

PARTENARIAT LOCAL EN MATIÈRE D'IMMIGRATION



Approche coopérative du Niagara :
développer les services existants pour les
nouveaux arrivants

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Immigration Canada

Approche coopérative du Niagara :

développer les services existants pour les nouveaux arrivants

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- Sean Jackson, PDG, Meridian Credit Union, coprésident NIEC Business
- Paul Leon, Leon, Fazari, LLP, coprésident NIEC Community
- Trudy Parsons, directrice exécutive, Conseil de planification de la main d'œuvre du Niagara
- Brian Hutchings, commissaire, Services communautaires, région du Niagara
- Jack Lightstone, recteur, Université Brock
- Bala Kathiresan, chef de l'exploitation, Système de santé de Niagara
- Franklin Leukam, liaison communautaire, Conseil scolaire de district catholique Centre-Sud
- John Fisher, président, Walker Industries

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Nous aimerions profiter de cette occasion pour remercier tout particulièrement les membres du Groupe de travail initial :

- Lori Watson, Services communautaires, région du Niagara
- Martha Mason, Centre multiculturel de Fort Érié
- Corinna Carson, Niagara Immigrant Employment Council
- Trudy Parsons, Conseil de planification de la main d'œuvre du Niagara
- Maryam Al-Harazi, Partenariat local en matière d'immigration du Niagara

Nous aimerions remercier les nombreux nouveaux arrivants qui, en acceptant de participer, ont contribué de façon significative à ce que leurs idées et leurs voix soient entendues.

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Historique et contexte

Citoyenneté et Immigration Canada (CIC) a proposé des financements à plusieurs régions de l'Ontario pour qu'elles fassent le point sur leur réseau de services aux nouveaux arrivants et émettent des recommandations visant à renforcer les services existants. L'objectif était de déterminer si un processus de consultations et de collaborations impliquant les principaux partenaires pouvait permettre de mieux connecter les différents services. Le but était de permettre aux organisations travaillant avec les immigrants de mener une réflexion critique sur le modèle actuel et d'analyser les services existants susceptibles d'être améliorés pour aider les nouveaux arrivants à intégrer la société canadienne. Ces recommandations pouvaient ensuite être mises en œuvre, bénéficiant ainsi aux nouveaux arrivants ainsi qu'aux prestataires de services. Citoyenneté et Immigration Canada a accordé son premier financement en août 2009.

Le nom du projet, appelé Partenariat local en matière d'immigration, reflétait la priorité du groupe qui était d'insister sur la collaboration des partenaires communautaires au développement et à l'amélioration des programmes communautaires consacrés aux immigrants. L'acronyme PLI sera employé pour désigner l'expression Partenariat local en matière d'immigration tout au long de ce document.

La phase initiale du projet a débuté en septembre 2009 avec la création d'un groupe fondateur composé de plusieurs membres de premier plan. Le groupe initial, appelé Groupe de travail des PLI, était constitué des personnes suivantes :

- Lori Watson, Services communautaires, région du Niagara
- Martha Mason, Centre multiculturel de Fort Érié
- Corinna Carson, Niagara Immigrant Employment Council
- Trudy Parsons, Conseil de planification de la main d'œuvre du Niagara
- Maryam Al-Harazi, Partenariat local en matière d'immigration du Niagara

L'objectif du groupe de travail était de définir les paramètres du projet initial en s'assurant que les mesures logiques étaient prêtes à être mises en œuvre. La région du Niagara a tenu le rôle de chef de projet. Le Centre multiculturel de Fort Érié a été chargé de la gestion du projet tandis que la coordination du projet est revenue au Niagara Immigrant Employment Council. Le Conseil de planification de la main d'œuvre du Niagara a également apporté son soutien et prodigué des conseils.

Le 12 février 2010, la région du Niagara a formulé une demande de prorogation du financement du PLI pour l'année 2010/2011 en vue de consolider les résultats du plan de travail et d'élaborer un plan stratégique plus large et permettant une plus grande intégration.

Analyse documentaire

Une analyse documentaire a été effectuée afin de relever les principales idées influant sur l'établissement des nouveaux arrivants au Canada. Cette analyse a servi de base à la collecte de données qualitatives sous forme de thèmes. Ces thèmes apparaissaient clairement dans les recommandations finales formulées par le Groupe de travail. Les termes « nouvel arrivant » et « immigrant » sont utilisés indifféremment tout au long du document.

Une croissance économique durable

Pour que le Canada continue de se développer et de prospérer, il lui faut des personnes qualifiées pour occuper les nombreux postes nécessaires. La baisse de la population sur le territoire canadien due à un faible taux de natalité a eu des répercussions sur la capacité du Canada à survivre au sein d'une économie mondiale. Si notre population vieillissante n'est pas remplacée, de nombreux employeurs pourraient ressentir une pénurie de personnel pour occuper ces postes et certaines entreprises pourraient aller chercher ailleurs.

En moyenne, les Canadiennes donnent naissance à 1,5 enfant, ce qui est nettement inférieur aux 2,1 nécessaires pour qu'une population se renouvelle. Ces chiffres indiquent que la main d'œuvre va diminuer lentement à mesure que la nation vieillira. Ottawa estime qu'à partir de 2011 toute nouvelle croissance du marché du travail devra venir des immigrants (Taylor, 2005, p. 2).

En d'autres termes, « l'avenir du marché canadien dépendra bientôt, pour sa survie, d'une offre régulière de travailleurs étrangers » (Taylor, 2005, p.2). Les mutations du marché du travail causées par la technologie et la mondialisation ont également accentué l'urgence de recruter des travailleurs qualifiés et « redéfini le monde du travail » (Blair, 2005, p.6). La technologie a accéléré les échanges exigeant des compétences technologiques plus pointues et davantage de contacts avec les autres à travers le monde. La mondialisation n'a cessé d'élargir notre sphère d'influence exigeant des travailleurs qu'ils parlent couramment une multitude de langues et connaissent bien les politiques et le protocole du commerce international afin d'accroître en permanence la compétitivité dans une économie mondiale.

« L'avenir de la croissance économique et de la stabilité du Canada dépend beaucoup de sa capacité à maximiser efficacement les compétences des immigrants qualifiés et ce dans le plus court délai possible » (Blair, 2005, p. 4).

