COSTI Ont. Works

8	Portfolio of funding	<ul style="list-style-type: none"> • ministry of health and promotion • chronic disease prevention and health promotion 	
9	Mandate of organization		
10	Perception of settlement	<ul style="list-style-type: none"> • language is power • must accommodate • be universal 	
11	How do you see yourselves as part of the whole system?	As bringing awareness of gambling and not losing cultural languages. Bringing together consulting and cultural component.	
12	Current system and suggestion for change	support needed sigma	
13	Capacity or adaptability to change	With support and small initiatives, can properly serve immigrants.	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations	

Peacebridge Newcomer Centre

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers	√		√						
	Particulars	Shelter, support								

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimmsby	West Lincoln	Pelham
	Clientele and service area					√ Refugees								

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele					√ 100%

4	Trends/gaps	<ul style="list-style-type: none"> Changes to Immigration regulations
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5	Which struggles have you had and how did you cope?	Challenges	Approach
		<ul style="list-style-type: none"> Refugees are afraid to speak 	Smiling during conversation

6	Is your organization catering to other areas?	No	Yes	Description

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> FEMC CBSA CIC Trillium Foundation

8	Portfolio of funding	<ul style="list-style-type: none"> • Trillium Foundation • CBSA • CIC • FEMC
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9	Mandate of organization	
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10	Perception of settlement	<ul style="list-style-type: none"> • Assist during adjustment process • Not simple
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11	How do you see yourselves as part of the whole system?	First point of contact after entry
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12	Current system and suggestion for change	Lessen restrictions on entry
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13	Capacity or adaptability to change	
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14	Willingness to participate	No	Yes
			√

15	Who do you think should be involved?	Suggested Organizations
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Port Cares

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers	√	√		√	√			√	
	Particulars									

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area							√	√ Crystal Beach Stevensville					

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele	√ 1%				

4	Trends/gaps	<ul style="list-style-type: none"> We have one shop services
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5	Which struggles have you had and how did you cope?	Challenges	Approach
		<ul style="list-style-type: none"> Increased job loss 	Providing all services with extended staff duties

6	Is your organization catering to other areas?	No	Yes	Description
			√	

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> Real Work WHC BEC Ontario Works Fort Erie Friendship Centre DSBN

8	Portfolio of funding	<ul style="list-style-type: none"> • United Way • Community Services • Employment Ontario • MTCU • MCSS • MAG
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9	Mandate of organization	Community organization that provides friendship, support and resources to enhance the quality of life for individuals in Port Colborne and surrounding areas with multiple programs to provide support within the community
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10	Perception of settlement	<ul style="list-style-type: none"> • Providing multi faceted support to assist immigrants to “settle” into their new country and community while maintaining respect and provision for their culture
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11	How do you see yourselves as part of the whole system?	A comprehensive service provider for the needs of the community
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12	Current system and suggestion for change	Lobbying for improved transportation
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13	Capacity or adaptability to change	Willing to adapt to provide most efficient service
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14	Willingness to participate	No	Yes
			√

15	Who do you think should be involved?	Suggested Organizations
		<ul style="list-style-type: none"> • Canadian Mental Health

Project Share Niagara Falls

	Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
1	Services you provide to newcomers							√	
	Particulars							Programs to support low income families and individuals	

	Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
2	Clientele and service area					√							

	≤ 10%	≤25%	≤50%	≥50%	≥75%	
3	Percentage of newcomer clientele	√ 1%				

4	Trends/gaps	<ul style="list-style-type: none"> Client base increased Community members more generous
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	Challenges	Approach
5	Which struggles have you had and how did you cope?	Deal in what we have to work with
	<ul style="list-style-type: none"> Never enough food donation 	

	No	Yes	Description
6	Is your organization catering to other areas?		

	No	Yes	Description
7	Partnerships	Sheet provided	

8	Portfolio of funding	<ul style="list-style-type: none"> • United Way • Region • Donations • Federal Funding • City funding
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9	Mandate of organization	Sheet provided
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10	Perception of settlement	<ul style="list-style-type: none"> • Meeting newcomer needs • Creation of easier to use services
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11	How do you see yourselves as part of the whole system?	Eliminate stress to access services
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12	Current system and suggestion for change	Lobbying for improved transportation
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13	Capacity or adaptability to change	Willing to adapt to provide most efficient service
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14	Willingness to participate	No	Yes
			√

15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • Canadian Mental Health
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Salvation Army

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers	√	√							
	Particulars									

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area					√								

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele					√

4	Trends/gaps	<ul style="list-style-type: none"> • Don't have enough food • More people using services
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5	Which struggles have you had and how did you cope?	Challenges	Approach
		<ul style="list-style-type: none"> • Dealing with client attitudes • Them being ungrateful • Donations not enough 	

6	Is your organization catering to other areas?	No	Yes	Description
		√		

7	Partnerships	No	Yes	Description
			√	<ul style="list-style-type: none"> • Romans Foods • Multicultural Centres • Other Salvation Armies

8	Portfolio of funding	<ul style="list-style-type: none"> • Donations 	
9	Mandate of organization	To help the poor and needy	
10	Perception of settlement		
11	How do you see yourselves as part of the whole system?		
12	Current system and suggestion for change	clients not budgeting right	
13	Capacity or adaptability to change		
14	Willingness to participate	No	Yes
			√
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • COPE F.E. 	

Welland Heritage Centre

		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
1	Services you provide to newcomers	√			√	√				
	Particulars	Host Program Childcare Mentorship			CIAPS	LINC				

		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
2	Clientele and service area				√		√	√	√					√

		≤ 10%	≤25%	≤50%	≥50%	≥75%
3	Percentage of newcomer clientele					√ 98%

4	Trends/gaps	<ul style="list-style-type: none"> Mental health services shortage LINC needs higher level Interpretation translation Family violence counsellor shortage
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		Challenges	Approach
5	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> Immigration process Safety of clients 	In house risk assessment and support/ awareness of authorities

		No	Yes	Description
6	Is your organization catering to other areas?		√	Referrals if necessary and database for follow up and scheduling of appointments

		No	Yes	Description
7	Partnerships		√	<ul style="list-style-type: none"> Rotary Club Niagara College Brock Employers

8	Portfolio of funding	<ul style="list-style-type: none"> • CIC MCI • Trillium Foundation • Region • DSBN • United Way of Niagara Falls and Greater F.E. 	
9	Mandate of organization	Assisting newcomers in settlement and training	
10	Perception of settlement	<ul style="list-style-type: none"> • Foundation of integration 	
11	How do you see yourselves as part of the whole system?	<ul style="list-style-type: none"> • Very involved as the root foundation of newcomer integration 	
12	Current system and suggestion for change	Changes are happening now	
13	Capacity or adaptability to change	Need to create a one system flow for clients with the roll out of LIPs	
14	Willingness to participate	No	Yes √
15	Who do you think should be involved?	Suggested Organizations <ul style="list-style-type: none"> • YMCA • Canadian Mental Health • DSBN 	

YMCA

1		Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
	Services you provide to newcomers	√			√	√				
	Particulars	SWIS								

2		Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
	Clientele and service area	√ Inclusive												

3		≤ 10%	≤25%	≤50%	≥50%	≥75%
	Percentage of newcomer clientele					

4	Trends/gaps	<ul style="list-style-type: none"> • Gap at political level • Government policy making • Job retention for newcomers in their fields
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5		Challenges	Approach
	Which struggles have you had and how did you cope?	<ul style="list-style-type: none"> • Being recognized as agency for newcomers • Perceived only as recreation 	Roots are in settlement and have gained acceptance as a means of immersing immigrants

6		No	Yes	Description
	Is your organization catering to other areas?		√	More than just settlement

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> • Region • Heart and Stroke Foundation • John Howard Society • All School Boards including French

8	Portfolio of funding	<ul style="list-style-type: none"> • CIC • MTCU • Region • Treasury Board 	
9	Mandate of organization		
10	Perception of settlement	<ul style="list-style-type: none"> • Settled when you feel sense of belonging • Anyone can provide settlement services • As comfortable as at home 	
11	How do you see yourselves as part of the whole system?	Well connected with solid understanding of what roles agencies play and potential to serve newcomers at their agency	
12	Current system and suggestion for change		
13	Capacity or adaptability to change	We have meaningful change. Settlement will go to the next level but there is duplication of service	
14	Willingness to participate	No	Yes √ - 100%
15	Who do you think should be involved?	<p style="text-align: center;">Suggested Organizations</p> <ul style="list-style-type: none"> • Niagara Region Housing 	

YWCA

	Settlement	Housing	Transportation	Employment	Learning	Health Services	Social	Income Supplement	Access to Services
1	Services you provide to newcomers	√	√		√		√		
	Particulars	Women shelters	Transitional Apartments		Women only		After school programming		

	Niagara	St. Catharines	Thorold	Welland	Fort Erie	Niagara Falls	Port Colborne	Wainfleet	NOTL	Lincoln	Grimsby	West Lincoln	Pelham
2	Clientele and service area	√ Women and children											

	≤ 10%	≤25%	≤50%	≥50%	≥75%	
3	Percentage of newcomer clientele	√				

4	Trends/gaps	<ul style="list-style-type: none"> Poverty Inadequate income growing girls programs
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	Challenges	Approach
5	Which struggles have you had and how did you cope?	development of strong relationship with funders and donor base

	No	Yes	Description
6	Is your organization catering to other areas?	√	

	No	Yes	Description
7	Partnerships	√	<ul style="list-style-type: none"> All social services Mental Health Ontario Works RAFT Hope Centre Multicultural Centres

8	Portfolio of funding	<ul style="list-style-type: none"> • United Way • Fundraising • All Government levels
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9	Mandate of organization	To support women and their families
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10	Perception of settlement	<ul style="list-style-type: none"> • support to remain in community • documentation • landed immigrant status • integration into community
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11	How do you see yourselves as part of the whole system?	As a referral organization and providing stability
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12	Current system and suggestion for change	
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13	Capacity or adaptability to change	Childcare services
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14	Willingness to participate	No	Yes
			√ - 100%

		Suggested Organizations	
15	Who do you think should be involved?	<ul style="list-style-type: none"> • Domestic violence centres • Womens Place • Julians Place • Niagara Victim Support Services • Police Services 	

Niagara Local Immigrant Partnership Council Terms of Reference

Purpose

The Local Immigration Partnership Strategy (LIPS) is an initiative that encourages communities to develop a comprehensive and collaborative approach to immigration by developing a local partnership council that represents a cross section of organizations that have an interest in working toward a strategy that fits the needs of their community. The local partnership council will develop a strategy collaboratively with our community leaders and service providers to increase our capacity to attract, integrate and retain immigrants to Niagara, bringing together a unified diverse community through increased education, awareness and participation of:

- all direct and indirect service providers,
- the broader community
- other regional strategies

Structure

Partnership Council

The Partnership Council is based on the principle of inclusivity and will be open to any individual or service providers; direct or adjacent, with an interest in immigrant issues and the creation of a holistic community driven strategy.

Governance

The Niagara Immigrant Employment Council Steering Committee Members will provide direction and counsel to the Local Immigrant Partnership Strategy and other Regional Immigrant Initiatives as a knowledgeable decision making body reflecting their leadership and commitment to oversee the project and promote regional collaboration for the successful integration of immigrants; recognizing the interrelationship to, and being active members of, other regional strategies contributing to the inclusive prosperity of Niagara and its residents.

Local Immigrant Partnership Task Force

The undertaking of the Niagara Local Immigrant Partnership will be guided by a LIP Task Force (comprised of members deriving from the Niagara Immigrant Employment Council) to make recommendations based on the project deliverables and findings of the LIPs Working Group.

