



Toronto West  
Local Immigration Partnership  
Community Collaboration at Work

# YEAR END REPORT

2020 - 2021

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# VISION, MISSION & VALUES

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## VISION

*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.*

## MISSION

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- Reflect, support and welcome diversity
- Value and involve the talents and experiences 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

## VALUES

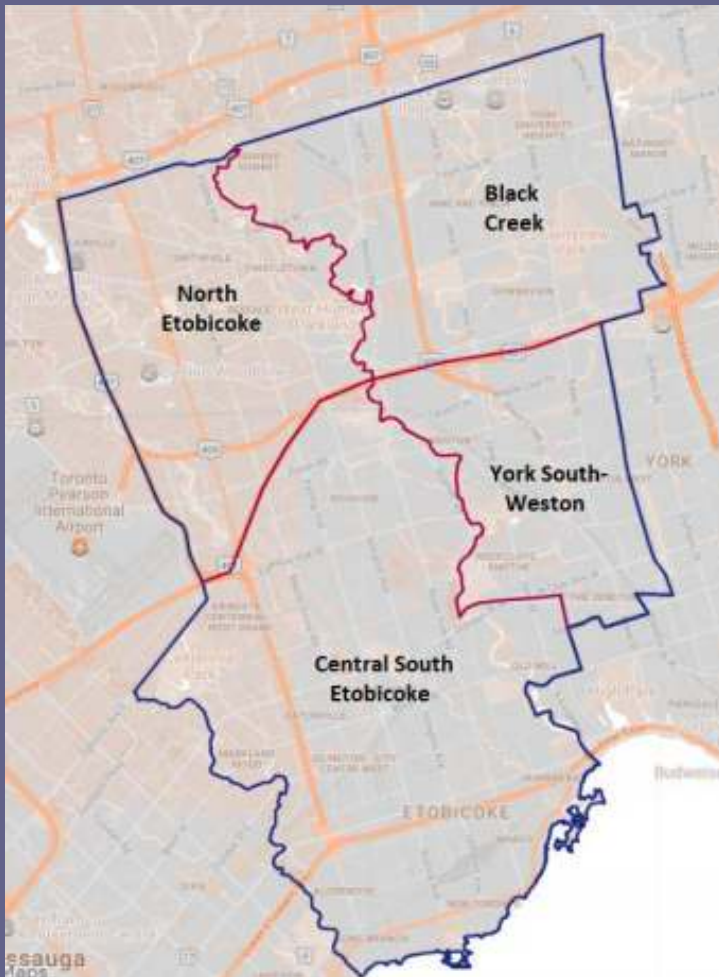
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- A process which is collective and community-centered
- Inclusiveness
- The lived experience of newcomers and established residents
- Perseverance, tenacity and positive resistance as we attempt to influence, negotiate and raise awareness
- Civic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

# INTRODUCTION

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The Toronto West Local Immigration Partnership (TWLIP) is a collaborative initiative aimed at enhancing the delivery of services to newcomers, while also promoting the innovative and efficient use of community resources through improved coordination among service providers and other community stakeholders. This initiative is funded by Immigration, Refugees and Citizenship Canada (IRCC).



## 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 STRUCUTRE

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The structure of the TWLIP was created to ensure the representation and contribution of all members. It consists of the following three essential units:

A photograph of a meeting with a woman in the foreground and a screen in the background displaying a calendar and a document titled 'Next Steps - Important Dates'.

## EXECUTIVE COMMITTEE

- Consists of executive directors and senior managers from the three consortium partners
- Ensures that contractual obligations with funders are met.

A photograph of a group of people sitting around a table in a meeting room, engaged in discussion.

## PLANNING & COORDINATING COMMITTEE (PCC)

Key partnership table of the TWLIP:

- Guides development and implementation of the TWLIP Strategic Plan.
- Diverse membership of 20 - 25 members, including residents and representatives of various service providers in the Toronto West region.
- Meets five times a year to review, monitor, evaluate and plan the action projects of the TWLIP, and discuss trends and emerging issues related to newcomers.
- New members are accepted twice a year provided that the committee is not at full membership.

A photograph of a group of people sitting around a table, engaged in a discussion.

## ACTION GROUPS

- Goal-oriented and project focused.
- Develop and implement projects and initiatives that have been approved by the PCC.

# GET INVOLVED

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## PLANNING & 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 <https://www.torontowestlip.ca/wp-content/uploads/TWLIP-PCC-Application-Form.docx>

The selection process involves a consideration of what each organization could contribute to the TWLIP, as well as its geographical 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

The 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](mailto:admin@torontowestlip.ca) to express interest in joining an Action Group. For more information about the Action Groups, visit <https://www.torontowestlip.ca/topic-groups/>

**GET  
INVOLVED!**

# STRATEGIC PRIORITIES & ACTION GROUPS

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The TWLIP Strategic Plan contains four strategic priorities. An Action Group is responsible for addressing the key issues identified by TWLIP through their respective priority area.

**Strategic Priority #1:**

**Service  
Development &  
Coordination**

**Service  
Coordination  
Action Group**

**Strategic Priority #2:**

**Labour  
Market**

**Employment Resource  
Connections  
Action Group**

**Strategic Priority #3:**

**Education  
and  
Language**

**Education  
Resources  
Action Group**

**Strategic Priority #4:**

**Health  
and  
Wellness**

**Women against  
Violence  
Action Group**

# SERVICE COORDINATION

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## Objective:

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

## Activity #1:

### Information Sharing during COVID-19

- Shared accurate and relevant information during COVID-19 with members and other community organizations. Two activities helped to achieve this goal:
  - A review of the twice-monthly Community Info Bulletin was based on a survey conducted with members. The bulletin was reorganized and included a "COVID-19 Resource" section to help service providers navigate all the new information that was impacting the delivery of services and the support of clients.
  - As organizations had to close their doors and move programs online, there were concerned about keeping clients engaged with services. Therefore, a new webpage was created on the TWLIP website to share and promote member agencies' key online programs/services. Each organization was also promoted on Twitter to reach a wider audience. The COVID-19 Programs & Services webpage can be viewed at: <https://www.torontowestlip.ca/twlip-member-organizations-programs-and-services-during-covid-19/>.

## Outcomes:

- The changes to the structure and content of the Community Info Bulletin streamlined information shared and emphasized COVID-19 resources. This meant that TWLIP members and other community service providers received timely, accurate and relevant information to support their operations during the pandemic. The information shared assisted with: reopening/ closing guidelines; health and safety protocols; government assistance; funding opportunities; legal information; offers of resources (i.e. PPE); training opportunities for staff and clients to use technology and much more.
- The new COVID-19 Programs and Services webpage allowed service providers to quickly access what programs were available during the pandemic, how the programs were being delivered, and how to access them. This facilitated coordination among organizations and support for newcomer clients who were greatly impacted by the pandemic.



## Activity #2: Collaborative Project: Access to Technology

- A project promoting access to technology for seniors initiated at the South Etobicoke Cluster table was shared with this action group. An action group member agency joined this collaborative project and began initiatives to support their senior newcomer clients in accessing and using technology.
- The action group decided that facilitating digital literacy for staff was also a priority and are arranging for a capacity building workshop to be delivered in the next program year.

## Outcomes:

- Older adult newcomer clients were referred and received digital literacy training through a third party organization. Clients received one-to-one training and were also referred to workshops that were specifically developed according to the needs of seniors during the pandemic.

## Activity #3: Year-End Event

- Planned and delivered the TWLIP Annual year-End Event to give members an opportunity to network and to showcase all the work TWLIP accomplished throughout the year.