Le Conference Board du Canada, Immigration et emploi 2010, parle de l'importance de faire venir de nouveaux arrivants talentueux et qualifiés au Canada et de les retenir.

Les enjeux sont de taille. En 2006, le Canada a accueilli 251 511 immigrants dont la plupart étaient hautement qualifiés. Près de 70 % d'entre eux ont débarqué à Toronto, Montréal et Vancouver, moteurs urbains de notre économie (Toronto comptabilisant à elle seule 39% des immigrants). Et cependant, le besoin d'une immigration accrue se fait pressant. Le Conference Board estime qu'il nous faudrait 375 000 nouveaux immigrants chaque année pour stabiliser la main d'œuvre et assurer la croissance économique. Les dénicher et les attirer jusqu'à nous constitue le premier défi auquel notre pays doit faire face.

Ce que cela signifie

Cela signifie que si nous attirons des immigrants de l'étranger, nous devons également fournir les moyens de les assister et de leur permettre de réussir leur intégration à la société canadienne mais aussi de devenir des citoyens productifs. Pour y parvenir, « les personnes qui immigreront au Canada ont besoin que la société qui les accueille leur fournisse des services leur permettant de s'intégrer efficacement et de contribuer au développement de cette nation » (Blair, 2005, p. 1).

Encouragement

Lorsque nous avons encouragé les nouveaux arrivants à venir s'installer au Canada, nous avons insisté davantage sur le fait que les zones moins peuplées devaient être privilégiées. Les immigrants qui déménagent dans ces zones moins peuplées ne disposant pas de supports adaptés sont confrontés à des problèmes plus importants car ils sont socialement isolés de leurs groupes culturels mais aussi parce que cela a des répercussions négatives sur leur capacité à s'acclimater à la société canadienne. « Sans associations ou communautés ethnoculturelles et autres partenaires essentiels collaborant à soutenir leur établissement, nous courons à la catastrophe » (Blair,

2005, p. 2). Les immigrants n'ont d'autre choix que d'envisager de migrer vers de plus grandes villes offrant une diversité de services et de communautés ethnoculturelles mieux adaptés à leurs besoins de se sentir liés à la société canadienne. Alors que les autorités canadiennes souhaitent encourager les immigrants à se déplacer vers les zones rurales, « 76 % des nouveaux arrivants ont choisi de s'installer dans les trois principaux centres urbains, Montréal, Toronto et Vancouver » (Taylor, 2005, p. 2). Nous devons trouver des mesures d'incitation pour aider les immigrants à rester dans des communautés plus petites si nous voulons éviter que les zones urbaines ne se développent et que les zones rurales n'appartiennent qu'au passé.

Supports en place

Afin d'encourager les immigrants à rester dans des communautés plus petites, nous devons impérativement reconnaître la nécessité de mettre en place des supports répondant mieux aux besoins des nouveaux arrivants afin de susciter chez eux un sentiment d'appartenance à leur nouvelle culture. Pour y parvenir, nous devons « agir localement, en répondant aux besoins des immigrants afin qu'ils réussissent à développer un sentiment d'identité et de communauté » (Blair, 2005, p. 1).

Le Dr. Miriam Stewart de l'Institut de la santé des femmes et des hommes des IRSC a déterminé que les immigrants et les réfugiés étaient confrontés aux défis suivants : langue, emploi, éducation, finances, racisme et discrimination, statut d'immigrant et repérage dans le système (date inconnue, p. 1). Elle poursuit en affirmant que les nouveaux arrivants doivent faire face à des difficultés telles que « le choc culturel, l'isolement social, la solitude émotionnelle, la compréhension culturelle, la langue et la communication » (date inconnue, pp 1-2).

Parmi les supports visant à atténuer les difficultés auxquelles sont confrontés les immigrants, on trouve une large gamme de services notamment, les cours d'anglais langue seconde, les services de logement, les formations et l'aide à la recherche d'un emploi. Cela fait intervenir des établissements d'éducation, divers niveaux du gouvernement, le secteur privé mais également des organisations communautaires. « Les prestataires de services communautaires insufflent la vie dans la communauté et offrent un point d'accès aux divers programmes et services nécessaires à l'intégration des immigrants dans la communauté et dans la société en général » (Blair, 2005, p. 3).

Des supports doivent être conçus pour que les nouveaux arrivants puissent bénéficier d'opportunités ciblées sur des emplois qualifiés. Par le passé, « leur rôle sur le marché du travail a été, dans la plupart des cas, limité aux métiers inférieurs » (Blair, 2005, p2). Selon Blair (2005), plus de la moitié des immigrants admis par le passé ont été choisis sur des critères purement économiques. Aujourd'hui, ce choix est davantage basé sur les qualifications et le niveau d'études (2005, p. 5). « Le programme des candidats du Manitoba est axé sur les pénuries de main-d'œuvre qualifiée de son propre marché du travail. Ce qui signifie que les artisans sont plus recherchés que les doctorants » (Taylor, 2005, p. 5).

D'après le rapport du Conseil canadien pour les réfugiés d'avril 2003, « avant d'encourager les nouveaux arrivants à s'installer dans des communautés plus petites, le gouvernement s'assure que celles-ci disposent des supports nécessaires à l'accueil des nouveaux immigrants et que l'accès aux services d'établissement et aux services économiques et sociaux y est convenable » (2003, p. 3).

Motif de l'étude

Bien que de nombreux supports soient en place, il règne parfois une certaine confusion quant à ce qui existe et à leur rôle dans l'assistance aux nouveaux arrivants. Grâce à la coopération des organismes communautaires et à l'assistance de la Commission d'étude des PLI, nous avons eu l'occasion de passer en revue les services existants et de formuler des recommandations en vue de procéder à un changement qui se révélerait bénéfique aussi bien aux nouveaux arrivants qu'aux prestataires de services.