Local Immigrant Partnership Working Group

The working group will consist of settlement agency representation, Project Administrator (NIEC), Project Manager (Region), workforce development representation and a Facilitator to carry out the deliverables as outlined in the project work plan.

Council Accord Guiding the Initiative

We sincerely respect the autonomy of each participating agency.

We do not support “forced” collaboration and coordination of agency activity. To be effective this type of integration must be voluntarily pursued.

We believe that we have the intellectual capacity to identify ways of working more effectively together with the principal for every decision we make together being the needs of the New Canadian.

By working more closely together we believe we can leverage the following positive outcomes:

- A stronger collective voice for New Canadians with consistent messages that generates desired outcomes in many key constituencies
- Cost effectiveness through simple alignments around common purchasing, staff sharing and other creative means
- Increased revenue through cooperative fundraising events and programs and collective appeals to key philanthropic sources
- Increased revenue by demonstrating the benefits of collaboration to key funders
- The capacity to attract newcomers through the overall Niagara community brand versus the smaller municipal brands
- An Integrated Service Delivery Plan to ensure a Niagara made solution
- An Integrated Service Delivery Plan to improve service to newcomers with complete agency participation will provide the unique opportunity to truly create “one stop shopping”
- A simpler yet stronger voice to potential employers to engage their participation in the plan

The contribution of New Canadians to the quality of life in Niagara and to our overall economic prosperity is profound and warrants the establishment of an Integrated Service Delivery Plan for the region.

We can trust each other and hold the needs of New Canadians and our community above our individual interests.

Objectives:

- Create a Local Immigrant Partnership Project Structure
- Identify the current inventory of services and existing partnerships in Niagara
- Strengthen the existing Council
- Create a strategic plan for implementation that identifies the service needs of immigrants

Anticipated Outcomes:

- An accountable community body for the successful delivery of the project
- Clear Terms of Reference for the Local Immigrant Partnership Task Force
- Public Awareness of Local Immigrant Partnership
- Increased awareness among service providers of existing service delivery partnerships and programs offered to immigrants in Niagara
- Build trust relationships and establish commitment in principal by service providers to be active members in the partnership council
- Increased opportunity to establish/expand partnerships to better serve immigrants
- Expand membership to include Francophone community
- Opportunity to enhance and potentially integrate current Immigrant Council committee structures
- Increased understanding of the current system in the creation of a responsive community to the needs of immigrants
- A strategic plan (settlement) for a continuum of integrated services that recognizes the interrelationship between settlement, employment, housing, transportation, education and health services
- Define an ideal settlement and integration continuum for immigrants – Niagara wide approach

Conflict of Interest Guidelines:

All members represent the issue and not their organizations and agree to comply with the Accord of the Niagara Local Immigrant Partnership Council. Nevertheless, conflict of interest may arise during the process or decision making. If members identify a conflict of interest to the Accord they should:

- I. Declare the conflict of interest if the outcome of the decision and or assessment is benefiting their organization either directly or indirectly;
- II. Ensure that conflict does not exist or appear to exist between their private interests and their representation as a member of council;
- III. Disclose any areas of conflict prior to actively participating on the Partnership Council and continue to disclose any potential areas of conflict that may arise later.

Client Input, Phone Interviews

Phone Interviews	Welland	Fort Erie	Niagara Falls	Rank
1. How long have you been in Canada?				
>6 months				
< 1 year	1.00			
>1 year	7.00	13.00	3.00	1
2. Where have you been living?				
Welland	8.00			2
Toronto	1.00		1.00	
Fort Erie		13.00		1
Niagara Falls		1.00	3.00	
3. In those communities where you have lived, who have helped you the most?				
Ontario Works	6.00	1.00		1
Welland Heritage	7.00			1
Emploi 2000	1.00			
Friends	1.00			
Church	2.00			
Community		2.00		
Fort Erie Multicultural Centre		4.00		2
Mathew House		1.00		
Casa El Norte		3.00		
Niagara Falls Multicultural Centre			2.00	
Family		1.00	1.00	
4. What do you think should be improved for Newcomers coming to Niagara now?				
Nothing	2.00	1.00	3.00	2
Jobs	1.00	7.00		1
More resources	1.00			
Need work permits sooner	1.00			
More african languages	1.00			
More adaption programs (education, employment etc.)	1.00	2.00		
Welland heritage building is too old, uncomfortable and unsafe	1.00			
Hearing process needs to be expedited		2.00		
Social worker have problem with follow up		1.00		
Housing program		1.00		
Transportation		3.00		
Supplemental Income		2.00		
Cultural Events		1.00		
Depression		1.00		

Client Input, Phone Interviews

Phone Interviews	Welland	Fort Erie	Niagara Falls	Rank
5. Overall, what is the best word to describe your experience in Niagara so far?				
Not good				
Good	2.00	2.00	3.00	2
Very good	3.00	5.00		1
Excellent	3.00	1.00		3

Client Input, In-Class Interviews

LIPS In class Interviews	F.E.	St. Catharines	Welland	Rank
1. How long have you been in Canada?				
< 6 months	5.00	9.00	7.00	2
< 1 year	3.00	3	4.00	3
> 1 year	8.00	14.00	10.00	1
2. Where have you been living?				
Fort Erie	16.00	1.00		3
St. Catharines		24.00		1
Thorold		2.00		
Montreal		2.00		
Alberta		1.00		
BC		1.00		
Cornwall		1.00		
Virgil		1.00		
Welland			21.00	2
3. In those communities where you have lived, who have helped you the most?				
Casa El Norte	5.00			
F.E. Multicultural Centre	16.00			3
Folk Arts		9.00		
Family	1.00	12.00	7.00	1
Friends	3.00	7.00		
School	5.00	3.00		
Ontario Works	4.00	4.00	7.00	
Church	1.00	4.00	3.00	
F.E. Border	1.00			
Mathew House	2.00		3.00	
Immigration		3.00		
Day care		1.00		
Canadian Embassy		1.00		
Health Services		2.00		

Client Input, In-Class Interviews

LIPS In class Interviews	F.E.	St. Catharines	Welland	Rank
Online		2.00		
Community		1.00		
Welland Heritage			18.00	2
CAIP			1.00	
ABC Communautaire			2.00	
EHC			1.00	
ESL Classes			3.00	
Food Bank			1.00	
Hope Centre			1.00	
4. What do you think should be improved for Newcomers coming to Niagara now?				
More schooling	6.00	3.00		3
Transportation	9.00	4.00	11.00	1
Health care	1.00		2.00	
More information about immigrant process	2.00	4.00	2.00	
More services in different languages	1.00	7.00		
Employment	5.00	7.00	7.00	2
More volunteer positions	1.00	1.00		
Daycare	1.00			
Youth education after high school	1.00			
Housing		1.00	2.00	
Church			3.00	
Sponsorship			1.00	
More supplemental income	3.00	1.00	3.00	
Cultural entertainment/socialization			1.00	
Homework assistance for children			1.00	
5. Overall, what is the best word to describe your experience in Niagara so far?				
Not good				
Good	6.00	4.00	8.00	3
Very Good	6.00	12.00	6.00	1
Excellent	4.00	9.00	7.00	2
Total	16.00	26.00		



Niagara Region's Vision Statement

*Niagara Region is a **unified community** of communities with **diverse** opportunities and qualities together- we strive for a better tomorrow.*

Diversification

Niagara Today

Every year thousands of newcomers flow through Niagara and enrich our community with culture and talent. Within the last few years, Niagara has grown in the immigrant service sector, offering many more services to newcomers, which has played a role in helping drop the unemployment rate of immigrants from 18.9% to 11.7% in 2006.

Though the unemployment rate has had a positive decrease, an eighth consecutive year of declining manufacturing output, as well as sluggish tourism activity, will lead to a 2.7 per cent fall in St. Catharines-Niagara's real GDP this year (Conference Board of Canada, Metropolitan Outlook 2009). This major factor combined with population statistics proclaiming that during 2004/2005, Niagara experienced a severe decline in birth rates; not to mention Niagara's aging population to soon be retiring, it is clear that the facts verify a continuous implosion of the Niagara economy.

Adding to this, the Fort Erie Peace Bridge, a historical gateway for thousands of newcomers annually (4,800 in 2008), is seeing a steady decline in the numbers of people choosing Niagara as their permanent home. In 2008, 11% stayed in Niagara compared with 20% in 2004. This fact supports the 2003 University of Toronto study (Small, Rural and Remote Communities: The Anatomy of Risk) that stated: "...it is not unreasonable to argue that the principle factor accounting for differences in the growth rate between growing and declining communities is the distribution of immigration". The implication to build and strengthen our regional capacity to attract and retain newcomers if we want Niagara to grow seems a logical assumption.

Future Prosperity

Economic forecasts indicate Niagara will experience a shortage of more than 50,000 skilled workers over the next ten years. Local workforce planners, as well as senior levels of government, are counting on internationally-trained professionals, skilled workers and creative thinkers to help bridge the gap. The unique knowledge and experience newcomers bring to Canada, together with their many language skills, will strongly benefit Niagara with its global operations, as well businesses and organizations in the healthcare, tourism, retail and manufacturing sectors.

The once reliable model of creating wealth in a community is no longer relevant. Previously those communities that were able to assemble four elements simultaneously "won" the competition for economic development, sustainability and the concomitant quality of life that results from a growing tax base to fund social services and community investment – raw materials, cash, process and skilled labour.

In today's highly dynamic global business environment, we can move cash, raw materials and process anywhere we want in the world quickly. However, we have been unable to determine how to convince talented skilled employees to live in communities that they do not wish to. So the wealth equation is to send those wealth creation resources into the communities where the talented workers live.

“Creativity has replaced raw materials or natural harbours as the crucial wellspring of economic growth.”
Gertler, Florida, Gates and Vinodrai, *Competing on Creativity: Placing Ontario’s Cities in North American Context*, Toronto, 2002.

The future of our region is heavily dependent upon our ability to attract and retain highly trained professionals who use creative thinking as their primary employment skill. With the growing trend of globalization, Niagara has the capability to flourish and attract entrepreneurs to start their business and drive our economy.

Community

The Entrepreneur

Creative thinking is the well spring for innovation and applying innovation to the market place is the skill and talent that drives the entrepreneur. Real job creation in today’s economy is driven by the small business owner/operator – a sector dominated by entrepreneurial thinking. The numbers prove it, with 2.7 million people in Canada being self-employed or 16% of the total employed workforce (*Statistics Canada, Labour Force Survey, July 2009*).

In Niagara the majority of businesses are small and this trend is becoming very ingrained. From 2001 to 2007, Niagara added more than 3,800 businesses, an increase of 17%. There are currently more than 25,000 small businesses in the region, 55% of which employ less than 5 people, and 73% which employ less than 10 people. Also, Niagara experienced a 25% increase in the number of earners reporting self-employment income. The St.Catharines-Thorold Chamber of Commerce Prosperity Council has recognized this and notes that while other regions in Southern Ontario have built networks and developed mechanisms for accessing social capital, Niagara lags behind. This can be overcome by cataloguing all available resources for building and sustaining small business opportunities for the entrepreneur, developing an investment and venture capital network and so on. Common themes of entrepreneurship have been expressed by other initiatives in Niagara such as The Economic Growth Strategy by the Niagara Economic Development Corporation and the Niagara Labour Market Plan by the Niagara Workforce Planning Board.