## Outcomes:

<u>Year End Event 2021 Agenda</u>
<b>Reception</b>
<b>Welcome</b> <ul style="list-style-type: none"><li>• Land Acknowledgement</li><li>• Opening Remarks</li><li>• Introductions</li></ul>
<b>Ice Breaker: "Remember when..."</b>
<b>Action Groups Interactive Presentations</b> <ul style="list-style-type: none"><li>• Education Resources</li><li>• Employment Resources Connections</li><li>• Service Coordination</li><li>• Women Against Violence</li></ul>
<b>TWLIP Strategic Planning</b>
<b>Wrap-Up</b> <ul style="list-style-type: none"><li>• Event Evaluation</li><li>• Acknowledgments</li><li>• Adjournment</li></ul>

- Members came together to learn about each Action Group's work through interactive presentations.
- Members were reminded of the Collective Impact work and the implementation of the revised governance model, which was put on hold due to the pandemic.
- All participants who submitted the event feedback forms indicated that the event was either excellent or good. 94% of them mentioned that they have learnt something new at the event, and that they would engage with and/or apply what they have learnt.

# EMPLOYMENT RESOURCE CONNECTIONS

## Objective:

To raise awareness of partner services and improve referral processes through online resources and capacity building of front-line staff in the employment sector.

## Activity #1:

### Flyer Bank

- Sent out bi-weekly reminders as an outreach strategy to promote the Flyer Bank to frontline staff in sectors including but not limited to employment and settlement, to assist their clients who require employment supports.
- Continued to actively update the Flyer Bank by connecting with community members to ensure flyers are being submitted regularly as well as conducting outreach to allow for an updated agency list.
- Conducted an evaluation of the Flyer Bank on the Flyer Bank website from August to October 2020.

## Outcomes:



- Over 279 flyers were successfully posted on the Flyer Bank platform and approximately 12 new organizations were added to the Flyer Bank. Some of these organizations include: Achev, West Neighborhood House and in-TAC. The total flyers submitted were up by 63 from the year before.
- The total views of the Flyer Bank were 1,360 unique views from 2020-2021.
- 23 Flyer Bank evaluation responses were received. The insights provided were valuable; 65% of respondents indicated that they use the Flyer Bank to submit flyers to promote their agency programs and services. Additionally, 45% of respondents said the process of submitting flyers was 'very user-friendly' and 65% said the Flyer Bank was useful in promoting employment services to their clients.

View Flyer Bank at <https://www.torontowestlip.ca/flyer-bank/>  
Submit flyers at <https://www.torontowestlip.ca/flyer-bank-submission/>

## Activity #2: Employability, COVID-19 and Beyond: Building A Path Forward

- On 18 February 2021, the Employment Resource Connections Action Group (ERCAG) facilitated a successful event for 87 front-line settlement and employment service providers. This was the action group's 4th annual professional development event and the first virtual event held on Zoom.
- The event, titled 'Employability, COVID-19 and Beyond: Building a Path Forward' focused on employability throughout and ahead of COVID-19, and the future of the Canadian labor market.

## Outcomes:

- Participants responded to a post-event evaluation survey. Responses were received from 48% of the attendants, with 90% of them indicating that the event was 'excellent'. Overall, the event was well received, with 80% of respondents saying the schedule/timing of the event was excellent, 92% saying that the keynote speaker presentation was excellent and 80% saying the same for the panel discussion.



In the picture: presenters, action group members and TWLIP staff

- Generally, the respondents of the survey said they enjoyed the keynote speaker presentation, actionable and relevant advice, and a spotlight on the trends the most. 87% of respondents said based on this event, they are 'very likely' to attend future events. The event is available to view at: <https://www.youtube.com/watch?v=B1leiFgEhoc&t=2856s>

# EDUCATION RESOURCES

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## Objective:

To increase frontline workers' knowledge of the programs, services, and resources available in Toronto that support newcomer learners' understanding of - and participation in - the Toronto education system.

## Activity #1:

### Adult Education Initiative

- The action group planned and delivered 2 webinars for frontline staff called "Navigating Adult Education Pathways for Newcomer Learners". This was due to the results of an earlier survey that indicated staff wanted support in this area.
- The 1st webinar focused on "Needs Assessments and Pathways Planning". YMCA (Newcomer Information Centre) presented about doing holistic needs assessment with clients. Then, Pathways Charts developed by Metro Toronto Movement for Literacy were shared, highlighting learning pathways and transition points that would be useful for adult newcomer learners.
- The 2nd webinar focused on "Accessing Post-Secondary Education". Humber College delivered a presentation that included processes, programs and resources for accessing Ontario colleges. The newly developed COVID-19 Resource page from the Welcome2School website was then reviewed with the workshop participants.

## Outcomes:

- The two webinars increased frontline staffs' capacity to assist adult newcomer clients with accessing appropriate learning/ upgrading pathways to further their education and career goals.
- Feedback received after the 1st webinar indicated that staff wanted resources to assist them in supporting clients during the pandemic. So, during the 2nd webinar, staff learned about changes to processes and program delivery at colleges (through Humber's presentation). They also gained access to the new COVID-19 Resources webpage on the Welcome2School site (see below for more details).

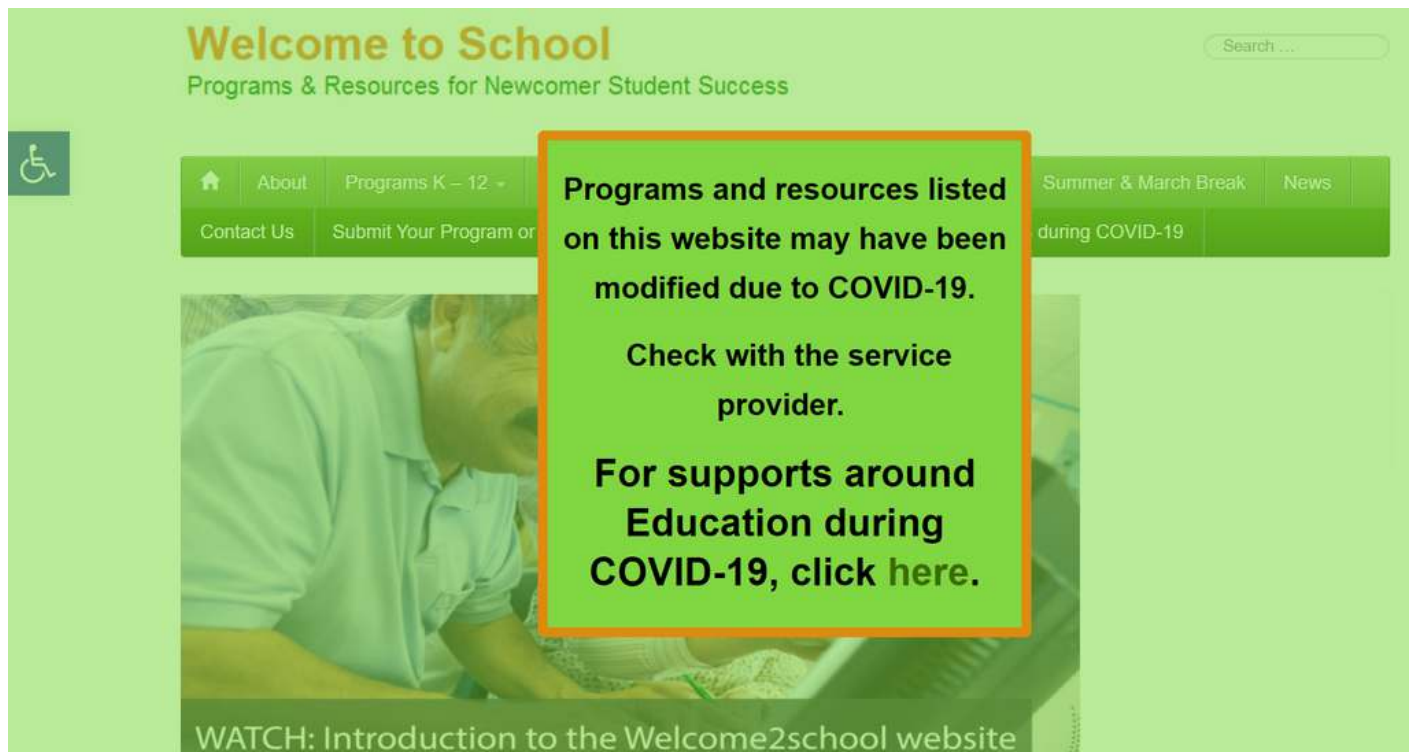
## Activity #2:

## Welcome to School Website

- A comprehensive COVID-19 Resources webpage was developed and continuously updated on the Welcome2School website. The news, resources and programs listed related to: new models of learning and supports for online learning; school board news and updates; health and safety; mental health and wellness; financial assistance; access to technology; programs to support families, international students, digital literacy training and more.
- The COVID-19 Resources webpage and the website was presented to: various community members and stakeholders at an online Back-to-School Town Hall; TWLIP members and guests at the annual Year End Event (online); over 50 frontline staff who serve newcomers through a capacity building webinar.
- The website can be found at [welcome2school.ca](http://welcome2school.ca)

## Outcomes:

- Through the sharing of relevant, timely and reliable resources on the website, frontline staff were able to support newcomer clients/ families/ learners to navigate programs and services related to education and learning during a very challenging time.



# WOMEN AGAINST VIOLENCE

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## 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.

### Activity #1:

#### List of Crisis Resources

- In response to the reported increase in domestic violence during the pandemic, a comprehensive "Crisis Lines and Resources during COVID-19" list for frontline staff was created.
- This resource is available at <https://www.torontowestlip.ca/wp-content/uploads/WAV-Crisis-List-June15.pdf>

## Outcomes:

- The development and sharing of the list increased the capacity of frontline staff across sectors to support clients experiencing gender-based violence during the pandemic.

### Activity #2:

#### Capacity Building Workshops

- In response to a Needs Assessment surveys conducted with service providers early in the pandemic, the action group began planning 3 capacity building workshops to help the sector respond to greater need and new challenges due to COVID-19. The topics to be covered (within the context of gender-based violence) are Housing Issues, Mental Health, and Safety Planning.

## Outcomes:

- The needs assessment and the subsequent planning of the capacity building workshops will allow the group to hit the ground running in the new program year with the development of new information/ resources that will further assist frontline staff to be better informed and connected - and better able to support the multiple needs of clients who experience gender-based violence.

### Activity #3:

## The "#Stronger than you think" Educational Video

- The action group produced a short, educational video entitled "Stronger Than You Think". The intent of the video is to help viewers identify if they, or someone they know, are/is experiencing domestic violence. It encourages people to act and promotes various ways that an individual can get support.
- View video at <https://www.torontowestlip.ca/raising-public-awareness-of-domestic-violence/>

### Outcomes:

- The video helped to raise awareness that many forms of domestic violence exist. It educates that gender-based violence is not to be tolerated in Canada, and that many community resources exist to assist victims to end the violence.



### #Strongerthanyouthink



# STRATEGIC PLANNING

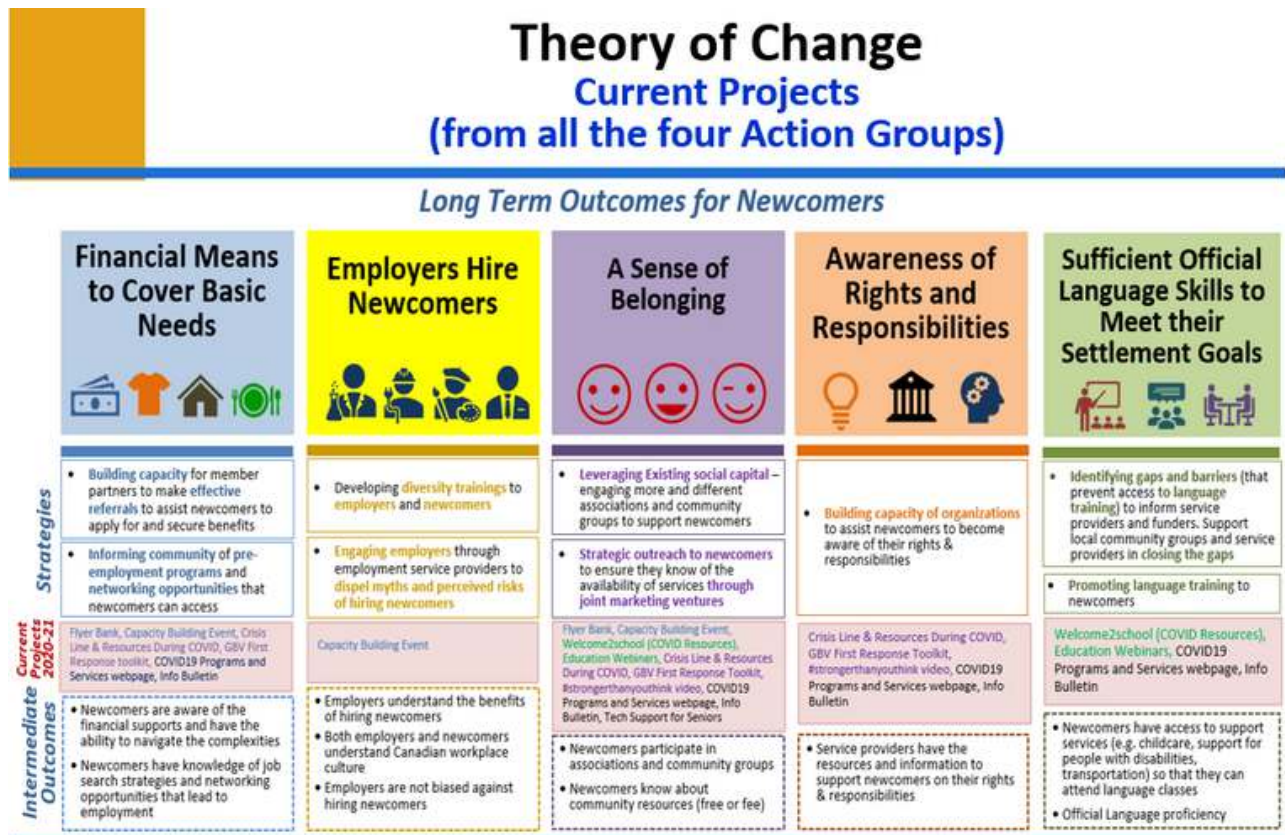
## Collective Impact

### Theory of Change

The TWLIP has been working on our plan for Collective Impact since February 2018. In our first phase of work we developed an Impact Statement and a Theory of Change and tested these frameworks through research and engagement with our community. In our second phase, during 2019-2020, we developed a new governance model, planned for transition to this new model, engaged in some action planning activities, and began an evaluation plan.

Due to the pandemic the Collective Impact Project was largely put on hold as TWLIP and member organizations prioritized other work. However, the working group did meet to discuss what steps could be taken during the pandemic. The group focused on the 5 Outcome Areas identified in the Theory of Change.