Il existe des opportunités d'approche systémique de l'intégration efficace des immigrants pour remplacer l'approche segmentée actuelle. Des incitations doivent être mises en place pour favoriser la collaboration des partenaires essentiels entre eux en matière de prévision et d'intégration des immigrants. Tant que tous les acteurs concernés ne seront pas mobilisés, le Canada n'obtiendra pas l'avantage concurrentiel qu'il recherche. En outre, il est certain que l'immigration va continuer de jouer le rôle important qu'elle a toujours joué dans l'alimentation du réservoir de main d'œuvre du Canada, étant donné notre profil démographique actuel de population vieillissante et notre taux de natalité en baisse. Une approche systémique favoriserait également la durabilité, ses composantes étant interdépendantes et fondées sur les principes de développement de la communauté. Elle apporterait donc des avantages et des résultats concrets tant au niveau de la communauté que de la société (Blair, 2005, p 6).

Processus

Pour lancer le Partenariat local en matière d'immigration du Niagara, le groupe a d'abord dû définir un mandat.

Mandat

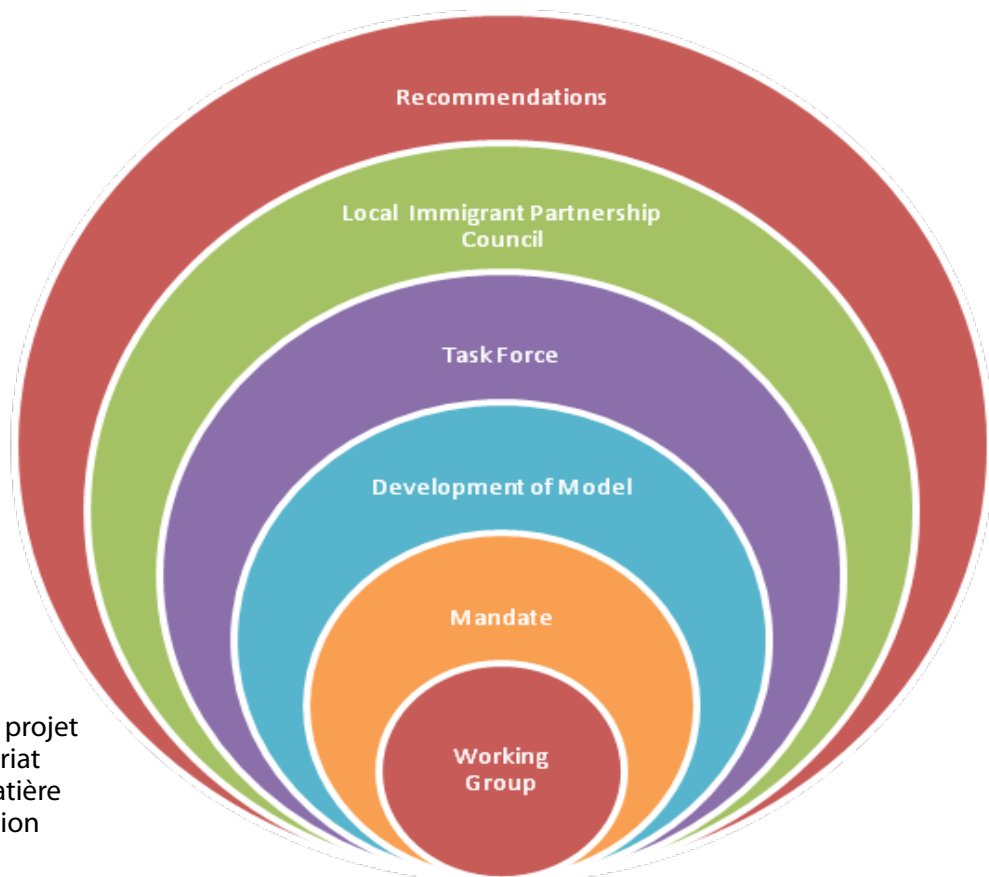
Le mandat se basait sur les objectifs du projet énoncés par CIC. Il a été considéré comme faisant partie intégrante du processus initial car il définissait l'intention du projet. Le mandat a été défini comme suit :

Le Partenariat local en matière d'immigration est une nouvelle initiative qui finance les communautés en vue de développer une approche coopérative globale de l'immigration en instaurant un conseil des partenariats locaux représentant un échantillon des organisations intéressées par l'élaboration d'une stratégie répondant aux besoins de leur communauté. Le conseil des partenariats locaux développera ensuite une stratégie répondant aux besoins des communautés.

Trois groupes ont joué un rôle essentiel dans la mise en œuvre du mandat du projet : le Groupe de travail des PLI, la Commission d'étude des PLI et le Conseil des partenariats locaux en matière d'immigration.

Élaboration d'un modèle

Pour comprendre les principaux problèmes auxquels sont confrontés les nouveaux arrivants, un groupe de travail a été créé. Le Groupe de travail a ensuite fait appel aux membres de l'organisme Niagara Immigrant Employment Council pour créer une Commission d'étude chargée de conseiller et de guider le Groupe de travail pour s'assurer que le mandat du projet était respecté. Un Conseil des partenariats locaux en matière d'immigration, représentant un échantillon des organisations ayant travaillé avec des immigrants pour donner un aperçu au Groupe de travail, a ensuite été créé. L'objectif était de développer la stratégie qui répondait le mieux aux besoins de leur communauté. Wayne Hussey de Wayne Hussey Consulting Inc. a apporté son aide dans ce processus.



Modèle du projet de partenariat local en matière d'immigration

Création de la Commission d'étude du projet PLI

Le Groupe de travail des PLI, reconnaissant le savoir-faire, l'expérience et la perspicacité des dirigeants communautaires, a recruté les membres du Comité directeur de l'organisme Niagara Immigrant Employment Council pour former la Commission d'étude et ainsi valoriser le projet PLI.