The New Canadian

Between 2001 and 2006, the immigrant population increased by almost 30%. As of 2006, immigrants represented 18% of the population in Niagara. Of those immigrants settling in Niagara, 5% are more likely to hold a Secondary diploma, 2.6 % more likely to hold skilled trade/apprenticeship certification, and 2% more likely to have a University education below a Bachelor degree and; 2.8 % more likely to hold a University degree than their Canadian born counterparts (*Statistics Canada*). This alone represents optimism for our future economic growth.

Ironically, immigrants seem to be some of the most perfectly matched individuals to advance the Niagara economy. Immigrants are the vast majority of New Canadians – they are skilled, talented, creative and entrepreneurial. Helping them come to Niagara and settle efficiently and effectively is not only humane; it is essential to our future prosperity and quality of life. “Economic Development hinges on bringing or retaining entrepreneurial, creative workers in a community because, in turn, they create jobs and attract employers.” (*Richard Florida, The Rise of the Creative Class, 2002*)



Unity

Call to Action

The Local Immigration Partnership Strategy (LIPS) is a new initiative that encourages communities to develop a comprehensive and collaborative approach to immigration by developing a local partnership council that represents a cross section of organizations that have an interest in working toward a strategy that fits the needs of their community. The local partnership council will then develop a strategy that fits the needs of their community.

With the help of our community leaders and service providers we would increase our capacity to attract, integrate and retain immigrants to Niagara, bringing together a **unified diverse community**.

"...experience has shown that to build and sustain communities... [we are] largely dependent on...creating and mobilizing partnerships as key to meeting community needs efficiently and effectively"

Peter Drucker Foundation

Community Consultation #1

Jan 29, 2010

Exercise 1 – Rank where you see Niagara in five years time in attracting newcomers and identify what needs to happen

Group 1- Ranking 5

- Identify barriers newcomers face. Address all pieces of the pie:
 - Educator
 - Jobs- getting credentials appropriately
 - Housing-shelter
 - Transportation
 - Culture sensitivity
 - Health care services
 - Recreation cultural activities
 - Private sector, Bank/Financial in
 - Language, cultural, foods
- More sessions like today. Need all organizations dealing with newcomers to:
 - Understand what each other does
 - Look at ways to work together
- Develop a planning council to deal with newcomer issues
- Work to reduce duplication of services to newcomers
- Develop a broad perspective. Think collectively. Public and private sector.

Group 2- Ranking 30

- Who else is ahead and why? Knowing this would be helpful.
- Recognize our realities
- Political will is key
- Self-interest driven by funding
- Secretive
- Joining of values
- Positive movement in trusting and transparencies
- Recognizing we all have a role to play and celebrating each other
- How our missions complement each other
- All benefits of Niagara, not just the social services/agencies
- Focused recruitment
- Meeting to discuss even after today

Group 3- Ranking 18

- Bridging
- Launch the creative class
- Fast track
- Accreditation centre
- Mindset/education
- Align value systems
- Emphasis on English

Group 4- Ranking 18

- Cooperation between communities
 - Must start at community levels (inclusive of all cultural groups)
- Selling a lifestyle
- Bedroom community
- Transportation-reliable-affordable-go transit bus
- Education- Brock/College
 - Promote the availability of French language schools and French immersion

Group 5- Ranking 30

- Distance education helps for credentials that people want
- Available entrepreneurial help to new Canadians
- Climate and cost of living
- Transportation
- Unique barriers of refugee claimants

Group 6- Ranking 4

- External factors
- Jobs
- Area is port of entry for refugees who are not always highly skilled
- Canadian recruiters raise the expectations of those who apply to come into the country (landed) and meet factual and actual prospects
- Regulatory bodies- massive huge barriers
 - Restrictions
- Government gives very limited resources to academic institutions to assist newcomers
- Canada is multicultural- essentially only in big cities. Niagara not a reflection of our supported multiculturalism
- Refugees don't want to stay here, they do not feel part of the community
- Feel more comfortable within their own communities- big communities
- Inclusion vs. exclusion
- All Canadians need to be aware of the importance and value of immigration
- Lack of government coordinated efforts
- Federal, provincial and regional government have different agendas
- Niagara lives in a bubble

Group 7- Ranking 19

- Keeping momentum by consistency in action
- Language asset, bringing it to the forefront
- Frequency of collaboration
- Transportation enhancement to link to major cities
- Urbanization
- Marketing lifestyle

Group 8- Ranking 1

- We have what attracts the creative class
 - University
 - College
 - Bio-science lab
 - Hospitals
- Location
 - We are accessible to Toronto etc.
- New centre for the arts in St. Catharines
- "Alignment is our heartbeat"
 - What is our heartbeat?
 - What is in our basket?
- Quality of life
 - Nature of experience
- Diversity
 - "Void"- left by losing manufacturing
 - Ready for change

Exercise 2 – How do we succeed in a collaborative approach moving forward?

Group 1

- To freely come together to address the work of settlement- leave our agencies behind and become the agents of change.
- To define/qualify/quantify/educate what our expertise is and our capacity and convey in a way that others can receive it.
- To change, elevate, expand our conversations deeper around settlement and the words we are using.
- To address and dissolve the pretense of trust and willingness to collaborate and get real.

Group 2

- To advocate for an adaption of the current graduated drivers license system to recognize the maturity of newcomers.
- To strengthen mentoring of newcomers with established professionals and new entrepreneurs.
- To support entrepreneurial skill (mentors) (help with "Canadian" standards).
- To advocate for integrated transportation.
- To advocate for online education from Brock and Niagara College.

Group 3

- To develop a Niagara brand.
- To structure entrepreneurial skills.
- To advocate for transportation.
- To identify the Niagara brand (find consensus) - inclusively with all stakeholders including newcomers.
- To promote (recreational, family).
- To create awareness of entrepreneurial funding.
- To harness entrepreneurial energy from existing entrepreneurs.
- To create a sense of urgency in every community to jump start the "campaign".
- To include community leaders (government) in future meetings.

Group 4

- To develop satellite access sites for skill/knowledge creation.
- To create a "Niagara" brand logo/vision/statement.
- To sell the lifestyle.
- To continue meeting with each other/dialogue/conversation (build and strengthen networks).
- To get a real picture (descriptive) of immigration in Niagara.
- To bring the service support to the community.
- To develop a hub/central point.

Group 5

- To develop a planning council.
- To identify "champions" from each "quality of life" sector/area. (health, education, culture, social, recreational, private and entrepreneurial etc.).
- To develop a Niagara brand (as opposed to 12 individual municipality brands) - develop one voice.
- To advocate for changes to the barriers related to professional credentials.
- To promote the availability of French language services, French immersion and ESL.
- To develop strategies for connecting new Canadians to "cultural" mentors- others who have settled here.
- To develop strategies to help them establish a consistent residence- affordable housing.
- To improve strategies to address language barriers.

Group 6

- To provide education and mentorship (various languages) for owning and operating a small business
- To combine government funding (in-land or actual money) to ensure programs are open to all. If our programs are not inclusive then the community is not inclusive.
- To decrease length of time newcomer is unemployed. Newcomer will find underground market in other cities and will leave. Most would rather feel pride in being self-sufficient. Pride=connectedness.

Group 7

- To commit ourselves to keep the newcomer in the region since we feel it's the privilege to be the primary entry into their new country.

Group 8

- To become the "city" of Niagara- that would resolve the transportation problem because it would be "Niagara Transit".
- To use the new Niagara logo to brand the entire (Niagara between the Lakes) city of Niagara.
- To set up one Niagara website that is multi-lingual.
- To highlight profiles of successful newcomers that chose Niagara.
- To work closer and collaborate with Brock Women's Studies to promote entrepreneurs especially women.
- To launch a global campaign on Niagara between the Lakes.
 - Assets:
 - Brock
 - Niagara
 - State of the art hospital
 - Proximity to American border



Local Immigrant Partnership
Facilitated Adjacent Agency Consultation
May 21, 21010
Meeting Notes

Facilitator: Wayne Hussey, Wayne Hussey Consulting

Attendees:

Jean	
Tracy Munro	Niagara Region Senior Services
Donna Kalalief	Niagara Region Public Health
Wendy Thompson	Niagara Region Housing
Lori Watson	Social Assistance Employment Opportunities, Niagara Region
Corinna Carson	Project Administrator, LIPs
Rita DiMarcantonio	St. Catharines Public Library
Francis Garwe	Bridges Community Health
Taralea McLean	Bridges Community Health
Henri-Louis St. Martin	Niagara Falls Community Health Centre

Information:

What is your interaction with immigrants to Canada?

St. Catharines Public Library:

- Tax clinics, resources, referral to ESL, legal clinics, literacy, computer classes, internet access and job training access
- Open to being responsive to community need
- Over 80,000 cardholders

Bridges Community Health Centre, Fort Erie, Port Colborne, Wainfleet

- Target newcomers
- Newcomers are queried upon their entrance at the border if they would be interested in applying for regional housing
- Provide services in social work services, mental health, general practitioner and nurse, assistance with diabetics, nutrition, cooking, grocery store tour and navigation through the healthcare system
- Work with Matthew House, Casa el Norte, Fort Erie Multicultural Centre, Peacebridge Newcomer Centre
- At least 15% of 2900 caseload newcomers
- Participate in McMaster “Global Health” for medical students to gain hands on practical experience of the newcomer journey

Social Assistance and Employment Opportunities, Niagara Region

- Contract with shelters
- 8 -10 % of 20,000 caseload newcomers with 6 staff members dedicated to delivering service to newcomers
- Newcomers exit the system quicker than general population often to find survival employment and are Internationally Trained Professionals
- Language barrier
- Newcomer youth creating trend of leaving home and applying for Social Assistance and site language barrier in the home resulting in breakdown of communication within family unit

Children Services:

- Provide staffing support to the Peacebridge Newcomer Centre
- Subsidy based access to childcare
- Some newcomers will not participate within the program due to discomfort with cultural differences within the childcare system
- Subsidize 6,000 childcare spots
- Exploring Francophone services to be expanded to newcomers at the Peacebridge Newcomer Centre

Senior Services:

- Provide assessment for support and engagement into the community and services
- Francophone adult day program

Housing:

- Higher percentage of newcomers within certain geographical locations/neighborhoods
- Welcome referrals and the opportunity to expand partnerships
- Approximately 15,000 units across Niagara
- While newcomers are on housing waiting list and vulnerable, how to ensure that their other needs are being met
- Is there an opportunity to track the number of newcomers utilizing this service

Public Health:

- Weekly immunization clinics
- Healthy Babies program
- Translation of foreign immunization records
- Mental Health Emergency contact
- Health Bus - homeless, migrant workers
- Parent Talk Line - will take the time to find translator to deliver service to newcomer inquiry
- Identify newcomers in need of service through referral
- Ontario Works will issue temporary health cards
- Partnerships with Francophone community
- Partnerships with Community Health Centres
- Immunization of 90,000 school aged children

Niagara Falls Community Health Centre

- Newly established (3 months)
- Building statistical data of intake
- Services for newcomers, migrant workers and providing access to healthcare
- Gravitation towards Faith organizations to provide information on service

Open Discussion

What are some of the challenges in Newcomer interaction?

- Cooperation and collaboration require human staff resources; a lot of work for a few staff
- Partnerships can be a great consumer of time
- Individual relationships or points of contact between agencies need to be expanded to relationships between two agencies created a documented, defined process for access by all staff in order to utilize and create pathways to additional resources
- Better articulation in a “Road Map” of services available allowing easier referral and navigation for the immigrant

What can we do to better serve immigrants?