A Mapping Exercise illustrated how Action Group Initiatives were Contributing to the Outcome Areas in the Theory of Change





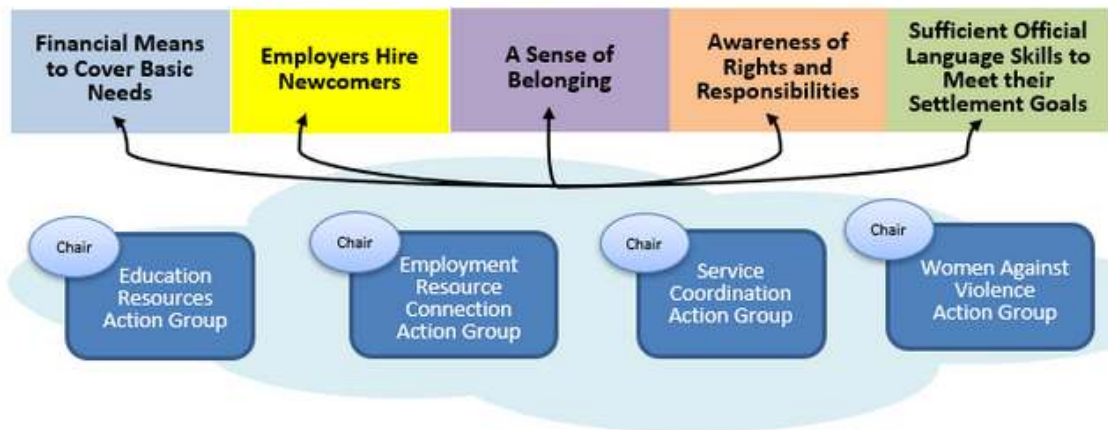
## Action Planning

To date, action planning has involved a number of steps. By mapping the work of the Action Groups to the Theory of Change, Action Groups could see how their work was relevant and how it might evolve in the future. In planning for the next program year, all Action Groups are to discuss how their work would align with one or more of the Outcome Areas for newcomers (see below). In addition, all Groups are to think about how they will measure the outcomes for their future activities.

Action Group Activities are to Align with One or More of the Outcome Areas

# Moving Forward Action Planning

## Long Term Outcomes for Newcomers



## Key Considerations:

- Action Group activities lead to outcome area(s)
- Measurement of outcomes of the activities

# INTER-LIP COLLABORATION

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The TWLIP works very closely with the four other LIPs in Toronto (Toronto North LIP, Toronto East Quadrant LIP, Toronto South LIP and the Toronto Newcomer Office) to address common issues, and is actively involved in their city-wide initiatives. Below are key examples of the Inter-LIP collaborative projects that TWLIP was actively involved in during the 2020/2021 program year:

## **TSLIP's Systemic Issues and Social Changes Workgroup**

TWLIP is an integral partner of Toronto South LIP's Systemic Issues and Social Change Working Group and actively participated in this committee's work around the needs of newcomers to access and use technology and the capacity of providers in meeting those needs. The group carried out 2 surveys – one for service providers and one for clients/newcomers. The data was analyzed and compiled into a comprehensive report that was shared widely with stakeholders.

The report is available at [Access to Technology for Service Providers and Newcomers during COVID-19](#)

## **TNLIP's Faith and Welcoming Community Forum Planning Committee**

TWLIP is a member of the TNLIP's Faith Forum Planning Committee. This year's forum was held on March 9, 2021 via an online platform, with the title "Building Resilience and Adapting to Changing Times Through Collaboration" There were two panel discussion sessions on "InterFaith and Service Provider COVID Responses to Food Security", presenters spoke about their experience building resilience and adapting to changing times in response to acute issue of food security during COVID crisis through collaborative efforts. The event also included a "Spoken Word Poetry" performance by a local artist.



## TEQLIP's Bridges Forum

BRIDGES Forum is an annual collaboration and partnership forum for services providers organized by the Toronto East Quadrant Local Immigration Partnership (TEQLIP) in collaboration with the Toronto Quadrant LIPs and the City of Toronto Newcomer Office. Objective of the forum is to help build capacity of organizations of varying sizes and enhance resources in order to engage effectively and impactfully in collaboration and partnerships and achieve results through collective action. BRIDGES 2021 was held online and included a panel discussion on Building Resilience Through (New) Collaboration During COVID-19. The topics of the four concurrent workshops were:

- Addressing newcomer unemployment through collaborative engagement of employers
- Working together to strengthen supports for victims of gender-based violence (delivered by the TWLIP's Women Against Violence Action Group!)
- Addressing oppression and racism through collective action
- What is the future of digital/hybrid settlement service delivery?

# NEEDS ASSESSMENT DURING COVID-19

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The four Toronto Quadrant LIPs also came together during the pandemic to conduct two major surveys to identify the needs of newcomers.

## 1) Needs Assessments Surveys for Newcomers

This survey sought feedback from service providers about their experience serving newcomers. It was first conducted in Apr 2020 and repeated in Jul 2020 and Nov/Dec 2020 to capture the evolving needs of newcomers. The survey was circulated to all TWLIP members and to additional newcomer-serving agencies in Toronto

Based on the responses received, notable trends of needs experienced by newcomers included: food insecurity; financial supports; access to technology (need for appropriate devices, access to affordable Wi-Fi, and digital literacy training); help with finding/maintaining housing and rent arrears, employment (loss of employment and help with new online processes); supports for newcomers with non-traditional immigration status; language support for clients trying to access virtual services (i.e. immigration documentation, medical interpretation); mental health supports for families; support for increasing domestic violence; access to settlement programs including language training; and support around education system. Over time, many of these needs continued and some increased in urgency.

## **2) Back to School Survey for Newcomer Parents**

This survey was intended to hear directly from newcomer parents about their experience with the education system during the pandemic.

In response to the needs expressed in the survey results, a school reopening town hall was also organized jointly by the Toronto LIPs in September 2020. The event provided a space for immigrant service organizations to raise concerns and discuss available support for newcomer students and parents. The event addressed issues such as safety procedures in schools, challenges around online learning and supports to help navigate the rapidly changing school environment.

# **PARTICIPATION IN COMMUNITY/NEWCOMER CLUSTERS**

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During the pandemic, the City of Toronto and the United Way of Greater Toronto initiated the Community Coordination Plan (CCP) to establish community cluster tables throughout the city comprised of community service organizations to respond to the emerging needs of vulnerable populations.

TWLIP was active in four of these cluster tables that fell geographically within its catchment area: North Etobicoke, South Etobicoke, York Weston Pelham, and Black Creek/Humber Summit. TWLIP also participated in the Newcomer Cluster table, established to respond specifically to the needs of newcomer communities in Toronto.

TWLIP staff attended more than 150 meetings during the reporting period. We shared information and coordinated resources and services with our membership, engaged in community projects, and provided input/ feedback to city initiatives around newcomer needs and challenges. Through these initiatives we contributed to filling service gaps within Toronto West and for newcomer populations in general.

# COMMUNICATIONS

TWLIP coordinates the sharing of information about community events, employment opportunities, funding opportunities, programs and services in West Toronto through the distribution of a bi-weekly Community Info-Bulletin. Visit [www.torontowestlip.ca](http://www.torontowestlip.ca) to learn about the collaborative initiatives carried out by the TWLIP members.



Toronto West  
Local Immigration Partnership  
Community Collaboration at Work

[Home](#) [About Us](#) [Information & Resources](#) [Find Services at TWLIP](#) [News & Events](#) [Welcome2School](#)



## TWLIP Year End Report

Obtain current and past year end reports for TWLIP.

[Access the Yearly Reports](#)



### I am a Service Provider

Resources, information and links for people who work with newcomers and immigrants.

This area of the site has been designed for **frontline professionals, organizations, community groups, and volunteers** that work with newcomers in Toronto West.



### I am an Employer

Information about services, supports and financial incentives for employers.

