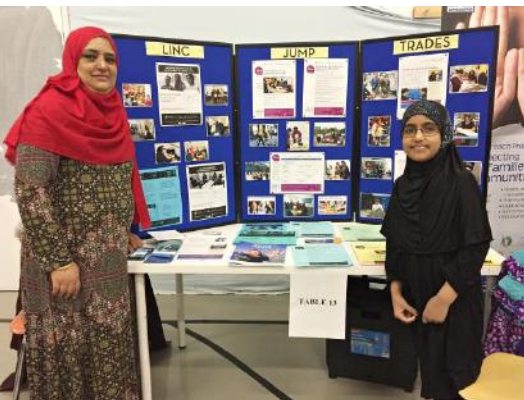




Toronto West
Local Immigration Partnership
 Community Collaboration at Work

Year End Report

2016 - 2017



Minister of Immigration,
Refugees and Citizenship



Ministre de l'Immigration,
des Réfugiés et de la Citoyenneté

Greetings from the Minister of Immigration, Refugees and Citizenship

I am pleased to extend my warmest greetings to the readers of the Toronto West Local Immigration Partnership (TWLIP) 2016-2017 Year End Report.

Immigration partnerships such as the TWLIP, through their work to coordinate and enhance the delivery of important programs and services, are instrumental in promoting a sense of community and belonging for newcomers to Canada. When newcomers are supported and feel engaged and welcome in their communities, all Canadians benefit.

Immigration, Refugees and Citizenship Canada is proud of the work we undertake with local immigration partnerships such as the TWLIP, whose efforts help to ensure that newcomers reach full their potential and successfully integrate into Canadian society

As Minister of Immigration, Refugees and Citizenship, I commend the TWLIP and its partner agencies, the Delta Family Resource Centre, the Rexdale Women's Centre, JobStart, and Social Planning Toronto, for their continued dedication and service to newcomers in the community.

Congratulations for a successful year!

Sincerely,



The Honourable Ahmed Hussien, P.C., M.P.
Minister of Immigration, Refugees and Citizenship



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Vision, Mission and Values



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



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



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

Introduction

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



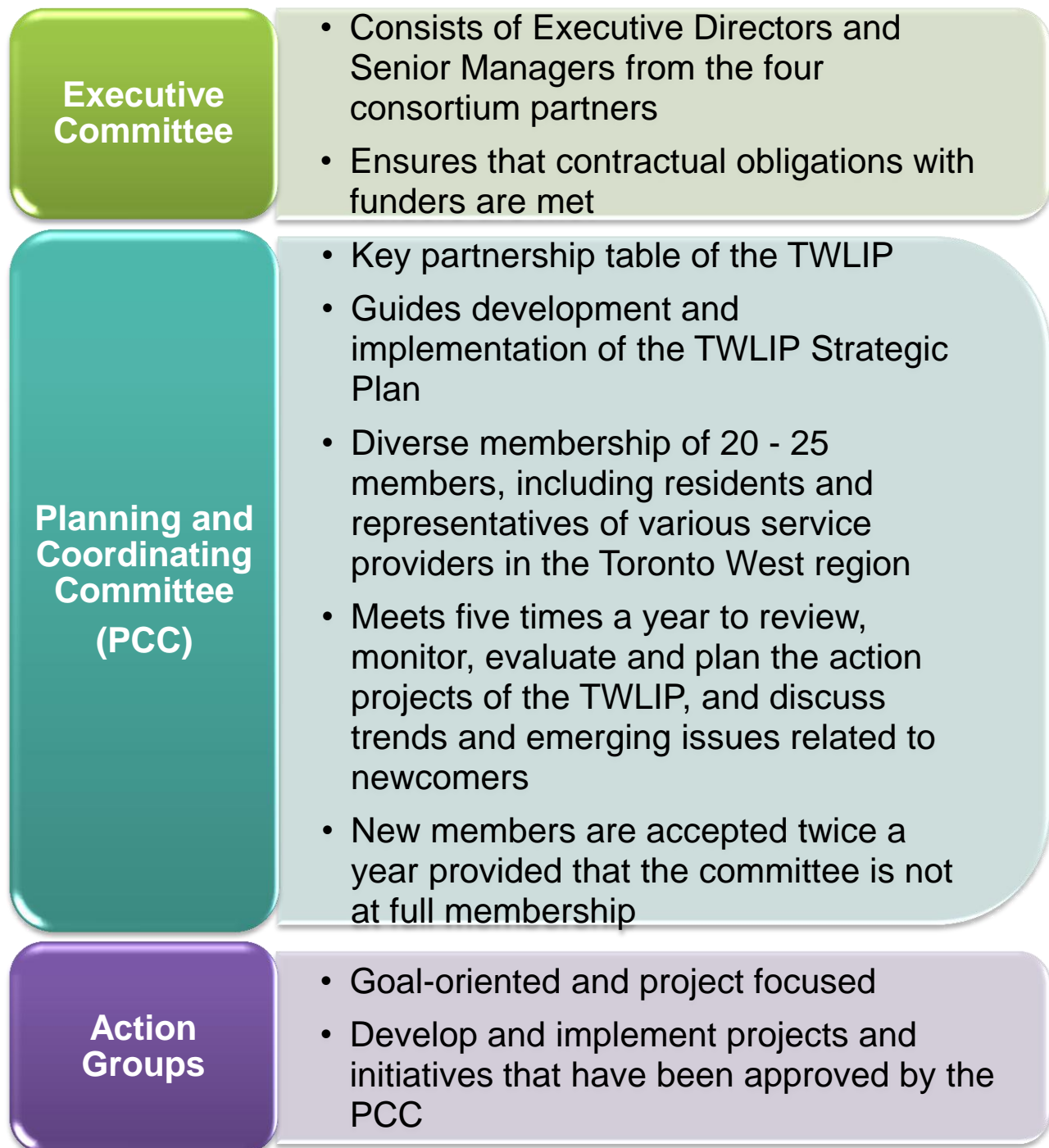
The TWLIP geographical boundaries are:

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



TWLIP Structure

The structure of the TWLIP was created based on the voices of the members. It consists of the following three key components:



Strategic Priorities & Action Groups

TWLIP's strategic plan consists of four strategic priorities. An Action Group is formed under each priority area to carry out key initiatives of the TWLIP.

**Strategic Priority #1:
Service Development and
Coordination**

**Service Coordination
Action Group**

**Strategic Priority #2:
Labour Market**

**Removing the Canadian
Experience Barrier
Action Group**

**Strategic Priority #3:
Education and Language**

**Education Resources for
Newcomer Families
Action Group**

**Strategic Priority #4:
Health and Wellness**

**Women Against Violence
Action Group**

Service Coordination

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



Activities

- Built collaborative relationships with mosques and Islamic institutions
- Conducted a survey with mosques and Islamic institutions to identify the settlement needs and location of Syrian newcomers
- Organized a Community Information Fair for Newcomers & Immigrants at Darul Arqam Islamic Centre on March 26, 2017. 14 community organizations, including TWLIP members and non-members, presented their services at the event
- Led the planning of the TWLIP Year End Event, held on March 1, 2017.



Outcomes

- Meetings that included service organizations and leaders from Muslim organizations helped agencies better understand the needs of newcomers and immigrants in the Muslim community.
- Members brought back information to their own agencies, which supports better service to clients.
- Speed networking activity at the Year End Event contributed to greater collaboration between agencies.



Community Information Fair for Newcomers and Immigrants at Darul Arqam Islamic Centre

Removing the Canadian Experience Barrier

OBJECTIVE: To build capacity and promote leadership among residents and newcomers to raise awareness about the Ontario Human Rights Commission (OHRC) policy on Removing the 'Canadian Experience' Barrier.



Activities

- In November 2016, collaboratively organized a city-wide train-the-trainer session with the other three quadrant LIPs about the Policy on Removing the 'Canadian Experience' Barrier that was launched by the Ontario Human Rights Commission in 2013.
- 37 frontline workers from 29 organizations participated in the training.
- Upon completion of the training, the trained staff replicated the training to newcomer clients. In total, 32 workshops were replicated, reaching a total of 327 clients.



Outcomes

- Built frontline workers' capacity to educate newcomers on this policy. Upon completion of training, 88% of the trained staff indicated that they were confident to replicate the training.
- Newcomers who attended the workshops have a better understanding of the policy and how to respond when they are asked if they have 'Canadian Experience'. This is supported by the feedback received from newcomer participants.

“...The TWLIP played a crucial coordination and facilitation role, connecting the OHRC to settlement agencies and other newcomer service agencies... With the TWLIP's assistance, the OHRC was able to reach these key stakeholders and work with them to develop a means of delivering human rights education for newcomers in an ongoing and sustainable way.”
– Ontario Human Rights Commission



Education Resources for Newcomer Families

OBJECTIVE: To increase frontline workers' knowledge of the programs, services and resources available in Toronto that support newcomer parents' understanding of the education system and encourage their involvement in their children's learning and within their school community.