- More affordable housing
- More childcare spaces
- Education on access to healthcare and Mental health services
- Clear visual of available services to educate providers

Faith and Ethno-Cultural Organizations

All Nations Fellowship	3397 Garrison Rd Ridgeway, ON L0S 1N0	Ridgeway
All Peoples' United Church	109 Chaffey St	Welland
All Saints Anglican Church, Ridgeway	149 South Mill St	Ridgeway
All Saints Church, Dain City	80 Forks Rd E	Welland
B'nai Israel Synagogue	190 Church St	St. Catharines
Beamsville Church of Christ	4900 John St	Beamsville
Bertie Brethren in Christ Church	4942 Church Rd	Stevensville
Bethany Christian Reformed Church	1086 Balfour St	Pelham
Bethany Community Church	1388 Third Street Louth	St. Catharines
Bethany Mennonite Church	572 East West Line Rd	Virgil
Bethel Baptist Church	10 Arlington Ave	St. Catharines
Bethel Pentecostal Assembly	500 Central Ave	Fort Erie
Bethel United Church	1742 3rd Concession Rd	Port Colborne
Bible Baptist Church	5329 Beechwood Rd	Niagara Falls
Bismarck United Church	5523 Regional Road 65	St. Anns
Boyle Brethren in Christ Church	1306 Boyle Rd, RR 2	St. Anns
British Methodist Episcopal Church, Nathaniel Dett Memorial Chapel	5674 Peer St	Niagara Falls
British Methodist Episcopal Church (BME)	92 Geneva St	St. Catharines
Brockview Bible Chapel	326 Pelham Rd	St. Catharines
Calvary Church	89 Scott St	St. Catharines
Calvary Gospel Church, Beamsville	4129 Hixon St	Beamsville
Calvary Gospel Church, Welland	735 South Pelham Rd	Welland
Carleton United Church	527 Carlton St	St. Catharines
Cathedral of St Catherine of Alexandria Roman Catholic Church	67 Church St	St. Catharines
Central Avenue United Church	575 Central Ave	Fort Erie
Central Gospel Temple	240 Scott St	St. Catharines
Central United Church, Port Colborne	30 Delhi St	Port Colborne
Central United Church, Welland	12 Young St	Welland
Chinmaya Mission Niagara	5743 Valley Way	Niagara Falls
Chippawa Presbyterian Church	8280 Willoughby Dr	Niagara Falls
Christ Anglican Church, Wainfleet	70 Church St	Wainfleet
Christ Church Anglican, Niagara Falls	4750 Zimmerman Ave	Niagara Falls
Christ Church Anglican, McNab	1294 McNab Rd, RR 5	Niagara-on-the-Lake
Christ Community Church	224 Division St	Welland
Christ Lutheran Church	140 Russell Ave	St. Catharines
Christian Life Assembly	484 Barrick Rd	Port Colborne
Church in St Catharines, The	Russell Avenue Community Centre	St. Catharines
Church of Christ, Fenwick	765 Welland Rd	Fenwick
Church of Christ, Jordan/Vineland	2861 Regional Road 81	Jordan

Church of Christ, Niagara Falls	3901 Dorchester Rd	Niagara Falls
Church of Christ, Port Colborne	700 Steele St	Port Colborne
Church of Christ, St Catharines	439 Ontario St N	St. Catharines
Church of Christ, Tintern	4359 Spring Creek Rd	Vineland
Church of Jesus Christ of Latter Day Saints	875 Warner Rd	St. Davids
Church of Jesus Christ of Latter Day Saints	351 Glenridge Ave	St. Catharines
Church of the Good Shepherd, The	359 Grantham Ave	St. Catharines
Church of the Resurrection	125 Queenston St	St. Catharines
Church of the Transfiguration	320 Glenridge Ave	St. Catharines
Community Presbyterian Church	142 Second St	Welland
Concordia Lutheran Church	105 Welland Rd	Fonthill
Cooks Mills United Church	18 Guest Rd	Welland
Cornerstone Community Church	1570 Niagara Stone Rd, Box 112	Virgil
Covenant Christian Reformed Church	278 Parnell Rd	St. Catharines
Drummond Hill Presbyterian Church	6136 Lundy's Lane	Niagara Falls
Eagle's Nest Community Church	3400 Schmon Pkwy	Thorold
Elm Street United Church	11 Elm St	St. Catharines
Emmanuel Lutheran Church	5003 George St	Beamsville
Facer St Baptist Church	17 Facer St	St. Catharines
Fairview Mennonite Brethren Church	455 Geneva St	St. Catharines
Faith Evangelical Lutheran Church	31 Agar Dr W	St. Catharines
Faith in Christ Fellowship Church	1485 Garrison Rd	Fort Erie
Faith Reformed Church	3605 Black Creek Rd	Stevensville
Faith Tabernacle (PAOC)	380 South Pelham Rd	Welland
Falls View Brethren in Christ Church	7189 Drummond Rd	Niagara Falls
Fenwick United Church	1050 Church St	Fenwick
First Baptist Church, Beamsville	4264 Mountain St	Beamsville
First Baptist Church, Fort Erie	165 Bertie St	Fort Erie
First Baptist Church, Niagara Falls	4519 Pettit Ave	Niagara Falls
First Baptist Church, Thorold	42 Ormond St S, Thorold, ON L2V 1Y4	Thorold
First Baptist Church, Welland	165 Sydney Pl	Welland
First Church of Christian Science, Christian Science Reading Room	2 Lake St	St. Catharines
First Evangelical Lutheran Church	688 Elm St	Port Colborne
First Mennonite Church Vineland	3557 Rittenhouse Rd	Vineland
First Presbyterian Church	176 Elm St	Port Colborne
First Presbyterian Church North Pelham	602 Metler Rd, RR 3	Fenwick
First Reformed Church of St Catharines	1136 Vansickle Rd N	St. Catharines
Fonthill Baptist Church	1414 Pelham St	Fonthill
Fonthill United Church	42 Church Hill	Fonthill

Forestview Community Church	132 Lake St	Grimsby
Fort Erie Alliance Church	118 Bertie St	Fort Erie
Fountain of Life Fellowship, A Foursquare Gospel Church		
Freedom Point Church	2 Whyte Ave S	Thorold
Full Gospel Church of Niagara	376 Carlton St	St. Catharines
Garrison Road Church of the United Brethren in Christ	1351 Garrison Rd	Fort Erie
Gateway Christian Fellowship	Ministry Centre Office, Lakeshore Square	St. Catharines
Glad Tidings Church of God	1 Pancake Lane	Fonthill
Glengate Alliance Church	6009 Valley Way	Niagara Falls
Glenridge Bible Church	1 Lakeshore Rd	St. Catharines
Golden Harvest Baptist Church	3130 Pt Abino Rd N	Fort Erie
Grace Anglican Church	238 Geneva St	St. Catharines
Grace Christian Reformed Church	660 South Pelham Rd	Welland
Grace Community Church	241 St Davids Rd W	Thorold
Grace Evangelical Lutheran Church, A Congregation of Lutheran Church-Canada	213 Linwell Rd	St. Catharines
Grace Gospel Church	5855 Valley Way	Niagara Falls
Grace Mennonite Church	677 Niagara St	St. Catharines
Grace United Brethren Church in Canada	895 Empire Rd	Sherkston
Grace United Church	222 Victoria St, Box 211	Niagara-on-the-Lake
Grantham Mennonite Brethren Church	469 Grantham Ave	St. Catharines
Grapeview Free Methodist Church	41 Grapeview Dr	St. Catharines
Greek Community of Niagara, St Katharine Greek Orthodox Church	Greek Community Center	St. Catharines
Harbour Fellowship Church	51 South Service Rd	St. Catharines
Heritage Reformed Congregation	4171 15th St	Jordan Station
Holy Face of Jesus, Society of St Pius X	181 Lake St	St. Catharines
Holy Trinity Anglican Church	77 Division St	Welland
Holy Trinity Anglican Church, Chippawa	7820 Portage Rd	Niagara Falls
Iglesia de Cristo Misionera	372 Merritt St	St. Catharines
Immanuel Baptist Church	605 Vine St	St. Catharines
Immanuel Orthodox Reformed Church	2900 Fourth Ave	Jordan
International Buddhist Zen Temple	5686 Lewis Ave	Niagara Falls
Islamic Society of St Catharines, Masjid Al-Noor Mosque	117 Geneva St	St. Catharines
Islamic Society of the Niagara Peninsula	6768 Lyons Creek Rd	Niagara Falls
Jehovahs Witness Kingdom Hall, Niagara Falls	6457 Montrose Rd	Niagara Falls
Jehovahs Witness Kingdom Hall, Port Colborne	46 West Side St	Port Colborne
Jehovahs Witness Kingdom Hall, St Catharines	93 Moffatt St	St. Catharines

Jordan Station United Church	4105 Bridgeport Dr	Jordan Station
Jubilee Fellowship CRC	13 Wilholme Dr, RR 3	St. Catharines
Kirk On the Hill Presbyterian Church	1344 Haist St	Fonthill
Knox Presbyterian Church, St Catharines	53 Church St	St. Catharines
Knox Presbyterian Church, Welland	335 Fitch St	Welland
Korean Presbyterian Church	4898 Kitchener St	Niagara Falls
Lakeshore Baptist Church	65 Lakeshore Rd	St. Catharines
Lao Christian Fellowship	79 Page St	St. Catharines
Lighthouse Church of God	8652 Sodom Rd	Niagara Falls
Lighthouse Church, UPC	610 Ontario Rd	Welland
Little Wedding Chapel on the Lane, The	7701 Lundy's Lane	Niagara Falls
Living Waters Fellowship	4878 Jepson St , Niagara Falls, ON L2E 1K1	Niagara Falls
Lundy's Lane United Church	5825 Lowell Ave	Niagara Falls
Lutheran Church of the Good Shepherd	3900 Dorchester Rd	Niagara Falls
Main Street Baptist Church	6151 Main St	Niagara Falls
Maranatha Christian Reformed Church	301 Scott St	St. Catharines
Morgans Point United Church	14B30 Lakeshore Rd W, RR 2	Port Colborne
Mountain Park Church	6970 Mountain Rd	Niagara Falls
Mountainview United Church	150 Glendale Ave	St. Catharines
New Apostolic Church	5864 Church's Lane	Niagara Falls
New Life Fellowship	60 St Paul St W	St. Catharines
New Testament Baptist Church	14 Dixie Rd	St. Catharines
Niagara Celebration Church	310 Scott St	St. Catharines
Niagara Christian Life Assembly	5140 Kalar Rd	Niagara Falls
Niagara Church of the Nazarene	136 Confederation Ave	Thorold
Niagara Community Church, Charismatic Evangelical	9527 McLeod Rd, RR 2	Niagara Falls
Niagara Gospel Centre, New Life in Christ Assembly	60 Facer St	St. Catharines
Niagara Gospel Centre, Spanish Apostles and Prophets	60 Facer St	St. Catharines
Niagara Hindu Samaj, Shiv Mandir	5284 Second Ave	Niagara Falls
Niagara United Mennonite Church	1775 Niagara Stone Rd, RR 2	Niagara-on-the-Lake
Niagara Worship Centre	6846 Frederica St	Niagara Falls
Norval Johnson Heritage Centre, Heritage Library	5674 Peer St	Niagara Falls
Orchard Park Bible Church	434 Hunter Rd, RR 3	Niagara-on-the-Lake
Our Lady of Hungary Roman Catholic Church	337 Hellems Ave	Welland
Our Lady of Peace Roman Catholic Church	7021 Stanley Ave	Niagara Falls
Providence Christian Reformed Church	4845 King St E	Beamsville
St Alban's Anglican Church	4341 Ontario St	Beamsville