It can be challenging to find qualified employees who are the right fit for the job.

There are organizations in your area that offer **employer support and job matching services** at no cost.



### I am a Newcomer

Helpful information about settlement programs, community services and web-based resources for newcomers.

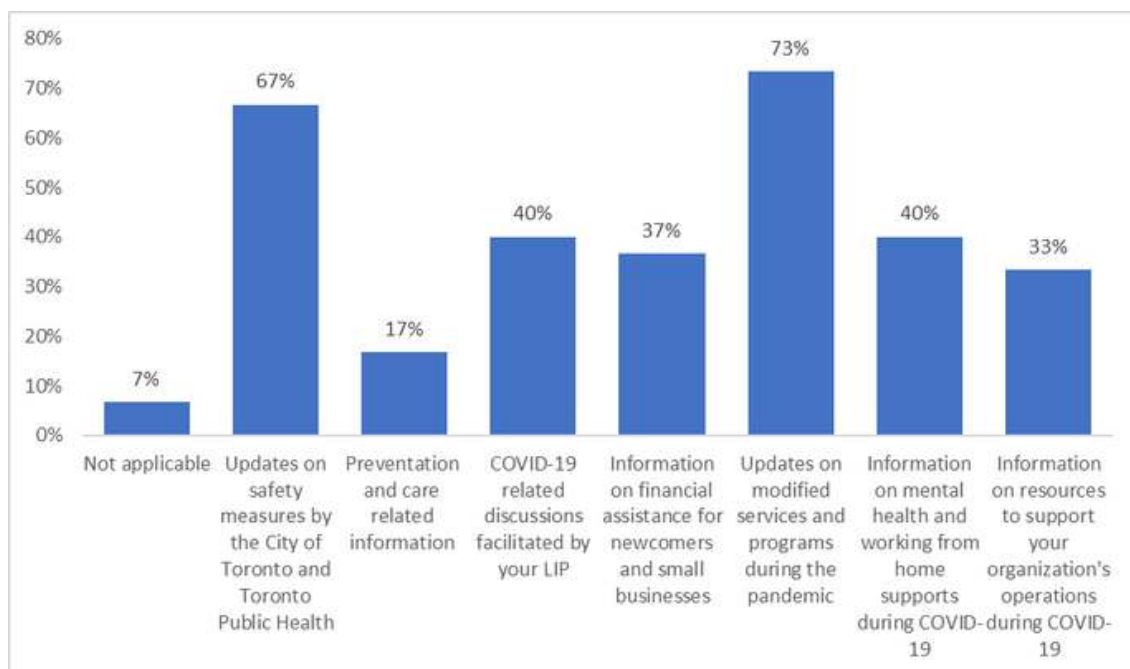
There are many free programs and services to support you and your family as you settle in Toronto.

Find information about **English classes, employment, health services, child care, education, and getting involved in your community.**

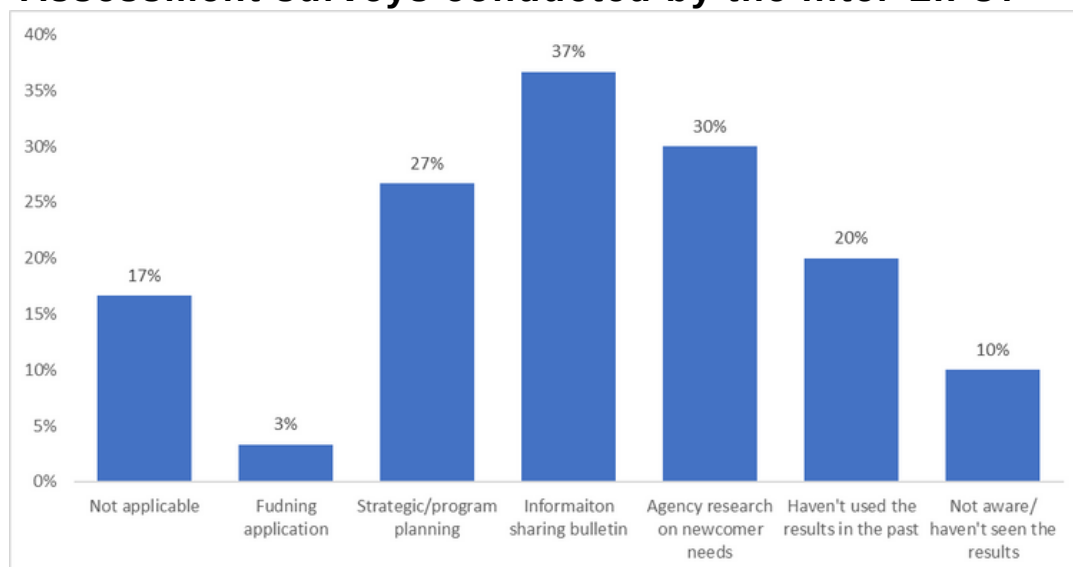
# YEAR-END EVALUATION

The TWLIP Executive Committee, Planning and Coordinating Committee (PCC), and Action Group members were invited to respond to an online survey between March 29 - April 9, 2021 to evaluate the work of the TWLIP for the 2020 – 2021 program year. 30 members responded to the survey.

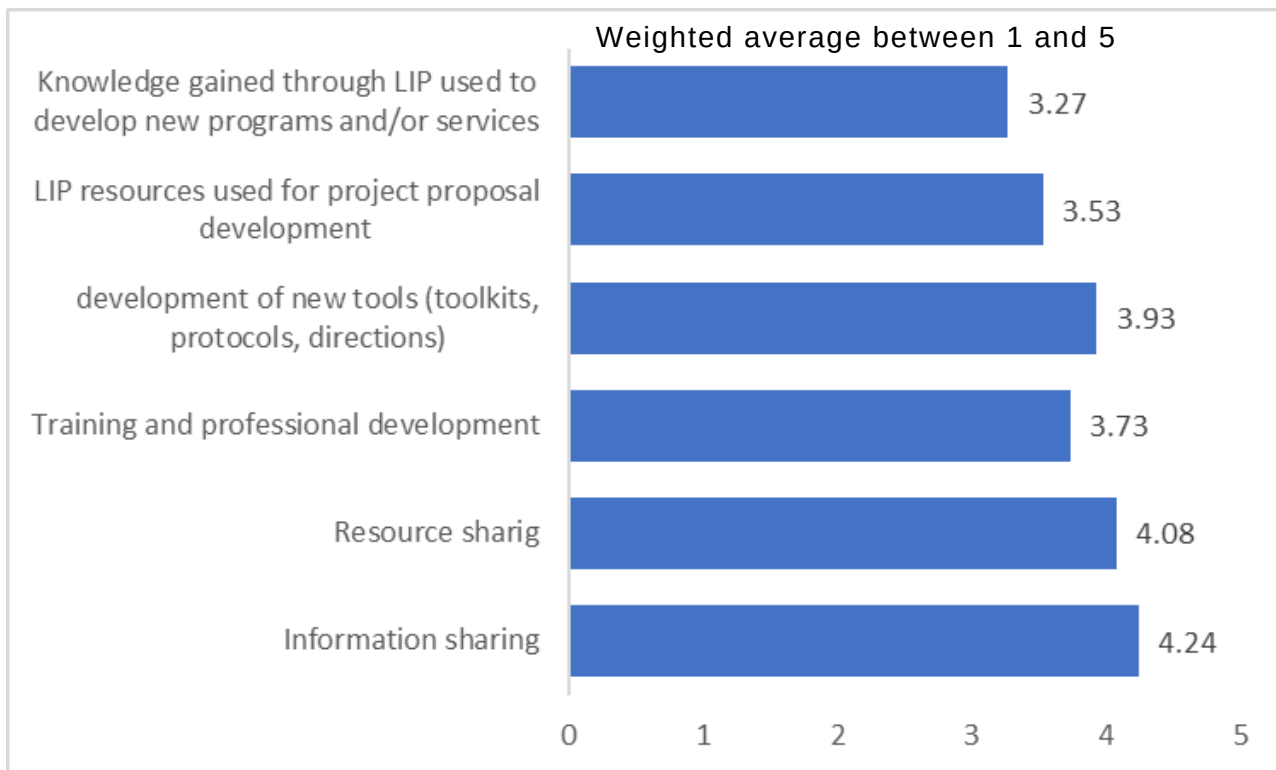
## Areas that LIP support was helpful in response to the COVID-19 Pandemic