En voici les membres :

- Sean Jackson, PDG, Meridian Credit Union, coprésident NIEC Business
- Paul Leon, Leon, Fazari, LLP, coprésident NIEC Community
- Trudy Parsons, directrice exécutive, Conseil de planification de la main d'œuvre du Niagara
- Brian Hutchings, commissaire, Services communautaires, région du Niagara
- Jack Lightstone, recteur, Université Brock
- Bala Kathiresan, chef de l'exploitation, Système de santé de Niagara
- Franklin Leukam, liaison communautaire, Conseil scolaire de district catholique Centre-Sud
- John Fisher, président, Walker Industries

Le mandat du projet a été présenté aux membres potentiels de la Commission d'étude ainsi qu'aux membres invités à participer. Tel était leur domaine de compétence :

- apporter leur aide pour l'examen du modèle du projet PLI en identifiant les domaines nécessitant des améliorations
- faire une déclaration liminaire lors de la réunion de consultation des organismes encourageant une collaboration
- examiner le projet de plan de prestation de services intégrée du Groupe de travail du projet PLI et demander leur contribution
- faire une déclaration liminaire aux participants de la réunion d'examen du PPSI (plan de prestation de services intégrée) par les organismes, en faveur d'une perspective de prestation de services régionale

Après avoir examiné le modèle et le mandat du projet, les membres de la Commission d'étude ont élaboré l'Accord PLI qu'ils ont présenté aux représentants des organismes lors de la première réunion des organismes (point de départ de la création du Conseil des PLI) en janvier 2010. L'Accord mettait l'accent sur les éléments essentiels à l'établissement d'une relation de confiance entre les principaux partenaires pour garantir un effort commun positif. Cet Accord figure à l'Annexe 1.

Réactions des autres communautés

Après la création d'un modèle préliminaire tenant compte des éléments essentiels examinés par la Commission d'étude, plusieurs personnes de l'Ontario participant également à un processus similaire dans leurs municipalités respectives, ont été contactées afin de déterminer les améliorations susceptibles d'être apportées aux meilleures pratiques relatives au modèle du projet PLI. Suite à cela, le Groupe de travail a conclu qu'en regard de la conception des autres modèles communautaires de PLI, nous étions en phase avec les autres initiatives et que notre modèle ne nécessitait aucun changement majeur. Les contacts avec les autres communautés ont permis au PLI du Niagara de nouer des relations suivies et de partager des informations.

Création du Conseil des partenariats locaux en matière d'immigration du Niagara

Le point de vue des organismes de service principaux et secondaires a été considéré comme essentiel au projet PLI car ils fournissent des services directs et indirects aux nouveaux arrivants. Leur contribution inestimable a été très importante pour inventorier les nombreux services existants et reconnaître le bienfait de l'effort commun. C'est pourquoi le Groupe de travail a créé un Conseil des partenariats locaux en matière d'immigration et invité les personnes engagées dans le travail auprès des nouveaux arrivants à renforcer les services existants. Une liste de plus de 40 organismes présentant au moins un élément de service direct envers les nouveaux Canadiens a

été dressée puis chacun de ces organismes a été contacté. Les membres du Groupe de travail se sont entretenus avec chacun des directeurs exécutifs de ces organismes afin de collecter des données. L'objectif de ces entretiens était d'informer les membres du projet PLI des services particuliers fournis par ces organismes aux nouveaux Canadiens, du nombre et de la nature des clients mais également de demander aux directeurs exécutifs leur point de vue sur les principaux problèmes auxquels sont confrontés les nouveaux Canadiens et que le projet PLI devrait tenter de résoudre. Ces entretiens ont permis de constater que la cartographie de toute la gamme de services dressée par l'organisme NIEC en 2008 avait été mise jour, au vu de la récente restructuration, et remise en circulation. Les entretiens avec les directeurs exécutifs des organismes ont également confirmé l'opinion des bénéficiaires de services selon laquelle la collaboration et l'intégration des services pourraient être considérablement améliorées. Les directeurs exécutifs ont reconnu qu'un très grand nombre d'organismes intervenait dans la prestation de services et qu'ils disposaient de fortes personnalités et d'une politique solide. Une fois les entretiens terminés, les organismes interrogés ont été invités au Conseil des partenariats locaux en matière d'immigration. La liste des entretiens des directeurs exécutifs figure à l'Annexe 2. Le mandat du Conseil des PLI fait l'objet de l'Annexe 2A.

Collecte des données

Pour recueillir les données, les agents du PLI ont enquêté sur les nouveaux arrivants directement auprès des organisations leur fournissant des services directs et indirects. Un document sous forme de livre blanc constituait un point de départ à l'analyse documentaire et engageait le dialogue autour de thèmes et idées en vue des recommandations finales.

Évaluation des besoins des nouveaux arrivants

Le groupe de travail a considéré le point de vue des nouveaux arrivants comme étant essentiel à ce projet car il offrait des enseignements précieux sur leurs expériences et reflétait fidèlement leur réalité. En conséquence, des clients actuels et d'anciens clients ont été sélectionnés. Une fois que les centres multiculturels ou autres organismes de prestation de services ont obtenu leur autorisation de partager leurs données personnelles, ils ont pu être interrogés. On leur a demandé de nous faire part de leur degré de satisfaction envers les services qu'ils avaient reçus afin de déterminer les domaines nécessitant des améliorations. L'évaluation a confirmé que les principaux problèmes des personnes interrogées concernaient le logement, l'emploi et l'aide à l'apprentissage de la langue. Tant les clients actuels que les anciens clients ont exprimé leur satisfaction et ils ont déclaré avoir apprécié le soutien et les services qu'ils avaient reçus de la part des organismes. Diverses idées spécifiques ont été proposées. Dans l'ensemble, un thème récurrent (services de la région) a fait apparaître des difficultés à trouver les services et les informations. Une synthèse des avis des clients est présentée à l'Annexe 3.

Consultation des organismes

Le Groupe de travail, conscient des problèmes sociaux auxquels sont confrontés les nouveaux arrivants, a rédigé un livre blanc qu'il a distribué aux membres potentiels du Conseil des partenariats locaux en matière d'immigration avant la première consultation des organismes. Ce livre blanc fait l'objet de l'Annexe 4. Ce document est axé sur la prospérité future des Canadiens et sur le rôle important des nouveaux Canadiens en particulier dans la région du Niagara.

Il insiste sur le fait que l'avenir de notre région dépend fortement de notre capacité à attirer et à retenir des professionnels hautement qualifiés dont la principale compétence est la créativité. Voici des exemples de cette « classe créative » de travailleurs (ou travailleurs du savoir) : artistes, consultants, planificateurs, architectes, concepteurs, programmeurs informatiques et, bien entendu, entrepreneurs. Le livre blanc souligne l'importance de soutenir les petites entreprises et l'entreprenariat et insiste sur le rôle essentiel que cela pourrait jouer dans une reprise vigoureuse du marché canadien.