St Andrew's Presbyterian Church, Beamsville	4260 Queen St	Beamsville
Trinity United Church, Beamsville	4287 William St	Beamsville
Vineyard Canadian Reformed Church of Lincoln	4628 John St	Beamsville
St George Catholic Church	56 Ridgeway Rd	Crystal Beach
Pelham Community Church	461 Canboro Rd	Fenwick
St Ann's Roman Catholic Church	834 Canboro Rd	Fenwick
Pelham Evangelical Friends	940 Haist St	Fonthill
St Alexander Roman Catholic Church	50 Pelham Town Sq	Fonthill
Riverside Community Church	2669 Niagara Pkwy	Fort Erie
St Andrew's - Knox Presbyterian Church	203 Highland Ave	Fort Erie
St Michael's Roman Catholic Church	310 Central Ave	Fort Erie
St Paul's Anglican Church, Fort Erie	32 Idylewylde St	Fort Erie
Trinity Lutheran Church, Fort Erie	171 Bertie St	Fort Erie
St Andrew's Anglican Church	7 St Andrew's Ave	Grimsby
St Joseph's Roman Catholic Church, Grimsby	135 Livingston Ave	Grimsby
St Philip-By-The-Lake Anglican Church	377 Park Rd N	Grimsby
St John's Anglican Church, Jordan	3694 McKenzie Dr	Jordan
Our Lady of the Scapular Roman Catholic Church	6557 Thorold Stone Rd	Niagara Falls
Our Saviour Lutheran Church - LCC	7081 McLeod Rd	Niagara Falls
Pro-Cathedral of St Luke, Ecumenical Catholic Church of Christ	4695 St Lawrence Ave	Niagara Falls
Queensway Free Methodist Church	4397 Dorchester Rd	Niagara Falls
Redeemer Bible Church	3017 Montrose Rd	Niagara Falls
River Crossings Community Church	13839 Sodom Rd	Niagara Falls
Sacred Heart Roman Catholic Church	3882 Main St	Niagara Falls
Secret Place Christian Fellowship, The	4536 Zimmerman Ave	Niagara Falls
Seventh Day Adventist Church, Niagara Falls	5355 Belmont Ave	Niagara Falls
Southminster United Church	6801 Hagar Ave	Niagara Falls
St Andrew's United Church, Niagara Falls	5645 Morrison	Niagara Falls
St Ann Roman Catholic Church	5740 Buchanan Ave	Niagara Falls
St Antoine de Padoue Roman Catholic Church / Paroisse S Antoine-de-Padoue	4570 chemin Portage	Niagara Falls
St George Serbian Orthodox Church	6085 Montrose Rd	Niagara Falls
St John the Evangelist Anglican Church, Niagara Falls	3428 Portage Rd	Niagara Falls
St Mary's Ukrainian Catholic Church	6248 Main St	Niagara Falls
St Patrick's Roman Catholic Church, Niagara Falls	4673 Victoria Ave	Niagara Falls
St Paul's Evangelical Lutheran Church	5485 Victoria Ave	Niagara Falls
St Peter and St Paul Ukrainian Orthodox Church	5906 Sylvia Pl	Niagara Falls

St Thomas More Roman Catholic Church	6548 Dorchester Rd	Niagara Falls
Stamford Presbyterian Church	3121 St Paul Ave	Niagara Falls
Stamford United Church	3855 St Peter Ave	Niagara Falls
Ten Thousand Buddha Temple	4303 River Rd	Niagara Falls
St Andrew's Presbyterian Church, Niagara-on-the-Lake	323 Simcoe St	Niagara-on-the-Lake
St George's Anglican Church, Homer	163 Queenston Rd, RR 4	Niagara-on-the-Lake
St Mark's Anglican Church	41 Byron St	Niagara-on-the-Lake
St Vincent de Paul Roman Catholic Church	73 Picton St	Niagara-on-the-Lake
Trinity Lutheran Church, Niagara-on-the-Lake	2027 Niagara Stone Rd, RR 3	Niagara-on-the-Lake
Port Colborne Baptist Church	84 Ridgewood Ave	Port Colborne
Port Colborne Brethren in Christ Church	10641 Hwy 3 W	Port Colborne
Port of Grace Community Church	26 Charlotte St	Port Colborne
Portal Village Bible Chapel	309 Elgin St	Port Colborne
St James and St Brendan Anglican Church	55 Charlotte St	Port Colborne
St Jean-De-Brebeuf Roman Catholic Church / Paroisse S Jean-de-Brebeuf	300 Killaly St E	Port Colborne
St John Bosco Roman Catholic Church	375 Main St W	Port Colborne
St John's Lutheran Church	3421 Hwy 3 E	Port Colborne
St Patrick's Roman Catholic Church, Port Colborne	123 King St	Port Colborne
St Peter's Lutheran Church	200 Erie St	Port Colborne
St Therese of Lisieux Roman Catholic Church	379 Fares St	Port Colborne
St Paul's Anglican Church, Port Robinson	South St N	Port Robinson
St Saviour's Anglican Church	Princess St	Queenston
Ridgeville Bible Chapel	418 Canboro Rd	Ridgeville
Ridgeway Community Church	209 Ridge Rd N	Ridgeway
Sherkston Brethren in Christ Church	5348 Sherkston Rd	Sherkston
Sherkston United Church	5244 Hwy 3	Sherkston
Smithville United Church	116 West St	Smithville
St Luke's Anglican Church	216 Station St	Smithville
St Martin of Tours Roman Catholic Church	166 West St	Smithville
St Davids-Queenston United Church	1453 York Rd	St Davids
Our Lady of Perpetual Help Roman Catholic Church	5 Oblate St	St. Catharines
Paroisse Immaculee Conception Roman Catholic Church	99 Garnet St	St. Catharines
Queen St Baptist Church	57 Queen St	St. Catharines
Religious Society of Friends (Quakers)	160 Highland Ave	St. Catharines
Resurrection Lutheran Church LCC	400 Glenridge Ave	St. Catharines

Salvation Army Church, The	400 Niagara St	St. Catharines
Scott Street Mennonite Brethren Church	339 Scott St	St. Catharines
Scottlea Gospel Chapel	500 Scott St	St. Catharines
Scottlea Presbyterian Church	515 Scott St	St. Catharines
Seventh Day Adventist Church, St Catharines	302 Scott St	St. Catharines
Silver Spire United Church	366 St Paul St	St. Catharines
Southridge Community Church	201 Glenridge Ave	St. Catharines
St Alfred's Roman Catholic Church	272 Vine St	St. Catharines
St Andrew's Presbyterian Church, St Catharines	372 Merritt St	St. Catharines
St Andrew's United Church, Port Dalhousie	92 Main St	St. Catharines
St Barnabas Anglican Church	31 Queenston St	St. Catharines
St Catharines United Mennonite Church	335 Linwell Rd	St. Catharines
St Columba Anglican Church	7 St Columba Dr	St. Catharines
St Denis Roman Catholic Church	230 Lake St	St. Catharines
St George's Anglican Church	83 Church St	St. Catharines
St Giles Presbyterian Church	205 Linwell Rd	St. Catharines
St Gregory Armenian Apostolic Church	49 Carlton St	St. Catharines
St James Anglican Church	405 Merritt St	St. Catharines
St John Ukrainian Catholic Church	91 Lakeshore Rd	St. Catharines
St John's Anglican Church, Port Dalhousie	80 Main St	St. Catharines
St Julia's Roman Catholic Church	251 Glenridge Ave	St. Catharines
St Mary of the Assumption Roman Catholic Church	169 St Paul Cres	St. Catharines
St Patrick's Roman Catholic Church, St Catharines	31 Chestnut St E	St. Catharines
St Thomas Aquinas Roman Catholic Church	316 Queenston St	St. Catharines
St Thomas' Anglican Church	99 Ontario St	St. Catharines
Star of the Sea Roman Catholic Church	34 Elgin St	St. Catharines
Trinity Orthodox Reformed Church	99 Scott St	St. Catharines
Ukrainian Orthodox Church of St George	8 Augusta Ave	St. Catharines
Ukrainian Sts Cyril and Methodius Church	14 Rolls Ave	St. Catharines
Unitarian Congregation of Niagara, The	223 Church St	St. Catharines
West St Andrew's Presbyterian Church	42 Pelham Rd	St. Catharines
Westburne Alliance Church	237 Rykert St	St. Catharines
Westminster United Church	180 Queenston St	St. Catharines
Westview Christian Fellowship	124 Queenston St	St. Catharines
St John's Anglican Church, Stevensville	2251 Ridgemount Rd	Stevensville
St John's Lutheran Church, Snyder	3837 Netherby Rd	Stevensville
St John's Stevensville United Church	14789 Sodom Rd	Stevensville

St Joseph's Roman Catholic Church, Stevensville	3718 Netherby Rd, RR 2	Stevensville
Stevensville United Brethren Church	2536 Stevensville Rd	Stevensville
Our Lady of the Holy Rosary Roman Catholic Church	21 Queen St S	Thorold
St Andrew's Presbyterian Church, Thorold	24 Clairmont St	Thorold
St John the Evangelist Anglican Church, Thorold	12 Carleton St S	Thorold
Thorold South Gospel Chapel	319 Davis St	Thorold
Trinity United Church, Thorold	15 Pine St S	Thorold
Thorold South-Allanburg United Church	208 Taylor St	Thorold South
St Helen's Roman Catholic Parish	4157 Maple Grove Rd	Vineland
Twenty Valley Community Church	3994 Victoria Ave	Vineland
Vineland Free Reformed Church	3685 King St	Vineland
Vineland Mennonite Brethren Church	3970 Glendale Ave	Vineland
Vineland Missionary Church	3874 Victoria Ave	Vineland
Vineland United Church	4402 Victoria Ave N	Vineland
Vineland United Mennonite Church	3327 Menno St	Vineland
St Elizabeth Roman Catholic Church	19M41 Hwy 3	Wainfleet
Wainfleet Brethren in Christ Church	29W82 Perry Rd, RR 1	Wainfleet
Wellandport Church of Christ	82630 Regional Rd 27	Wainfleet
Winger Church of Christ (Disciples)	53238 Hwy 3, RR 1	Wainfleet
Pilgrim Holiness Church, Welland	2 Market Square	Welland
Rice Road Community Church	305 Rice Rd	Welland
Rosedale Baptist Church	11 Rosedale Pl	Welland
Sacred Heart Roman Catholic Church / Paroisse du Sacre Coeur	72 Empire St	Welland
St Andrew the Apostle Roman Catholic Church	22 Golden Blvd E	Welland
St Andrew's Presbyterian Church, Welland	29 Bald St	Welland
St Anthony Croatian Catholic Church	360 River Rd	Welland
St Augustine of Canterbury Roman Catholic Church	295 St Augustine Ave	Welland
St Casimirs Parish	41 Grove St	Welland
St David's Anglican Church, Welland	369 Thorold Rd W	Welland
St John's Greek Catholic Church Hall	111 Second St	Welland
St Kevin's Roman Catholic Church	303 Niagara St	Welland
St Mary's Roman Catholic Church	90 Griffith St	Welland
St Matthew's Lutheran Church, Welland	57 Griffith St	Welland
St Michael the Archangel Ukrainian Catholic Church	422 David St	Welland
Sts Peter and Paul Roman Catholic Church	300 Chaffey St	Welland
Welland Gospel Hall	405 Lyons Creek Rd	Welland

WellSpring Community Church	370 South Pelham Rd	Welland
Wesley United Church	244 First Ave N	Welland
Riverside Christian Reformed Church	74094 Wellandport Rd	Wellandport