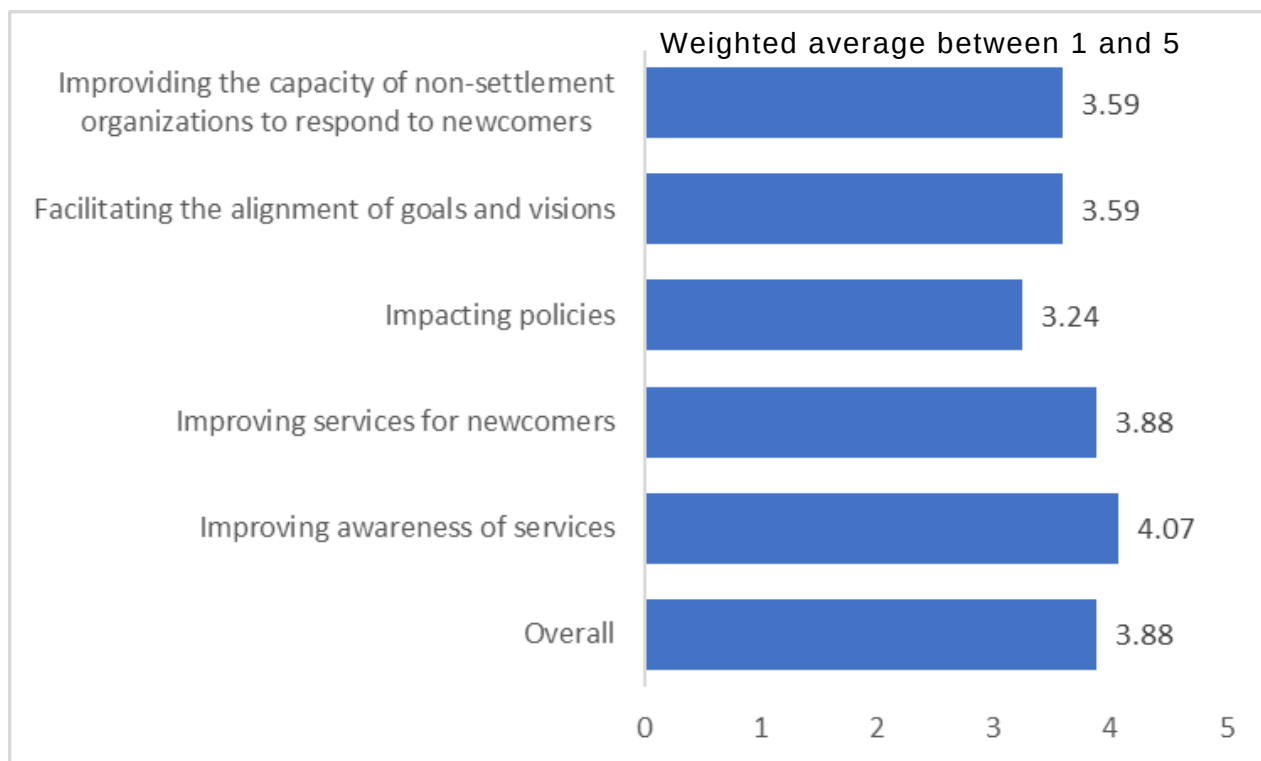
## How have you used the results of COVID-19 Newcomer Need Assessment surveys conducted by the Inter-LIPs?



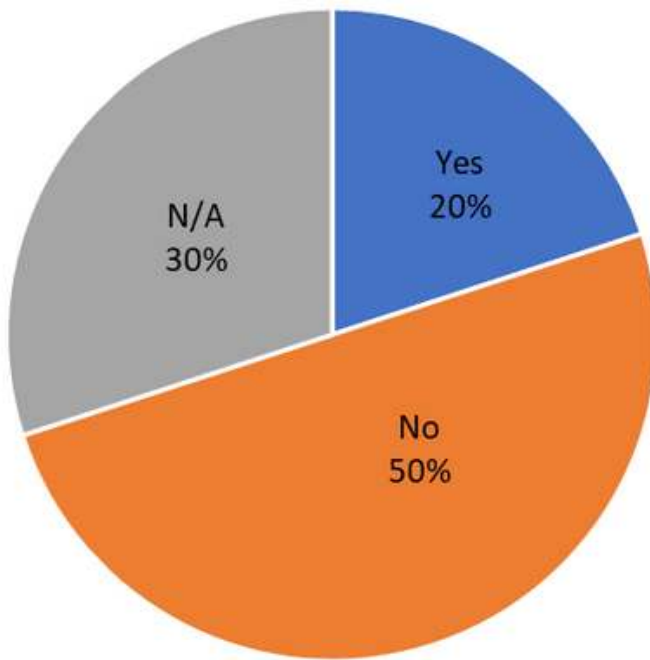
## How helpful is the LIP to your organization?



## How well has the LIP helped to coordinate services to newcomers?



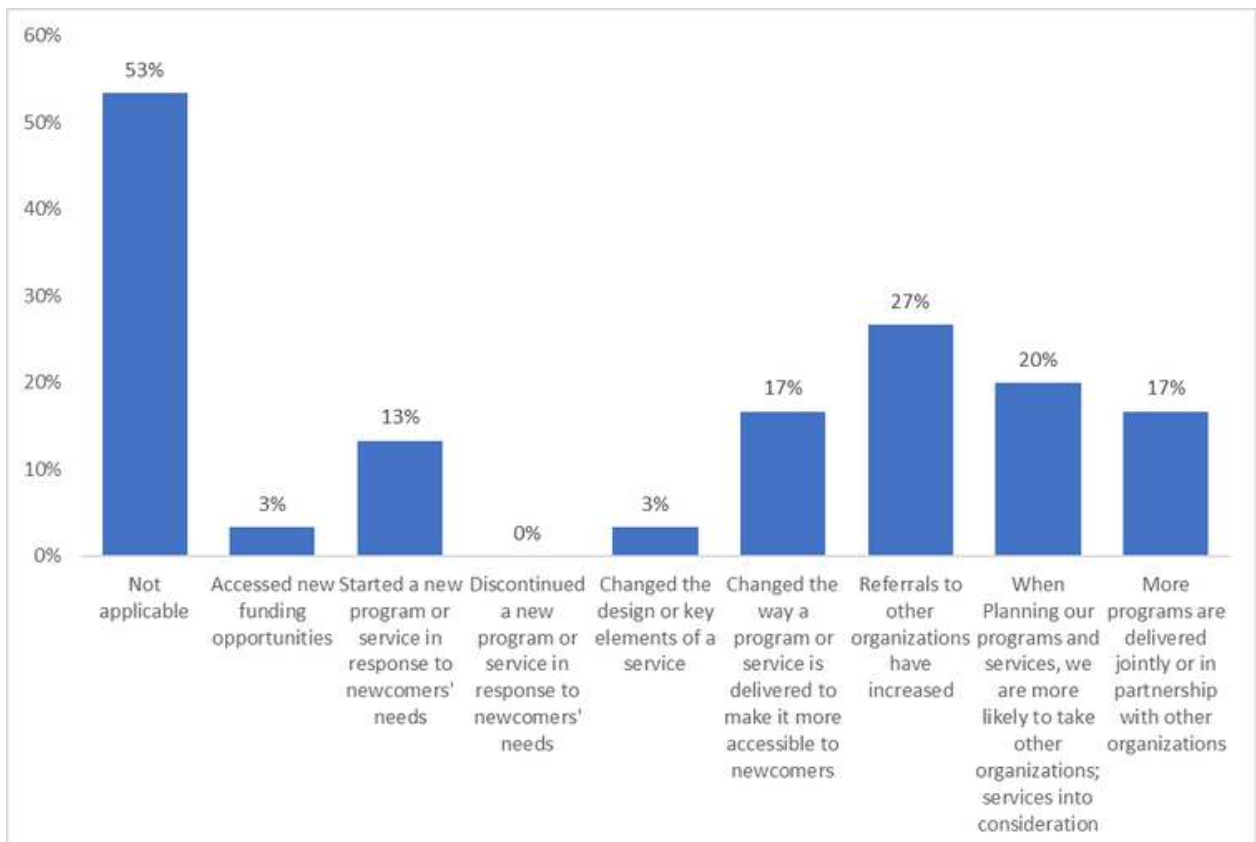
## Has your organization partnered with another organization as a result of the LIP?