41 % des salariés du secteur privé travaillent dans des entreprises de moins de 20 employés.

(Source : Statistique Canada, *Enquête sur la dynamique du travail et du revenu 2005*)* D'après le Conference Board du Canada, ce nombre a considérablement augmenté au cours des quatre dernières années et pourrait désormais s'établir à 60 %.

Selon le département du Trésor des États-Unis, ce sont les petites entreprises qui ont sorti le pays de la dernière récession. Ce sont elles qui ont créé les emplois qui ont permis au pays de sortir d'une période de récession difficile.

La première réunion du Conseil des partenariats locaux en matière d'immigration du Niagara a été organisée autour de trois objectifs fondamentaux :

1. Rassembler toute la gamme des organismes d'établissement et favoriser une plus grande confiance, un respect mutuel et une volonté de collaborer plus étroitement. Notons qu'il existe des initiatives menées individuellement ou par de petits groupes en matière d'intégration et de collaboration mais le nombre considérable d'organismes d'établissement constitue un véritable défi à la création d'un système de prestation de services intégré.
2. Évaluer l'ambition des dirigeants de ces organismes quant à leur capacité à améliorer leur classement, établi par le rapport du Conference Board du Canada, Villes aimants II, sur les 50 plus grandes villes du Canada, dans lequel St. Catharines a été classée comme étant l'une des villes les moins performantes pour retenir les nouveaux Canadiens.
3. Identifier des idées précises sur la façon d'augmenter la collaboration, la coopération et l'intégration des organismes.

Les réunions ont eu des effets positifs car elles ont permis d'établir des relations de confiance entre les organismes (Annexe 5). Nous nous appuyons sur une approche plus coopérative et intégrée de la prestation de services pour améliorer notre capacité à retenir les nouveaux Canadiens dans la région du Niagara.

Nouveau financement et consultations secondaires

Le 12 février 2010, la région du Niagara a formulé une demande de prorogation du financement du PLI pour l'année 2010/2011 en vue de consolider les résultats obtenus et d'élaborer un plan stratégique plus large et permettant une plus grande intégration.

La demande comportait un remaniement de la gestion du projet, qui faisait suite aux réactions des organismes, selon lequel la région du Niagara devait agir en tant qu'organe neutre et non en tant qu'agent de prestation de services. La transition vers la nouvelle structure impliquait une réaffectation du personnel et des fonds pour mieux accompagner la création du Plan de prestation de services intégré.

Suite au réexamen du financement, une série d'activités supplémentaires conçues pour élargir le champ d'application du projet PLI a été ajoutée au Modèle. Il est apparu qu'il existait un certain nombre de points de contact communautaires destinés aux nouveaux Canadiens, nettement supérieur aux organismes fournissant des services d'établissement directs. Ces contacts communautaires supplémentaires ont été répertoriés sous le titre d'Organismes de proximité. Il s'agit notamment des services de police, des bibliothèques, des services de santé mentale et publique et des services à l'enfance et aux personnes âgées. Ces organismes se sont réunis et toute l'assistance a pu constater que, malgré la collecte d'informations pertinentes par ces services, le proces-

sus n'avait pas été réalisé de façon homogène et ne permettait pas d'avoir une vue d'ensemble du Niagara. Les organismes présents ont accepté de réexaminer leurs systèmes de gestion des données de clients afin de déterminer si les données spécifiques aux nouveaux Canadiens pouvaient être collectées en vue d'une future analyse. Le compte-rendu de la réunion des Organismes de proximité est présenté à l'Annexe 6.

Les consultations secondaires ont été conduites auprès de groupes similaires d'organismes intervenant dans la communauté mais n'ayant pas de mandat d'établissement officiel. Plus précisément, de nombreuses organisations communautaires (plus de 300 confessionnelles et 55 culturelles) ont été invitées à participer à une session sur les PLI pour exprimer leur point de vue (Annexe 6, organisations communautaires). Cette réunion nous a permis de comprendre le rôle des communautés confessionnelles dans l'intégration à la société des nouveaux arrivants. Nous avons découvert que certaines organisations confessionnelles « accueillent » des familles de nouveaux Canadiens comme si elles constituaient le principal réseau d'assistance. Le besoin de diffuser les informations relatives aux services à ces organisations a été reconnu et les informations relatives aux services disponibles ont été fournies en insistant sur le Portail sur l'immigration pour la recherche d'informations. Ce modèle « enveloppant » pourrait être activement défendu dans la « Stratégie d'attraction et de rétention » qui figure dans les recommandations de ce Rapport. Le compte-rendu des réunions des organisations confessionnelles et culturelles constitue les Annexes 7 et 7A.

Le 25 mai 2010, le Groupe de travail du PLI a rencontré la Commission d'étude qui lui a donné des conseils et une orientation quant au plan de travail. Le plan de travail a été approuvé et il a été ordonné de poursuivre la progression présentée dans le modèle. Les membres de la Commission d'étude ont décelé des opportunités qui permettraient au Niagara d'attirer et de retenir les lycéens et les étudiants au titre du financement « Ontario ouvert sur le monde ».

En réponse à la demande de CIC de proposer une Approche modernisée en matière de services d'établissement, les organismes principaux se sont rassemblés pour étudier une approche qui répondrait mieux aux besoins du Niagara. Les organismes ont été encouragés à partager ouvertement et en détail les informations relatives à leur financement dans une Déclaration commune d'intention des organismes (Annexe 8). Les organismes qui ont partagé leurs informations ont reçu une Lettre de soutien commune (Annexe 9) de la part de la région du Niagara.

Prochaines étapes

Le 15 octobre 2010 s'est tenue une réunion à laquelle ont participé les Organismes principaux du Conseil des partenariats locaux en matière d'immigration et les bailleurs de fonds de CIC pour leur donner l'occasion de passer en revue les recommandations formulées par le Groupe de travail. Il a été convenu qu'il allait falloir du temps pour réfléchir à ces recommandations. Le groupe devait les étudier pour déterminer si elles étaient conformes au mandat et aux objectifs du Conseil des partenariats locaux en matière d'immigration. Une deuxième date a été fixée.