Ethno-Cultural Organizations

Native Women Inc, Niagara Chapter	1088 Garrison Rd	Fort Erie
Age D'Or St Antoine	St Antoine De Padoue Roman Catholic Church Parish Hall Portage Rd 4570	Niagara Falls
Canadian Hungarian Cultural and Sports Centre	10215 Montrose Rd	Niagara Falls
Chabad Lubavitch Jewish Center of Niagara	5595 Drummond Rd, Ste 4	Niagara Falls
Club Italia	2525 Montrose Rd, RR 1	Niagara Falls
Islamic Society of the Niagara Peninsula	6768 Lyons Creek Rd	Niagara Falls
Italo-Canadian Centennial Club	6200 Thorold Townline Rd	Niagara Falls
Niagara German-Canadian Club	6854 Garner Rd	Niagara Falls
Royal Scottish Country Dance Society	8805 Nassau Ave	Niagara Falls
Serbian Cultural Centre, Canadian	5956 Main St	Niagara Falls
Service d'Entre Aide Communautaire	St Antoine de Padoue Roman Catholic Church 4570 Portage Rd	Niagara Falls
St Andrew's Society of Niagara	PO Box 150	Niagara Falls
Slovenian - Lipa Park	2850 Oille Rd	Pelham
Canadian Cuban Friendship Association Niagara	1760 Ridge Rd N, RR 2	Ridgeway
African Association of Niagara	12 Jeanette Dr	St. Catharines
Armenian Community Centre	156 Martindale Rd	St. Catharines
B'nai Israel Synagogue	190 Church St	St. Catharines
Canadian Polish Society, St Catharines	43 Facer St	St. Catharines
Chinese Cultural Association of Regional Niagara	PO Box 25024 Shoppers Drug Mart RPO Pen Centre Glendal Ave	St. Catharines
Club Cultural Latin Americano	PO Box 27026	St. Catharines
Club Heidelberg	569 Lake St	St. Catharines
Club La Salle	111 Arthur St	St. Catharines
Club Roma (St Catharines) Inc	125 Vansickle Rd	St. Catharines
Club Sardegna Nel Niagara	17 Gale Crescent	St. Catharines
Croatian National Centre	PO Box 20122 Grantham Postal Outlet	St. Catharines
Filipino-Canadian Association of Niagara	1 Crescent Wood Dr	St. Catharines
Greek Community of Niagara, St Katharine Greek Orthodox Church	585 Niagara St	St. Catharines
Islamic Society of St Catharines, Masjid Al-Noor Mosque	117 Geneva St	St. Catharines
Lao Association	4 Lantana Circle	St. Catharines
Latin Immigrant Niagara Community Association, LINCA	209 Riverview Blvd S	St. Catharines

Niagara Hindu Samaj	P.O. Box 25008	Pen Centre R.P.O.	St. Catharines
Niagara Somali Canadian Community Centre	2 Lighthouse Rd, Apt 306		St. Catharines
Polish Combatants Association - Branch 27	4 Greenmeadow Crt		St. Catharines
Scottish Club of St Catharines	211 Queenston St		St. Catharines
Ukrainian Canadian Congress, St Catharines Branch	122 Parnell Rd		St. Catharines
Ukrainian Canadian Social Services Inc	16 Dixie Rd		St. Catharines
Ukrainian Youth Association	455 Welland Avenue		St. Catharines
Black Creek Community Association, Community Centre	2959 Baker Rd		Stevensville
Club Capri	36 Cleveland St		Thorold
ACFO Niagara, Association communautaire francophone de l'Ontario, péninsule du Niagara	80 King St N, Bureau 1/Unit 1		Welland
Centre Communautaire le Griffon	381 Clare Ave S		Welland
Climate Action Niagara / Greensaver	247 East Main St, Unit 205		Welland
Club Social	810 East Main St E, Side Entrance		Welland
St Anthony Croatian Catholic Church	360 River Rd		Welland
Chang Noi's Thai Cuisine/ Club Thailand	225 Queenston Street		St. Catharines



Local Immigrant Partnership - Adjacent Agency Consultation
 Cultural and Social Organizations supporting Immigrants
 May 31st, 2010
 Meeting Notes

Attendees:

First Baptist Church, Thorold
First Presbyterian Church, North Pelham
Niagara Community Church
Vineland United Mennonite Church
Westminster United Church, St. Catharines
Rockway Presbyterian Church

Open Discussion

Is outreach to immigrant a potential activity for your faith organization?

- Vineland Mennonite participates in sponsorship of families
- Westminster would like to assist those already living in Niagara where sponsorship is not a feasible option for the church financially
- Meaningful relationships with faith organizations encourage retention of immigrants

What could you do to better assist immigrants to Niagara?

- Assisting with adapting to life in Canada (navigation through grocery stores, banking, finding services)
- Direction to Health services and pharmaceuticals
- Information on support services available (social assistance)
- Information will be shared among the group regarding the cost of sponsoring a family into Canada
- Consider the formation of an “outreach team” that could provide “softer” connection (e.g. assist with filling out forms)

How can the LIPs process provide support and assistance to your organizations?

- Encourage settlement in St. Catharines where services are more readily available and immigrants have easier access with public transportation system
- Service providers could offer workshops to Faith and Cultural organizations
- Can faith denomination information be obtained upon entry at the border and a list of contacts by denomination (one per denomination) be provided to put the new immigrant(s) in touch with their faith for assistance?
- Provide information to organizations on credential assessment and how to find service information quickly



Local Immigrant Partnership - Adjacent Agency Consultation
 Cultural and Social Organizations supporting Immigrants
 May 27th, 2010
 Meeting Notes

Attendees:

Club Cultural Latin Americano
Lipa Park Slovenian
Ukrainian Canadian Social Services Inc.
African Association of Niagara
Islamic Society of Niagara Peninsula

Open Discussion

What issues are you challenged by in assisting immigrants new to Niagara?

- Lack of transportation
- Lack of industrial development
- Lack of healthcare/doctors
- Aging population
- No knowledge of “where to start” to direct them to services
- Lack of employment

What can we do to better serve immigrants?

- Need immigration hearings in Niagara rather than taking place in Toronto
- Need to educate employers on the benefits of hiring immigrants
- Need a regional approach to job shortage
- Better communication between services
- Expedite immigration process
- Provide more services in first language

Joint LIPS Agency Intent

Preamble

Based on a recent Local Immigrant Partnership meeting of primary settlement agencies, Executive Directors agreed to share information regarding their individual responses to the Citizenship and Immigration Call for Proposal. They agreed to simply provide a high level strategic summary of their organization's proposal for funding. One question in particular was which of the newly stated CIC funding priorities they were responding to.

Local Immigrant Partnership was asked to collect this information from you and make it available to all. In order to accomplish this, we require the following survey completed and returned electronically by Friday, June 18th, 2010 at noon to corinna.carson@niec.ca. We will then send out a broadcast to all of you with the submitted surveys as attachments by the end of the business day Friday.

Thank you

Name of Organization

Collège Boréal Niagara

Executive Director (or signing authority) contact information

Lynne Vraets

3340 Schmon Parkway

Thorold, ON L2V 4Y6

905-688-9998

Lynne.vraets@borealc.on.ca

Proposed geographical area for service delivery

Niagara Region

Strategic Summary of proposed service delivery

LINC classes levels 1 – 7 (English in the workplace) for immigrants, primarily Francophones and those immigrants wishing to study ESL in the workplace in a French environment

CLIC classes levels 3 – 6 (French in the workplace) for immigrants who have some level of French and feel they need a proficiency in French in order to pursue employment in their chosen field

Facilitate access to the ACE program for immigrants wishing to pursue post-secondary studies in French

On-site access to settlement and employment services for Francophone and Francophile Newcomers

Please return this electronic survey to corinna.carson@niec.ca

Preamble

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Thank you

Name of Organization

YMCA of Niagara

Executive Director (or signing authority) contact information

Deanna D'Elia – Director of Employment and Newcomer Services – 129 church Street St. Catharines ON L2R 3E2 (B)905-684-3500 ddelia@ymcaofniagara.ca

Proposed geographical area for service delivery

Niagara Region – 4 offices and itinerant services provided to all cities/towns in Niagara (5th office to be added in year two as YMCA in West Niagara opens)

Strategic Summary of proposed service delivery

Niagara Newcomer Connections - The project's design emphasizes a multi-sector partnership approach bringing together, not only settlement providers, but all community providers/associations in the community required for settling and living in Niagara. The project will provide services related to welcoming the Newcomer, providing needs assessments, referrals, resource area, group sessions and strengthening the delivery service for Newcomers in Niagara through collecting and sharing of data and providing staff development and training opportunities to other SPO's. The service delivery locations would be as follows: continued service in both school boards in Niagara (including summer school), local community centres, multipurpose sites, libraries, and through itinerant services (multicultural centres, college and other providers requiring needs assessments - CLBA).

Primary Settlement Outcome: Welcoming Communities

Secondary Settlement Outcome: Orientation

Delivery Streams; Information and Awareness, Employment Related Services, Community Connections, Needs Assessments and Referrals and Support Services.

Greatest emphasis will be placed on Information and Awareness and Needs Assessments. Through the delivery of the Welcoming Communities the other streams will be touched upon.

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Preamble

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Thank you

Name of Organization

Club 2000 Niagara Inc. / Centre d'emploi 2000

Executive Director (or signing authority) contact information

Lucie Huot

Proposed geographical area for service delivery

Niagara Region, based in Welland with itinerant offices across the peninsula

Strategic Summary of proposed service delivery

Summary in point form of FRANCOPHONE Services related to Employment going to be offered

- Evaluation and needs assessment
 - Referrals to other francophone agencies for Mental Health, literacy & training and community outreach
 - Information and awareness programs
 - Employment counseling
 - Support services such as training workshops for employment preparation
 - Mentorship and volunteer opportunities provided
 - Networking and community activities
 - L'appui et les outils pour la reconnaissance des acquis
 - L'accompagnement et mentorat pour les stages en milieu de travail
-

Preamble

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Thank you

Name of Organization

ABC Communautaire
706 East Main st.
Welland (ON) L3B 3Y4

Executive Director (or signing authority) contact information

Normand Savoie

Proposed geographical area for service delivery

Niagara Region

Strategic Summary of proposed service delivery

L'ABC Communautaire offers a multitude of services such as:

LBS Literacy and Basic Skills Program

The Ministry of Training, Colleges and Universities' Literacy and Basic Skills program helps people whose literacy skills fall below the Grade 9 level.

The program consists of a comprehensive review of French grammar including the following categories:

- Anglicism's
- figurative expressions
- past tense verbs
- synonyms and antonyms
- homonyms
- note taking
- verbs

The goal of the program is to give adult learners the ability to achieve basic literacy skills needed in order to access and maintain employment, to pursue higher education or simply to be able to function independently.

ACE Program

The Academic & Career Entrance Program is offered in partnership with Collège Boréal. This program, also known as Academic Upgrading offers individual training plans in preparation for College and Apprenticeship studies. The level of difficulty of these courses is equivalent to a high school grade 12. The learners registered in the program have access to all services offered by the college as well as ABC Communautaire and they benefit from the constant support of the facilitators in the classroom. The length of the program varies according to the experience, goals and learning abilities of each student.

Courses:

French
Math
Human biology
Environmental biology
Chemistry
Physics
Introduction to computers

*For LBS and ACE Programs we offer:

Free courses

A personalized training plan

Competent and devoted staff

A flexible schedule: daytime, evening, full or part time

Continuous intake

Financial aid for transportation and daycare services

Grade 12 diploma

In partnership with the Centre for Independent Studies of Toronto, l'ABC Communautaire is a centre designated to help those students who wish to pursue their grade 12 diploma.