For yes, examples include:

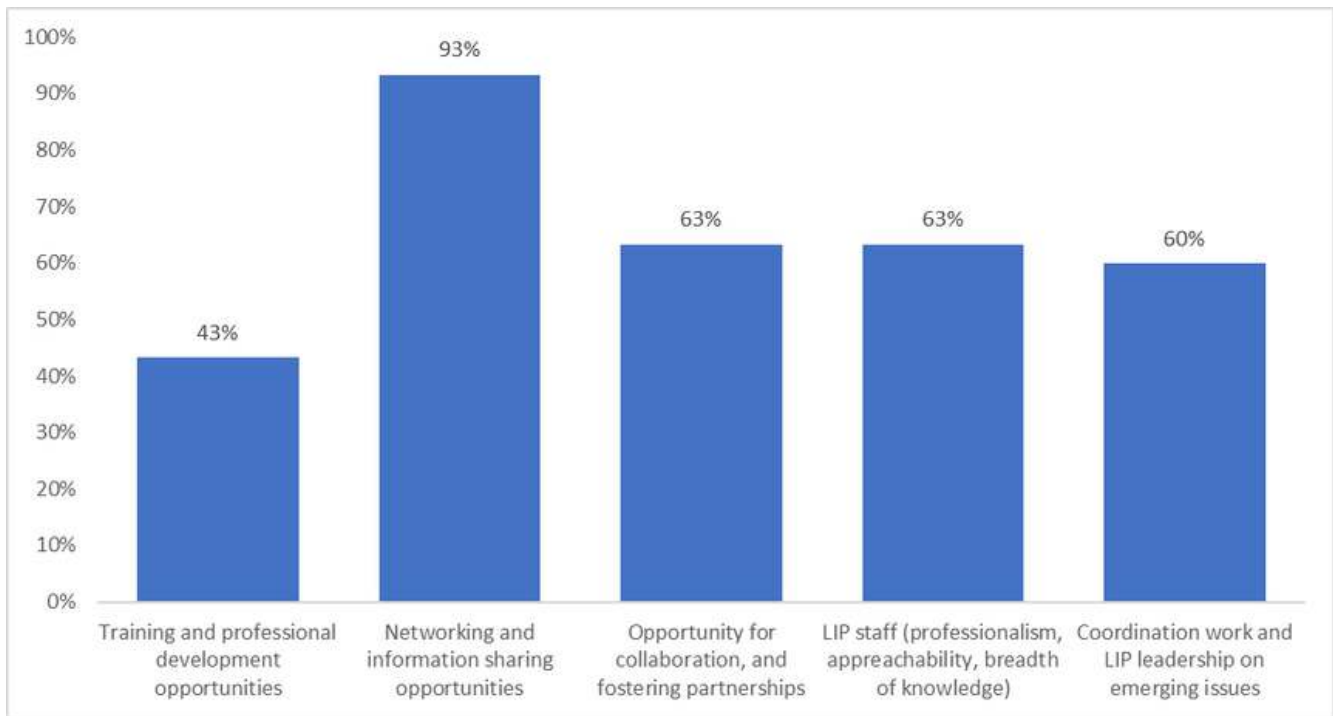
- Programs, activities and information sharing
- Education Fair, close partnership with Access Alliance, Toronto Public Library
- Funding application
- Coordinated a job fair with other LIP employment service providers

## Has the programming, planning or service delivery of your organization changed in the past year as a result of your involvement with the LIP?





## What do you value about your LIP?

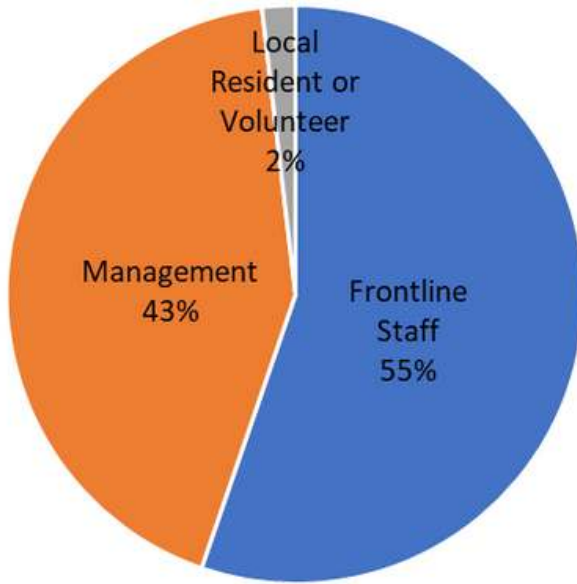


## Members' suggestions on how LIP can be more relevant to their organizations

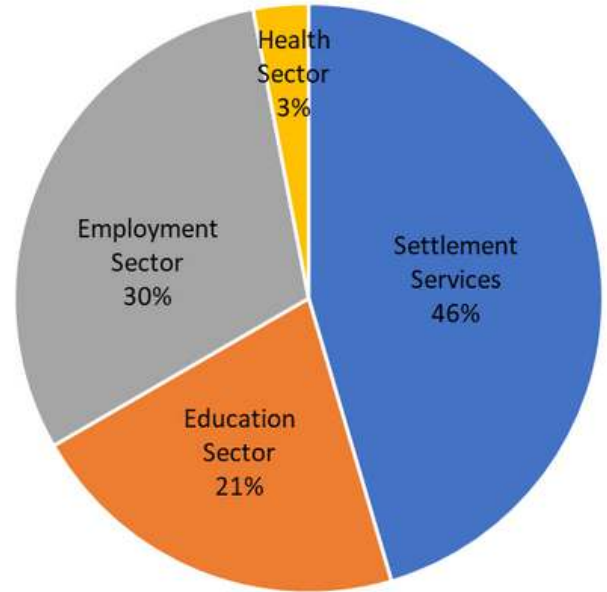
- Provide more information on policy in regards to immigration.
- Share funding opportunities from various sources.
- Continue to provide training opportunities for front line staff.
- Support members in relation to leadership.
- Develop a greater understanding of the needs of those with low educational attainment or literacy challenges. and collaboration
- Continue to share information, collaborate, and offer opportunities for networking and building relationships across sectors.