Activities

- Expanded the Welcome2School website partnership to include Toronto North LIP & Toronto East Quadrant LIP
- Launched a regular e-blast campaign to draw attention to the site and highlight specific information and resources
- Delivered 11 presentations to frontline workers to introduce the key features of the website
- Developed an online video introduction to the website



Outcomes

- Expanding the scope of the partnership resulted in improvements to the website: Welcome2School now includes information about programs and services in all areas of Toronto.
- Over 200 frontline workers, including settlement and non-settlement staff, learned about key features of the website by attending one of the eleven website presentations.
- 'e-Blast' e-mail campaigns reached over 1000 recipients. Campaigns were highly successful in drawing traffic to the Welcome2School website and increasing the number of new e-blast subscribers.

Welcome2School.ca Introductory Webinar

Welcome to School

Programs & Resources for Newcomer Student Success



Introduction to the Welcome2School Website at www.welcome2school.ca/intro

Women Against Violence

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



Activities

- An online survey was conducted in May 2016 to assess the level of capacity, understanding, and support needed for frontline workers.
- Organized the *Gender-Based Violence: Everyone's Issue to Address* forum in February 2017, attended by 70 service providers.
- Created the "First Response Toolkit for Frontline Staff", which was introduced at the forum.
- Organized a two-day mental health training, delivered to 18 frontline workers in July 2016.



Outcomes

- The online survey results identified gaps and support needed for frontline workers, and guided the development of the First Response Toolkit.
- The toolkit and the forum increased the capacity of frontline workers who do not work in the Violence Against Women (VAW) sector, to better support victims of gender-based violence
- Promoted greater collaboration between the VAW sector and non-VAW sectors.

“As a member of the WAV group, it was very exciting to see a great response from participants of the Gender Based Violence: Everyone’s Issue to Address forum. It was evident that staff from various sectors care about the issue and were happy to learn new skills, obtain knowledge related to legal issues, safety planning and services for women to better assist their clients. The year of hard work in planning the forum was worth it.”

– Nadia Sokhan, Women Against Violence Action Group Lead



Gender-Based Violence: Everyone’s Issue to Address forum at Etobicoke Civic Centre

Other Activities

In addition to Action Group projects, the TWLIP:

- Organized a forum on Ontario Human Rights Commission's Policy on Preventing Discrimination based on Creed
- Organized a grant information session on the Ontario Sport and Recreation Community Program
- Organized a Train-the-Trainer session on My Local Government which was delivered by City Clerk's Office
- Presented the Toronto LIPs' work at the 2016 OCASI Executive Director's Forum
- Participated in the 2016 Toronto Newcomer Day

Inter-LIP Collaboration

TWLIP also works very closely with the Toronto North LIP, Toronto East Quadrant LIP, Toronto South LIP and Toronto Newcomer Office to address common issues, and is actively involved in their city-wide initiatives. TWLIP was a member of TEQLIP's Bridges Collaboration Forum planning committee, TSLIP's Systemic Issues & Social Change Committee, TNLIP's Mental Health Navigation Tool working group, and Toronto Public Health's Urban Issues Committee.

The Toronto Inter-LIP Network also collectively formed a Toronto Newcomer Council through the City of Toronto's Access, Equity and Human Rights grant.

Communications

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

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



TWLIP website is updated periodically, particularly the News and Events sections, to inform users of activities happening in Toronto West. A list of events organized by the TWLIP can also be viewed on the website.

Year End Evaluation

The following activities were conducted to evaluate the work of the TWLIP during the 2016 – 2017 program year:



Online survey of PCC and Action Group members:
81% response rate



Roundtable discussion
with 25 members

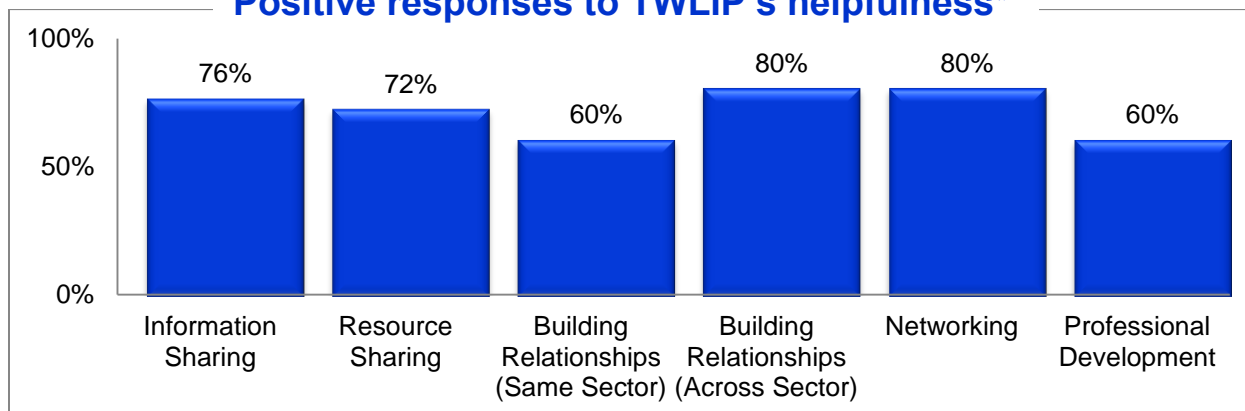
Strengths

- TWLIP created opportunities for agencies to network, share information, discuss and respond to emerging issues
- Built capacity of organizations and their staff
- Facilitated inter- and cross-sectoral collaboration
- Maintained a diverse membership that includes grass root organizations, faith groups and residents
- Facilitated effective communication, including bi-weekly Community Info Bulletin

92%

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

Positive responses to TWLIP's helpfulness*

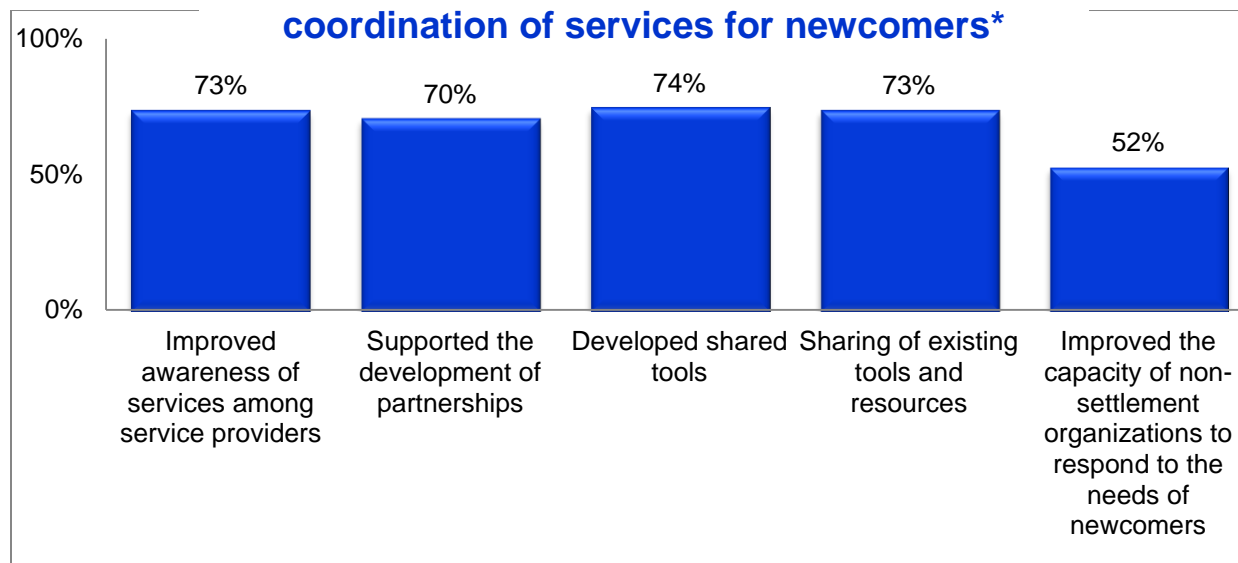


* % of respondents who selected 4 or 5 on a scale from 1 to 5

Impact

- Strengthened the network of community organizations
- Enhanced the capacity of member organizations to deliver better services for newcomers, including pre-arrival clients
- Improved coordination among member agencies

Positive responses to TWLIP's impact on coordination of services for newcomers*



* % of respondents who selected 4 or 5 on a scale from 1 to 5

Members' Recommendations

- Create more opportunities for information sharing and inter-agency updates.
- Compile and share up-to-date information and recent research on the demographics of newcomers in the West region and their needs.
- Stay abreast of emerging issues, trends and the changing needs of newcomers in the West region and in Toronto, and communicate this information with members.
- Engage additional non-settlement organizations.

Get Involved

Planning and Coordinating Committee

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

<http://torontowestlip.ca/wp-content/uploads/2017/07/TWLIP-PCC-Application-Form.docx>

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

Action Groups

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

Email admin@torontowestlip.ca to express interest in joining an Action Group or for more information about the Action Group activities.