En réponse à une recommandation formulée par les membres du Conseil des PLI, un salon des organismes a eu lieu le 15 octobre 2010. Plus de 40 organismes ont été invités à installer un kiosque présentant leurs services. L'objectif de ce salon était de présenter le personnel de première ligne, de mieux faire connaître les services présents dans la région et d'encourager l'orientation des clients vers ces organismes. Les organisations ethnoculturelles et confessionnelles ont également été invitées à participer à ce salon afin de découvrir la large gamme de services disponibles dans la région du Niagara.

Le 10 novembre 2010, le Groupe de travail a tenu une réunion destinée aux Organismes principaux du Conseil des partenariats locaux en matière d'immigration visant à encourager les conversations franches et les contributions en ce qui concerne les recommandations. Les réactions recueillies avant la réunion font l'objet de l'Annexe 10 et le compte-rendu de la réunion du 10 novembre 2010 figure à l'Annexe 11.

Principales conclusions et recommandations

1. Analyse de l'accessibilité aux services principaux

Une analyse de l'accessibilité aux services des prestataires principaux doit être conduite afin d'enquêter sur la possibilité d'intervenir sur le terrain, de fournir des services en partenariat et de regrouper des services en vue d'améliorer la prestation de services, l'accessibilité aux services et d'éviter les activités redondantes. Cette analyse donnera lieu à la création d'un Plan de prestation de services améliorant l'accès, l'efficacité et les performances de ces services dans l'intérêt des nouveaux Canadiens de la région du Niagara.

2. Améliorer la Prestation de services intégrée

Améliorer la collaboration et l'intégration. Chacun des organismes principaux de prestation de services peut et doit pouvoir, en particulier dans une communauté aussi étendue géographiquement que le Niagara, avoir des contacts de base avec les nouveaux Canadiens et les « orienter » dans la bonne direction.

3. Développer la stratégie d'attraction et de rétention du Niagara

Nous avons de très bonnes bases sur lesquelles développer et renforcer la stratégie d'attraction et de rétention du Niagara, stratégie plus offensive et plus intelligente pour attirer les compétences et les talents nécessaires à la main d'œuvre du Niagara pour répondre aux besoins économiques de notre zone. Le Portail sur l'immigration du Niagara, la Stratégie de croissance économique du Niagara, le Plan du marché du travail du Niagara et le travail de l'organisme NIEC sont autant de bases solides sur lesquelles nous pouvons nous appuyer pour nous développer. Tous ces plans font partie du processus qui vise à ce que nous parvenions à attirer et à intégrer les personnes qualifiées dont notre économie locale a besoin.

4. Investir le Conseil des PLI et le coordonnateur de partenariat

Le Conseil des partenariats a besoin du soutien actif d'un coordonnateur de partenariat responsable d'engager un dialogue et de déterminer comment accroître efficacement la coopération et la collaboration entre les organismes principaux de prestation de services mais aussi de faciliter le développement de stratégies de prestation de services plus intégrées. Cette personne serait d'une utilité considérable pour les objectifs du PLI car elle permettrait d'identifier les principaux problèmes et les principales opportunités et d'encourager la planification participative et ouverte pour donner à notre communauté des priorités dans la prestation de services aux nouveaux arrivants.

5. Développer une marque commune aux services d'établissement du Niagara

Le développement d'une marque commune permettra de déterminer en toute simplicité qui exerce des activités d'établissement, indépendamment de l'emplacement ou de l'organisme traditionnel, et devra faire l'objet de recherches de la part du Conseil des partenariats.

6. Encourager l'innovation / le développement de nouveaux services

La créativité est essentielle à l'innovation qui, elle-même, donne naissance à de nouveaux produits ou à de nouveaux services.



RECOMMANDATIONS PRINCIPALES	RÉSULTATS	TÂCHES SUCCESSIVES	CALENDRIER	DIRECTION
Information sur le projet	Compte-rendu à CIC	Le bailleur de fonds est informé de la progression de l'initiative PLI	Tous les mois, d'avril 2011 à mars 2012	
Analyse de la prestation des services principaux	Analyse des sites de prestation de services actuels afin d'identifier des opportunités pour les implantations existantes et futures qui amélioreront encore l'accessibilité des clients et les partenariats des organismes	Groupe de travail formé	Avril 2011	Conseil des partenariats
		Définir le mandat du groupe de travail	Avril 2011	
		Plan de travail de l'analyse des sites élaboré, finalisé et communiqué au Conseil des partenariats	Mai 2011	Conseil des partenariats
		Cartographie de tous les services, principaux et secondaires, fournis aux nouveaux arrivants du Niagara	Mai 2011 – Août 2011	
		Informations comparées à la cartographie existante des quartiers. Identifier les pénuries de services et les opportunités de développer des partenariats supplémentaires	Août 2011 – Octobre 2011	
		Rapport finalisé et présenté au Conseil des PLI	Novembre 2011	

RECOMMANDATIONS PRINCIPALES	RÉSULTATS	TÂCHES SUCCESSIVES	CALENDRIER	DIRECTION
Améliorer la Prestation de services intégrée	Créer une approche « no wrong door » (vous avez frappé à la bonne porte) de la prestation de services entraînant une meilleure connaissance des besoins des nouveaux arrivants et permettant aux organismes d'y répondre	Groupe de travail formé	Avril 2011	Conseil des partenariats
		Définir le mandat du groupe de travail	Avril 2011	
		Plan de travail « no wrong door » élaboré, finalisé et communiqué au Conseil des partenariats	Mai 2011	Conseil des partenariats
		Élaborer un projet pilote composé de 5 organismes partenaires des différents domaines de service (immigration, emploi, santé, etc.)	Mai 2011 – Juin 2011	
		Développer une méthode de mesure et d'évaluation des changements comportements / pratiques des activités du projet en vue de répondre aux attentes	Mai 2011 – Juin 2011	
		Mettre en œuvre le projet pilote	Juin 2011– Décembre 2011	
		Évaluer les résultats du projet pilote	Janvier 2012	
		Rapport finalisé et présenté au Conseil des partenariats	Février 2012	