# The Survey Respondents

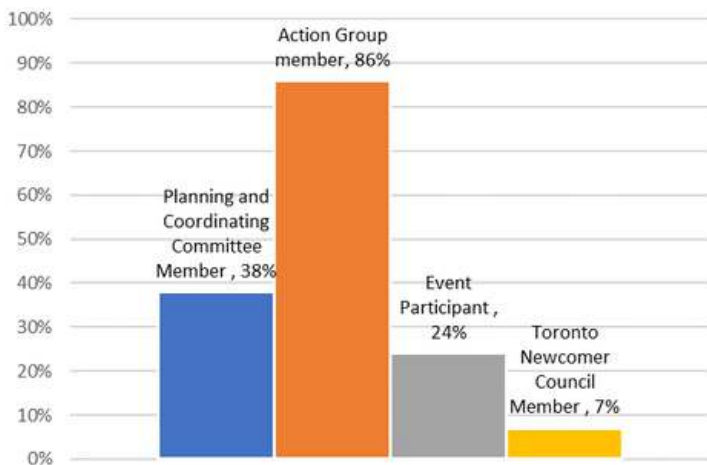
## Role Within Your Organization



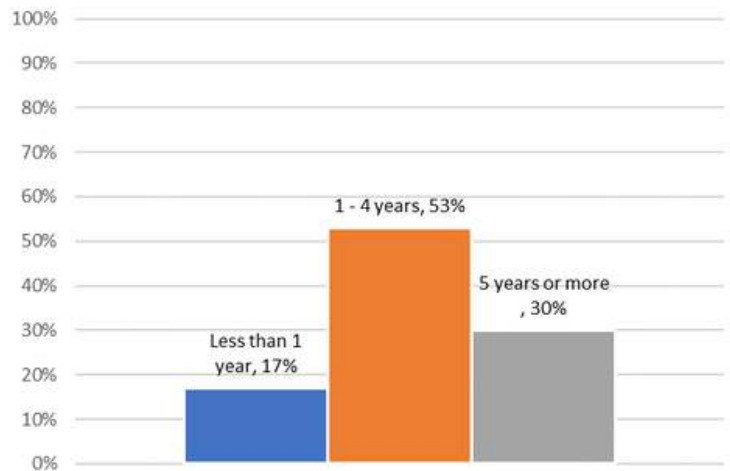
## Sector Representation



## Role Within LIP



## Years With LIP



# MEMBER LIST

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## Executive Committee

- Fatima Filippi, Rexdale Women's Centre
- Jemima Sabapathy, JobStart
- Julet Allen, Delta Family Resource Centre
- Kemi Jacobs, Delta Family Resource Centre
- Patricia Salmon, JobStart

## Planning and Coordinating Committee

- Alan Ott (Youth Employment Services)
- Anne King (Toronto Public Library - Black Creek Branch)
- Babur Mawladin (Jane Alliance Neighbourhood Services)
- Chenai Kadungure (Skills for Change)
- Christina Montauti (The Career Foundation)
- Cristina Graidia (Toronto District School Board)
- Christopher Imecs (Humber College)
- Dolores Montavez-Ruz (YWCA Jump)
- Elisa Martinez-Reyes (Learning Enrichment Foundation)
- Jo-Anne Atherley (Islamic Social Services and Resources Association)
- Kay Ham (Toronto Catholic District School Board)
- Khalid Guliana (Arab Community Centre of Toronto)
- Nadia Sokhan (Polycultural Immigrant and Community Services)
- Pablo Vivanco (Jane Finch Centre)
- Peter Paul (Humber College)\*
- Rebecca Anderson-Tardif (Skills for Change)\*
- Safiya Clarke-Mendes (AIDs Committee of Toronto)
- Sandra Loughhead (YMCA Language Assessment and Referral)
- Shankari Balendra (Mennonite New Life Centre of Toronto)
- Serena Nudel (Access Alliance Multicultural Health and Community Services)\*
- Snezana Gabric (COSTI)
- Suzan Hall (Resident)

\* Member departures during the program year

# ACTION GROUP MEMBERS

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## Education Resource

- Adriana Pena (TSLIP Staff)
- Grace Santeramo (TDSB – Essential Skills Upgrading)
- Isabella Yan (TNLIP Staff)
- Snezana Gabric, COSTI)
- Sylvia Weng (YMCA Newcomer Information Centre)
- Thomas Puthenmadhom (Humber College)

## Employment Resource Connections

- Alan Ott (YES)
- Ann Mossop (TDSB)
- Anne Marie-Williams (PTP-Adult Learning and Employment Programs)
- Christina Montauti (The Career Foundation)
- Domenic Cutulle (JobStart)
- Erika Armstrong (TDSB)
- Frank Kelly (VPI-INC)
- Karen McGregor (Humber College)
- Manoj Bhattaraj (YMCA)
- Margaret Nwosu (Rexdale Women's Centre)
- Meghan Wankel (CARE Centre for IENs)
- Otis Mushonga (Access Community Capital Fund)
- Reena Buchar (Rexdale Women's Centre)
- Shahina Suleman (PTP-Adult Learning and Employment Programs)
- Sheila Mulhen (MNLTC)
- Sindy Canteros (COSTI)
- Silvia Kindelan (Rexdale Women's Centre)

## Service Coordination

- Anne King (TPL - Black Creek Branch)
- Elisa Martinez-Reyes (LEF)
- Fahmida Rahman (Rexdale Women's Centre)
- Hashim Alhussaini (PICS)
- Khalid Guiliana (ACCT)
- Nasrin Hotaki (Rexdale Women's Centre)
- Pablo Vivanco (Jane Finch Centre)
- Qaiser Khan (YWCA Jump)
- Suzan Hall (Resident)

## Women Against Violence

- Adriana Pena (TSLIP)
- Cristina Osos-Carrera (Ernestine's Women's Shelter)
- Fouzia Rana (Access Alliance Multicultural Health and Community Services)
- Kera Vijayasingham (TNO)
- Mani Mahadeva (TEQLIP)
- Mariam Chevrier (Madison Community Services)
- Nadia Sokhan (PICS)
- Naureen Ahmed (RWC)
- Sandra Loughhead (YMCA)
- Shrid Dhungel (Alzheimer Society Toronto)
- Tahir Khan (TNLIP)
- Taraneh Vejdani (North York Women)
- Zarah Bolouk (Sistering)

## Staff List

- Amal Qureshi, JobStart
- Fathiya Warsame, Rexdale Women's Centre
- Pam Cardwell, JobStart
- Sana Hafeez-Shah, Delta Family Resource Centre
- Yasmeen Tian, JobStart

## Quick Links to TWLIP's Resources:

### Action Group

- Education Resources
- Employment Resource Connections
- Service Coordination
- Women Against Violence
- Other

### Projects and Links

- [welcome2school.ca](http://welcome2school.ca)
- Employment Flyer Bank:
- View Flyers: [torontowestlip.ca/flyer-bank](http://torontowestlip.ca/flyer-bank)
  - Submit Flyers: [torontowestlip.ca/flyer-bank-submission](http://torontowestlip.ca/flyer-bank-submission)
  - Intro video: [torontowestlip.ca/flyer-bank-intro](http://torontowestlip.ca/flyer-bank-intro)
- [Programs and Services during COVID-19](#)
- [Your Are Stronger Than you Think!](#)
  - [Crisis Lines & Resources to Support Victims of Gender-Based Violence](#)
  - [Gender-Based Violence First Response Toolkit for frontline staff](#)
- [TWLIP Year End Reports](#)



<https://bit.ly/2MWu5Ts>



[www.torontowestlip.ca](http://www.torontowestlip.ca)



[@TOWestLIP](https://twitter.com/TOWestLIP)

## This report is put together by:

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