Translation

We offer translation services from English to French for written documents such as:

-News releases

-Business correspondence

-Reports/Technical documents

-Information packages

-Pamphlets

-Notices of appointment

-Other

Preamble

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Thank you

Name of Organization

Welland Heritage Council and Multicultural Centre

Executive Director (or signing authority) contact information

Claire Masswohl
Chief Executive Officer
Welland Heritage Council and Multicultural Centre
26 East Main Street
Welland, ON L3B 3W3
905-732-5337

Proposed geographical area for service delivery

Welland and surrounding areas

Strategic Summary of proposed service delivery

1. Orientation: to conduct needs assessment and referrals as well as provide information and awareness so that Newcomers can make informed decisions about their settlement and understand life in Canada
2. Language/ Skills: to provide languages learning and skills development (LINC Levels 1 – 6 using CLB guidelines) so that Newcomers have the language and skills needed to function in Canada
3. Labour Market Access: to provide Community Connections for Newcomers by facilitating mentorship matches across Niagara between established Canadian professionals and Newcomers so that Newcomers obtain required assistance to find employment commensurate with their skills and experience
4. Welcoming Communities: to provide Community Connections through friendship matches, group matches and activities for Newcomer adults, seniors and youth so that clients are connected to the broader community and social networks

Please return this electronic survey to corinna.carson@niec.ca

Preamble

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Local Immigrant Partnership was asked to collect this information from you and make it available to all. In order to accomplish this, we require the following survey completed and returned electronically by Friday, June 18th, 2010 at noon to corinna.carson@niec.ca . We will then send out a broadcast to all of you with the submitted surveys as attachments by the end of the business day Friday.

Thank you

Name of Organization

Niagara Catholic District School Board

Executive Director (or signing authority) contact information

Fred Wilson, Supervisor of ESL and International Education

Proposed geographical area for service delivery

Niagara Falls and Welland

Strategic Summary of proposed service delivery

Language/Skills – Proposed to continue to deliver language training in Niagara Falls and add a class at our Welland location to operate in conjunction with our provincially funded ESL program in that community.

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Name of Organization

Niagara Folk Arts Multicultural Centre

Executive Director (or signing authority) contact information

Jeff Burch 905-685-6589 ext 222

Proposed geographical area for service delivery

Niagara Region, specifically North Niagara, including St. Catharines, Niagara Falls, Lincoln, West Lincoln

Strategic Summary of proposed service delivery

Folk arts is applying for all of existing services and has applied for the following new programming in the following project streams:

Information and Orientation:

- 1) Newcomer Welcome Centre in offices in St. Catharines and Niagara Falls.

Language Learning and Skills Development:

- 1) English for the Tourism Industry
- 2) English for Small Business
- 3) English for Transportation Trades
- 4) Healthy Living in Canada

Labour Market Access and Training:

- 1) New Curriculum
- 2) Introduction to Small Business
- 3) Computer and Career Basics for Immigrant Women
- 4) Professional Mentorship

Community Connections:

- 1) Professional Mentorship
- 2) Language Tutoring
- 3) Youth Centre
- 4) Various new adult and youth programming

Support Services – Settlement Counselling

- 1) Expanded services to support partners in satellite locations throughout Niagara

Support Services – Childminding

- 1) Expand service to all clients in all programs
- 2) Fill gaps in service with satellite and occasional childcare

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Thank you

Name of Organization

Fort Erie Multicultural Centre

Executive Director (or signing authority) contact information

Martha Mason, Executive Director or Wasi Naz, President
P.O. Box 104, Fort Erie Ontario L2A 5M6

Proposed geographical area for service delivery

Municipality of Fort Erie (service delivery)
The Region of Niagara (program and policy development)

Strategic Summary of proposed service delivery

1) Language & Skills

Outcome: Newcomers have the official language and skills needed to function in Canadian society
This outcome recognizes the current language learning system in Fort Erie and the 16 year partnership between Fort Erie Multicultural Centre and Niagara Catholic District School Board, which provides access to English language and life skills learning for both CIC eligible and non eligible Newcomers. Classes range from Literacy and Level 1 through 7. Proposed enhancements to the program include education bridging for youth and activities to enhance the school's profile, networks and connections to the community.

2) Welcoming Communities

Outcome: Newcomers are connected to the broader community and social networks. This outcome recognizes the historical service delivery profile of Fort Erie Multicultural Centre in that Newcomers are typically past the initial adaptation stages of their settlement process by the time they become eligible for CIC funded services; i.e. they are more ready for the acculturation / community engagement phases of the settlement integration process. Proposed enhancements include strategic partnering to activate a local community vision and alignment of common goals and which includes Newcomers in the planning, decision and implementation process; creating a welcome space for youth asset and literacy building activities in partnership with Fort Erie Literacy Council and Big Brothers Big Sisters and Fort Erie Public Library; fostering connections to arts and leisure in partnership with Fort Erie Arts Council; improving access to supports such as child care, health care, post-secondary education and transportation; and, promoting a social determinants of health philosophy and facilitating cultural competence in the local and broader (regional) community through information, education & awareness activities.

3) Policy & Program Development

Outcome: Standards, tools, resources and program coordination support the effective delivery of service
This outcome recognizes 3 years of development work to establish an outcome-based evaluation and data collection system which accurately captures demographics and outcomes relative to the Newcomer population and which achieves evidence based / comparable outcomes for analysis, planning and development purposes. Fort Erie Multicultural proposes to further develop and promote tools, guidelines and procedures for ethical data collection, service participant information sharing, privacy and consent protocols, and criterion for reporting and disseminating aggregate Newcomer demographics and outcomes.

Please return this electronic survey to corinna.carson@niec.ca

Sample Letter of Support



COMMUNITY SERVICES
Social Assistance and Employment Opportunities
2201 St. David's Road
P.O. Box 344, Thorold, ON L2V 3Z3
Tel: 905-984-6900 Fax: 905-984-3685
www.niagararegion.ca

June 18, 2010.

Darlyn Mentor
Settlement and Intergovernmental Affairs Directorate CIC - Ontario Region
25 St. Clair Avenue East, Suite 700
Toronto, ON M4T 1M2

Dear Ms. Mentor,

RE: CIC - Ontario Region Call for Proposals 2011-2012

On behalf of Community Services, Social Assistance and Employment Opportunities I am pleased to provide this support letter for Niagara agencies that provide invaluable programs and services for Newcomers settling in our local area.

Community Services holds the Local Immigrant Partnership (LIP) contract with CIC for the development of an Integrated Service Delivery Plan. While the call for funding proposals from CIC has occurred prior to the completion of the LIPS process, we want to express confidence in local agencies' ability to offer high quality, results based services for Newcomers.

Niagara agencies have been actively involved in the development of the Integrated Service Delivery Plan. We believe that when our plan is complete we will all be in an ideal position to improve the effectiveness and efficiency of our collective efforts in attracting, settling and retaining Newcomers to Niagara region.

In summary, our organization is very pleased to provide support to (Name of Agency) .

Yours sincerely,

Sincerely,

A handwritten signature in cursive script that reads "Lori Watson".

Director, Social Assistance and Employment Opportunities

LIPS Executive Director Meeting

Notes: October 15, 2010 LIPS Executive Director Meeting

EDs/Representatives Present:

Ted Palmer	BEC
Trudy Parsons	NWPB
Lucie Huot	CERF
Lynne Vraets	Collège Boréal
Stan Droblich	Employment Help Centre
Ione Clapham	FACS
Jeff Burch	Folk Arts
Muriel Wilson	Matthew House (for Jim McNair)
Fred Wilson	Niagara Catholic School Board
David Atherton	Niagara College
Lori Watson	Niagara Region
Claire Masswohl	Welland/NF Multicultural Centre
Deanna D'Elia	YMCA Niagara
Michelle Tiffney	CIC Niagara
Jack Kloerian	CIC Hamilton/Niagara
Denise Leblanc	CIC Hamilton
Suzanne Rocheleau-Chung	Community Services Niagara Region
Sue Morrison	MCI
Jennifer Hay	Fort Erie Multicultural Centre (for Martha Mason)
Henri -Louis St-Martin	Niagara Falls CHC Help Centre

Notes on Presentation – Key Recommendations

Wayne Hussey gave an overview of the project.

Mandate of the LIPs group is to identify “made in Niagara” integrated service delivery plan = promote cooperative work. The closer you work together gives the opportunity to efficiently serve new Canadians. It is a road filled with tensions because saying to work closely together sounds like telling you what to do. It is an inclusive process. We have animated a process with a ton of input from organizations. We are giving you our recommendations. We would love to hear your voice. Not giving full report today. First 20 pages are just a road map. Six recommendations today.

We have called for your feedback by October 31. Next step is to move forward and make revisions to report and move it to the steering committee. That group has been our mentor group. Your input is to influence the report. Then we go to task force for their input. The intention is to deliver the report to the funder and make recommendations. Intent of the funder to establish LIPs project group to carry on. Agency leadership is critical to whatever strategy occurs.

- First recommendation: Core Service Accessibility*
Populations change. Believe a smart step for the future is to do an analysis of locations for future locations, over the next 10-15 years. Forecasts in this region is for change.
- Second recommendation: Improve Integrated Service Delivery*
Look for opportunities. We have given a recommendation for a common referral system. Each agency should have capacity to effect effective referral. Agency staff should get together. Improved integrated service delivery. Implementation will be in your hands.
- Third recommendation: Expand the Niagara Enticement and Retention Strategy*
It would be wise to expand on work to entice people to come to the Niagara region and determine means of retaining them. Develop new Canadian incubators of small business. Develop a plan that improves.

- *Fourth recommendation: Invest in the LIPS Partnership Council and Partnership Coordinator*
Need somebody to animate partnerships, whose job is to animate communication. All participate in the partnership. Support a process which we would request to animate partnerships, to increase cooperation etc. To reduce expense, each hosts on an annual basis and rotates every year. A dedicated long perspective.
- *Fifth recommendation: Develop a Common Brand for Settlement Services in Niagara*
Partnership council should refer to a common brand to newcomers. We think a common brand for settlement services makes sense.
- *Sixth recommendation: Foster Innovation/New Service Development*
All information learning will be based on our capacity to manage. Creative thinking will be tipping point for comments.

To summarize:

- Look forward to place our investments in most effective location. Go forward with correct data, understand where service delivery access points could be.
- Try to start improved innovation and cooperation.
- Start to look at common referral system that every door is a good door.
- Expand and be much more deliberate in the enticement and retention strategy. Retention is driven by employment.
- Partnership council. Put somebody at the reins.
- Common brand. Get in the business of creative thinking.

Comments:

Related on enticement and retention. That is bigger than the new Canadian sector of service provider. Did you sense any movement to drive that? It may need to be driven by a broader group of people united to say this is where we want to go.

(Wayne) The private sector is driving that. We have retention strategies but eager for more. We have a lot of people with skills. Is there an appetite to work with us to do this.

(Trudy) This group is a key player but it is a bigger picture. Labour action plan to 2013 strengthening our ability to recruit. A lot of activities taking place around that. A strategy around this group.

(Wayne) We're a flow-through opportunity. Out of the 54 CMA they study, we were in the bottom four for retention of new Canadians. We need to understand some of the measures integrated with local labour market strategies. We have churches in this region enticing people to come here. Trying to find families they can bring to Canada. There is an example of an agent communicating with parts of the world.

Ted Palmer: Retention is dependent on jobs. What are these jobs we don't have skilled workers for?