RECOMMANDATIONS PRINCIPALES	RÉSULTATS	TÂCHES SUCCESSIVES	CALENDRIER	DIRECTION
Améliorer la Prestation de services intégrée	Créer un système commun de suivi des clients appliqué aux données des nouveaux arrivants permettant d'informer, de guider et d'influer sur la future planification	Groupe de travail formé	Avril 2011	Conseil des partenariats
		Définir le mandat du groupe de travail	Avril 2011	
		Plan de travail du système de suivi des clients élaboré, finalisé et communiqué au Conseil des partenariats	Mai 2011	Conseil des partenariats
		Élaborer un projet pilote composé de 5 organismes principaux de services. Système de suivi et d'orientation commune en ligne	Mai 2011 – Juin 2011	
		Rechercher les outils et les ressources existants au Niagara et en Ontario	Mai 2011	
		Développer une méthode de mesure et d'évaluation de la pratique des activités du projet en vue de répondre aux attentes	Mai 2011 – Juin 2011	
		Mettre en œuvre le projet pilote	Juin 2011 – Décembre 2011	
		Évaluer les résultats du projet pilote	Janvier 2012	
		Rapport sur le système commun de suivi finalisé et présenté au Conseil des partenariats	Février 2012	

RECOMMANDATIONS PRINCIPALES	RÉSULTATS	TÂCHES SUCCESSIVES	CALENDRIER	DIRECTION
Améliorer la Prestation de services intégrée	Créer un système de prestation de services à l'échelle du Niagara, axé sur le client, s'appuyant sur les résultats des projets pilotes « no wrong door » et de système commun de suivi	Évaluer les résultats des 2 projets pilotes « no wrong door » et de système de suivi des clients pour définir les meilleures pratiques en vue d'une mise en œuvre à l'échelle du Niagara	Février 2012 – Mars 2012	Conseil des partenariats Coordonnateur du projet Groupe de travail
		Mise en œuvre du principe « no wrong door » et du système de suivi des clients à travers le Niagara	Mars 2012 – Septembre 2012	Coordonnateur du projet Groupe de travail

RECOMMANDATIONS PRINCIPALES	RÉSULTATS	TÂCHES SUCCESSIVES	CALENDRIER	DIRECTION
Développer la stratégie d'attraction et de rétention du Niagara	Renforcer les communautés culturelles pour créer un plus grand sentiment d'appartenance de la part des nouveaux arrivants	Groupe de travail formé	Juin 2011	Conseil des partenariats
		Définir le mandat du groupe de travail	Juin 2011	Coordonnateur du projet
		Plan de travail des communautés culturelles élaboré, finalisé et communiqué au Conseil des partenariats	Juin 2011	Coordonnateur du projet Groupe de travail
		Travailler avec les communautés d'accueil pour rechercher les manifestations actuelles, étudier les meilleures pratiques à travers tout le Canada, tirer parti des programmes et des ressources existants. Niagara Immigrant Employment Council, programme Niagara Immigrant Connectors, etc.	Juillet 2011 – Septembre 2011	
		Promotion des images multiculturelles positives dans les municipalités en utilisant des manifestations multiculturelles créant un sentiment d'appartenance. Portail sur l'immigration du Niagara, autres formes de média (lancement prévu au Forum sur l'apprentissage en octobre 2011)	Septembre 2011 - permanent	Conseil des partenariats
		Promouvoir les industries et les emplois à forte croissance et comparer l'avantage concurrentiel du Niagara avec celui de communautés comparables	Septembre 2011 - permanent	

RECOMMANDATIONS PRINCIPALES	RÉSULTATS	TÂCHES SUCCESSIVES	CALENDRIER	DIRECTION
Investir le Conseil des PLI	Encourager un environnement de planification ouvert et permanent maximisant la capacité du Niagara à répondre aux besoins des nouveaux arrivants	Coordonnateur de projet chargé de diriger, coordonner et rendre compte des activités des groupes de travail : <ul style="list-style-type: none"> • Analyse des sites (démarrage en avril) • Principe « no wrong door » (démarrage en avril) • Système de suivi des clients (démarrage en avril) • Communautés culturelles (démarrage en juin) • Marque commune (démarrage en août) • Connaître la culture et les innovations (démarrage en juin) 	Avril 2011 - permanent	Coordonnateur du projet
		Rédiger un rapport trimestriel. Mise à jour des PLI, meilleures pratiques, faits marquants des organismes / programmes, améliorations de la prestation de services, nouvelles initiatives, etc.	Juin 2011, Sept 2011, Dec 2011, Jan 2012	

RECOMMANDATIONS PRINCIPALES	RÉSULTATS	TÂCHES SUCCESSIVES	CALENDRIER	DIRECTION
Développer une marque commune aux services d'établissement du Niagara	Créer une marque commune aux services d'établissement des nouveaux arrivants du Niagara	Former le Groupe de travail	Août 2011	Conseil des partenariats
		Définir le mandat du groupe de travail	Septembre 2011	Project Coordinator
		Élaborer, finaliser et communiquer au Conseil des partenariats le plan de travail de la marque commune	Septembre 2011	Project Coordinator Working Group
		Organiser des sessions pour rassembler les réactions des organismes et des nouveaux arrivants sur des thèmes et des idées pour créer un logo / une identification	Octobre 2011 – Novembre 2011	
		Mobiliser des graphistes locaux pour qu'ils proposent des modèles qui seront présentés au groupe de travail	Novembre 2011 – Décembre 2011	
		Recommandation d'une marque commune exposée dans le rapport présenté au Conseil des partenariats	Janvier 2012	
		Présentation à la communauté et mise en place d'un lien direct vers le Portail sur l'immigration du Niagara et les sites Internet des municipalités (lors du forum sur l'apprentissage)	Février 2012 – Mars 2012	
		Campagne de marketing sur la nouvelle marque commune	Mars 2012 – permanent	