Member List

Executive Committee

- Fatima Filippi, Rexdale Women's Centre
- Heather Sant, JobStart
- Jemima Sabapathy, JobStart
- Julet Allen, Delta Family Resource Centre
- Kemi Jacobs, Delta Family Resource Centre
- Sean Meaghar, Social Planning Toronto

Planning and Coordinating Committee

- Adriana Salazar, Mennonite New Life Centre of Toronto*
- Alan Ott, Youth Employment Services
- Anabel Antunes, Humber College*
- Azaria Wolday, Northwood Neighbourhood Services
- Blaine Felix, City of Toronto – Parks, Forestry & Recreation*
- Christina Montauti, The Career Foundation
- Cristina Graidia, Toronto District School Board
- Dolores Montavez-Ruz, YWCA JUMP
- Dulce Gaspar, Toronto Public Health
- Elisa Martinez-Reyes, Learning Enrichment Foundation
- Evelyn Akselrod, The Career Foundation*
- Geeta Wahab, City of Toronto - Parks, Forestry & Recreation
- Janet Hallett, COSTI
- Jo-Anne Atherley, Islamic Social Services & Resources Association
- Kay Ham, Toronto Catholic District School Board
- Leah Houston, MABELLEarts
- Martha Juarez, Mennonite New Life Centre of Toronto
- Meghan Wankel, CARE Centre for Internationally Educated Nurses
- Nadia Sokhan, Polycultural Immigrant and Community Services
- Peter Paul, Humber College
- Russel Mitchell, Community Microskills Development Centre*

- Sandra Loughhead, YMCA Language Assessment and Referral
- Serena Nudel, Access Alliance Multicultural Health and Community Services
- Serge Paul, Conseil Scolaire Viamonde
- Stella Dahlin, Toronto Public Library*
- Suzan Hall, Resident
- Utamika Cummings, Youth Employment Services*
- Zahra Bolouk, AIDS Committee of Toronto
- Zeena Al Hamdan, Arab Community Centre of Toronto

* Member departures during the program year

Service Coordination

- Elisa Martinez-Reyes, Learning Enrichment Foundation
- Irina Khvashchevskaya, Ministry of Citizenship and Immigration
- Kay Ham, Toronto Catholic District School Board
- Lubna Shaban, Arab Community Centre of Toronto
- Mohamed Forsa, Northwood Neighbourhood Services
- Qaiser Khan, YWCA JUMP
- Suzan Hall, Resident
- Zahra Bolouk, AIDS Committee of Toronto

Removing the Canadian Experience Barrier

- Adriana Salazar, Mennonite New Life Centre of Toronto
- Dilya Karimova, JVS (TNLIP)
- Dulce Gaspar, Toronto Public Health
- Giovanni Rico, Canadian Centre for Victims of Torture (TSLIP)
- Irina Khvashchevskaya, Ministry of Citizenship and Immigration
- Meghan Wankel, CARE Centre for Internationally Educated Nurses
- Melissa Waterman, Access Employment (TEQLIP)
- Rita Samson, Ontario Human Rights Commission
- Sadia Dualeh, Learning Enrichment Foundation
- Serge Paul, Conseil Scolaire Viamonde

Education Resources for Newcomer Families

- Dilya Karimova, JVS (TNLIP)
- Giovanni Rico, Canadian Centre for Victims of Torture (TSLIP)
- Grace Santeramo, Toronto District School Board, Essential Skills Upgrading
- Janet Hallett, COSTI
- Matthew Klaas, Catholic Crosscultural Services (TEQLIP)
- Sylvia Weng, YMCA Newcomer Information Centre
- Thomas Putenmadhom, Humber College

Women Against Violence

- Chezlie Alexander, Toronto Public Health
- Elizabeth Bethune, Rexdale Women's Centre
- Fouzia Rana, Access Alliance Multicultural Health and Community Services
- Iliana Mena, Ernestine's Women Shelter
- Jo-Anne Atherley, Islamic Social Services & Resources Association
- Laverne Blake, Ernestine's Women Shelter
- Nadia Sokhan, Polycultural Immigrant and Community Services
- Sandra Loughhead, YMCA Language Assessment and Referral
- Susmita Vaidya, Elspeth Heyworth Centre for Women
- Zahra Bolouk, AIDS Committee of Toronto

Staff List

- Carla Costa, JobStart*
- Fahmida Rahman, Rexdale Women's Centre
- Sana Hafeez, Delta Family Resource Centre
- Stephanie Gris Bringas, JobStart
- Uzma Irfan, Rexdale Women's Centre*
- Yasmeen Tian, JobStart
- Yasmin Haq-Khan, Social Planning Toronto

* Employee departures during the program year

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Toronto West Local Immigration Partnership Community Collaboration at Work



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