(Wayne) Welders. High end metal fabrication. Architects. We can give a laundry list. If the private sector sees us as valuable they will invest in us. We are looking for solutions. We can get you that data.

Fred Wilson: Two comments. In regards to the church groups bringing families we have many faith groups doing it one family at a time. There are flaws. I have recently been involved with a community bringing two families: when the one year sponsorship comes to an end, individuals are pushed to go work on the farms. At that point I disagreed. I think this is happening quite commonly. Those in the council who are meeting with the faith groups involved in the sponsorship should be encouraged to look beyond the one year.

(Wayne) Maybe that's where we come in, maybe after six months we start to be part of the solution so that the burden isn't carried by the church.

(Lori) In participating in some of those meetings it was identified a lack of knowledge of the agencies; as a first step is the forum downstairs with the agencies. The faith groups have been invited to encourage them to ask questions and become more involved.

Fred: Lack of awareness or lack of knowledge of what is available to the newcomers. If I could make a second comment in regards to attracting and retaining professionals in the region, I think the council does have a huge role to play somewhat influencing licencing bodies with the province. There's a certain attitude with local politicians. During a presentation, a local politician was proud to talk about \$18 an hour job in some hotels. That's very good if the individual chooses that job but when we see people who arrive in this country with tremendous backgrounds they shouldn't be encouraged to take these \$18 an hour jobs.

(Wayne) We work on assumptions everyone around the table is doing the best they can. All to improve what exists today.

Take report away and reflect upon it and send your thoughts back to Corinna Carson. You can be as creative as you want to be. We will adjudicate what we can support, take it back to the task force. This is where we implicate them. We are going to get their feedback and produce final report November 15. Final date is March 31, 2011.

Claire Masswhol: Will we have opportunity after our input to get back together and discuss what is going to be set out? Will there be a report from that? I would like to give input and have a discussion prior to the task force.

(Wayne) We would like your individual voices first. If we could receive individual responses, after that we would share those and get your response. We would like to think about the timing. We can run some parallel. Once recommendations have been received from you by October 31 we can get together again to discuss. We will get back to you on the timing of that. We can move fairly quickly to summarize your input and get back together.

Henri-Louis St-Martin: Would like to get report electronically.

Other: Attach road map services to Email.

LIPS Executive Director Meeting

Notes: November 10, 2010 LIPs Report Recommendations Feedback Meeting

EDs/Representatives Present:

David Atherton, Niagara College

Jeff Burch, Folk Arts

Stan Droblich, Employment Help Centre

Deanna D'Elia, YMCA Niagara

Francis Garwe, Bridges Community Health Centre

Jennifer Hays, Fort Erie Multicultural Centre

Jim McNair, Matthew House

Martha Mason, Fort Erie Multicultural Centre

Claire Masswohl, Welland/NF Multicultural Centre

Trudy Parsons, NWPB

Lori Watson, Niagara Region

Fred Wilson, Niagara Catholic School Board

Recommendations

The mandate is to move the recommendations forward to the steering committee, that we validate the language and that these recommendations are endorsed by this committee.

1. Core Service Accessibility

- Welland/Niagara Falls Multicultural Centre had examined various locations and identified gaps and that they had done a model for the LIPs proposal; each person/agency knows their own areas; she has data she can share.
- YMCA Niagara pointed out that we are talking about all services that provide settlement in Niagara. The CLARS databank that will be implemented will provide the mapping.
- Niagara College tracks through CIITE.
- LINK has access to the entire region; in addition, the SWIS system shows where the schools have spiked.

2. Improve Integrated Service Delivery

- CLARS should take care of the common referral point once it is implemented and the CLARS language program should be considered.
- All services must be included, as well as those that are not CIC-funded.
- The influence we have is how we use the data; if we are prepared knowing CLARS is coming, we are ahead of the curve using their statistics. We can also track secondary migration patterns.

3. Expand the Niagara Enticement and Retention Strategy

- There will be great support to link immigrants in many occupations; if we know what jobs are planned, we may be able to get funding to tailor filling the needs.
- Agencies must work more closely with each other regardless of where the jobs are.

4. Invest in the LIPS Partnership Council and Partnership Coordinator

- The coordinator would work cooperatively with all the agencies.
- Endorse project coordinator recommendation.

5. Develop a Common Brand for Settlement Services in Niagara

- A common brand increases the power of the voice.

6. Foster Innovation/New Service Development

- There is funding for NGEN, as a group, we should get some involvement in that and have access to entrepreneurs.
- Innovation requires creative thinking.

Other:

- We need some clarity NIEC's role
- Whatever the funder calls it, it is about employment.
- Our next step is to go to the committee leaders to get them engaged, and then our report goes to the funders; we will share the next recommendations when the final report is ready in a month or so.

Community Consultation

Local Immigrant Partnership Strategy (LIPS) – flip chart notes from January 14, 2011

1. The Analysis of Core Service Accessibility

I Wish For:

- A comprehensive analysis to be completed
- Working communication network or portal
- Services offered by agencies that are more inclusive (input) of new Canadians
- More practical resources developed for use by agencies such as mapping and stats
- Create database system that makes it easier to track and monitor service delivery
- Better intercity bus transportation
- A “live” databank of information
- Recognize the potential immigrant cohort in the international students graduating from Brock University

Action Steps:

- Creation of a Service Passport track services used
 - Begins the process of mapping Primary and Secondary services
 - 1 – collective discussion
 - 2 – LIPS coordinator develops
 - 3 – has collective logo
 - 4 – implement September 1, 2011
- Creation of Quarterly Reports
 - Track numbers and client data
 - 1 – collective discussion – include funders
 - 2 – LIPS coordinator develops
 - 3 – collected and shared
 - 4 – trends, gaps/celebration items and areas for improvement
 - 5 – first one in July 2011

Comments:

- Web based
 - Database – Martha
 - \$2,000/year/agency
 - Demographic, needs assessed services
 - Need to constantly update info
- Available now
 - Consider incorporating passport with database

2. Improve Integrated Service Delivery

I Wish For:

- All agencies to work together
- Work in each other’s agencies
- Service be delivered – kind, compassionate
- Agencies to be informed about all agency services for new Canadians
- An integrated data system/portable Newcomer file (to be shared with/between service providers)
- Able to provide more services together
- Accelerate the immigration and settlement process
- Translation and interpretation services

Action Steps:

- Demonstration/Pilot project of 5 partners

Embedding staff in each other’s agencies, i.e. job shadowing

Result/Goal

- Understanding of service and need
- Holistic approach
- Creates opportunity for creative/innovative thinking

Measure Success

- Did it happen
- Behaviour change – joint activities, change in business practice
- Feedback from clients

Timeline

- 6 months (implementation/ongoing evaluation)
- Month 7 – forward – normalized
- 18 months across Niagara

- **Create a common client file**

Result/Goal

- Holistic approach
- Service
- Referral fatigue
- Knowledge/understanding of client needs

Measure Success

- Client outcomes, i.e. housing, employment
- Agency efficiencies – opportunity to resource new idea/programs

Timeline

- 1 year of demonstration
- 2 years across Niagara

3. Expand the Niagara Enticement and Retention Strategy

I Wish For:

- Strengthened partnerships and more information sharing
- More engagement by local employers with service providers
- Agencies to work together
- Improved access
- Centre of excellence
- New Canadians have more opportunities to stay in Niagara
- More employment and innovative jobs
- Inter-municipal transportation
- Promote multicultural positives in communities to create cohesion and a sense of belonging
- Strengthen collaboration with the St. Catharines mayor and Brock University to retain graduating international students
- More mentoring programs
- Know exactly where jobs are available

Action Steps:

- Engage buy in by Regional council and all 12 city councils by September 30
 - Assist and champion
 - Political/education systems
 - Launch aggressive campaign
 - Ongoing, to launch October 31
 - Establish team by end of February – work directly with Coordinator
 - Institute marketing tool – presentations/personal visits
 - Recruit
- Ask for place on website
- Encourage multicultural – trilingual
- Are people leaving because there are no jobs? Accountable. Let me help you.

4. Invest in the LIPS Partnership Council and Partnership Coordinator

I Wish For:

- Stable funding to continue inclusive planning
- A Coordinator who can engage us all
- A bilingual Coordinator with mobility and flexibility who will represent all contributors
- No wish – just do it!

Action Steps:

- Move ahead with council right away
 - Determine make up
 - First meeting – April
- Further discussion by council needed to determine need for a Full Time coordinator. Other options? E.g.
 - Contracted services
 - Brock or Niagara College coops, etc.

5. Develop a Common Brand for Settlement Services in Niagara

I Wish For:

- One model for service
- Recognition at a glance – clear language
- Image speaks for itself
- Logo representative of diversity/international/all representative ex androgynous
- No wish – just do it

Action Steps:

- Input from Newcomers and agencies
- Organize sessions for feedback and to get themes/ideas which would represent logo/brand by March 31
- Engage graphic artist and get 7+ samples by June 30
 - Newcomers and volunteers in arts program and graphic design
 - Or utilize current logo multicultural or submit this as item to jury as 1 of the 7 samples
- Bring samples to representatives/jury and establish terms of reference for final decision by September 30
- Marketing/creating credibility to involve, e.g. politicians, newspaper coverage
- Launch by October 31

6. Foster Innovation/New Service Development

I Wish For:

- Develop forums to incubate creative thinking, such as seminars, symposiums and educationals
- Blue Sky
- Hold a forum on a yearly basis that focuses on Newcomer services and new processes – May
- “Copy” best examples already in play – Waterloo/Pitts
- Number 2 (Improve Integrated Delivery Service) should create this

Action Steps:

- Annual forum for SPOs and Newcomers – May 2012
- Annual educational conference – September of each year
 - CLARS
 - Outcome measurement
 - Best practices

Community Consultation and Exercise

Local Immigrant Partnership Strategy (LIPS) – notes from January 28, 2011

Attended:

David Atherton	Niagara College
Yasser Boukrab	Community Development and Race Relations (?)
Andrew Dougherty	Fort Erie Multicultural Centre
Madeleine Guertin	Collège Boréal
Lucie Huot	CERF Niagara
John Kaethler	Brock University
Joanne Maltby	Welland Multicultural Centre
Martha Mason	Fort Erie Multicultural Centre
Bonaventure Otshudi	Centre de santé
Suzanne Rocheleau-Chung	Niagara Region
Lori Watson	Niagara Region

Like About Plan:

- Reflects voice of local immigrant partnerships
- Actionable
- Unique – Niagara
- No wrong door
- People coming together to work together
- Plan – to enable action
- Looks detailed plan and format
- Tracking – framework
- Offers opportunity for reflection

Tasks:

- Branding
 - advocate brand – Niagara
 - proprietary (?) -
 - identity
 - cohesion
- Strengthen
 - cultural communities
- Work with welcoming communities
- Integrate service delivery
- Enticement – international students
 - after graduating
 - strong culture organization
- Quarterly report

CONCERNS AND SUGGESTED TASKS IN THE WORK PLAN

Concerns:

- Employment piece – stronger
 - initiatives
 - keep people here
 - educate employers regarding diversity
- Lack of attendance at meetings
 - voices heard
 - buy-in
- Lack of immigrants in working group
 - partnership
 - council
 - be part of immigrants
- Timelines
 - tracking
 - CIC may need to carry over – update
- Setting task/working group
 - use technology

Suggestions:

- Link to NIEC
 - link to ongoing needs
- Jobs
 - education
 - family
 - Community
 - like communities (similar communities)
 - social
 - Market to local employers
- Engage some employers
- Newcomers
 - value
 - networking
- Learning forums
 - include immigrants, employers