RECOMMANDATIONS PRINCIPALES	RÉSULTATS	TÂCHES SUCCESSIVES	CALENDRIER	DIRECTION
Encourager l'innovation et le développement de nouveaux services	Créer un réseau de soutien encourageant l'apprentissage et l'innovation	Former le Groupe de travail	Juin 2011	Conseil des partenariats
		Définir le mandat du groupe de travail	Juin 2011	Coordonnateur du projet
		Plan de travail sur l'apprentissage de la culture et l'innovation élaboré, finalisé et communiqué au Conseil des partenariats	Juillet 2011	Coordonnateur du projet Groupe de travail
		Forums trimestriels sur l'apprentissage destinés aux organismes de prestation de services, au personnel de première ligne, aux groupes confessionnels et ethnoculturels. Source de créativité	Octobre 2011, février 2012, mai 2012, septembre 2012	Conseil des partenariats

Conclusion

La création et le recours au Conseil et à la Commission d'étude des partenariats locaux en matière d'immigration ont permis une collaboration fructueuse avec les partenaires communautaires dans le cadre du développement d'idées novatrices visant à mieux servir la population des nouveaux arrivants. La prochaine étape consiste à poursuivre notre collaboration avec nos partenaires communautaires afin de mettre en œuvre les différentes idées. Les principaux acteurs se sont déjà engagés à participer aux différents groupes de travail et attendent cela avec impatience.

En conclusion, le fait de prendre le temps de réfléchir à la façon dont sont menées les activités actuelles, de collaborer à l'examen des services existants et de formuler des recommandations en vue d'une amélioration ne bénéficiera pas seulement aux nouveaux arrivants mais à tous les organismes qui fournissent ces services. Le fait d'impliquer les partenaires principaux a encouragé le dialogue et a incité à mieux comprendre les complexités d'une prestation de services exemplaire aux nouveaux arrivants à travers le Niagara..

« Toute définition d'une culture de paix doit aborder le problème de l'exercice de la justice pour les communautés et les individus qui n'ont pas les moyens de lutter ou de faire face sans une aide structurée et bienveillante. »

Mahnaz Afkhami

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Annexes

« Les annexes n'étant utilisées qu'à titre documentaire, elles resteront dans leur langue d'origine, l'Anglais »

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

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

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

3	Percentage of newcomer clientele	≤ 10%	≤25%	≤50%	≥50%	≥75%
				√ 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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5	Which struggles have you had and how did you cope?	Challenges	Approach
		No cooperation from Fort Erie	

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

7	Partnerships	No	Yes	Description
		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?	Suggested Organizations	
		<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?	Suggested Organizations	
		<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		Challenges	Approach
	Which struggles have you had and how did you cope?		

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

7		No	Yes	Description
	Partnerships		√	<ul style="list-style-type: none"> EHC Real 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	Which struggles have you had and how did you cope?	Challenges	Approach
		<ul style="list-style-type: none"> • continuum of services • lack continuity in legislation act 	

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

7	Partnerships	No	Yes	Description
			√	• 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	Percentage of newcomer clientele	≤ 10%	≤25%	≤50%	≥50%	≥75%
	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	Which struggles have you had and how did you cope?	Challenges	Approach
		<ul style="list-style-type: none"> Lack of inter-municipal transportation No extra funding for newcomers Lack paperwork to obtain gainful employment 	

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

7	Partnerships	No	Yes	Description
			√	<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		Challenges	Approach
	Which struggles have you had and how did you cope?		

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

7		No	Yes	Description
	Partnerships		√	<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 • OTEC 				
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	<table border="1"> <thead> <tr> <th>No</th> <th>Yes</th> </tr> </thead> <tbody> <tr> <td></td> <td>√ - 100%</td> </tr> </tbody> </table>	No	Yes		√ - 100%
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	<table border="1"> <thead> <tr> <th>No</th> <th>Yes</th> </tr> </thead> <tbody> <tr> <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"> • 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	<table border="1"> <thead> <tr> <th data-bbox="638 810 1084 835">No</th> <th data-bbox="1092 810 1524 835">Yes</th> </tr> </thead> <tbody> <tr> <td data-bbox="638 846 1084 877"></td> <td data-bbox="1092 846 1524 877"></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"> • 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"> <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"> • 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	Challenges	Approach
Which struggles have you had and how did you cope?	• Language barriers	

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

7	No	Yes	Description
Partnerships		√	<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	<table border="1"> <thead> <tr> <th>No</th> <th>Yes</th> </tr> </thead> <tbody> <tr> <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"> • 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	Percentage of newcomer clientele	≤ 10%	≤25%	≤50%	≥50%	≥75%
						√ 100%

4	Trends/gaps
	<ul style="list-style-type: none"> • Lower literacy levels • Can speak one official language but lack fluency

5	Which struggles have you had and how did you cope?	Challenges	Approach
		<ul style="list-style-type: none"> • Lack of resources • Transportation allowance • Health 	Implemented a bus token system

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

7	Partnerships	No	Yes	Description
			√	<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>No</th> <th>Yes</th> </tr> </thead> <tbody> <tr> <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
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9	Mandate of organization	To provide the opportunity for development of students academically and spiritually without distinction of creed
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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
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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
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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
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14	Willingness to participate	No	Yes
			√ - 100%

15	Who do you think should be involved?	Suggested Organizations
		<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
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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	Fragmented Silos No clear path
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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
		<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 	
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	
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 	
11	How do you see yourselves as part of the whole system?	A comprehensive service provider for the needs of the community	
12	Current system and suggestion for change	Lobbying for improved transportation	
13	Capacity or adaptability to change	Willing to adapt to provide most efficient service	
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 	

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?	<ul style="list-style-type: none"> Never enough food donation 	Deal in what we have to work with

		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?	Suggested Organizations
		<ul style="list-style-type: none"> • Canadian Mental Health

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	• 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?	Suggested Organizations	
		• 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	Grimmsby	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 Conseil des partenariats

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 Conseil des partenariats 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 Conseil des partenariats 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

Conseil des partenariats

The Conseil des partenariats 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 Conseil des partenariats
- 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 Conseil des partenariats. 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 Conseil des partenariats ad 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

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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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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.

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

Preamble

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Thank you

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

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

Preamble

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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 Conseil des partenariats 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*
Conseil des partenariats 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.
- Conseil des partenariats. 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 Masswohl: 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 Conseil des partenariats 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 Conseil des partenariats 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

