



Toronto West  
Local Immigration Partnership  
Community Collaboration at Work

# Year End Report

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**2017 - 2018**



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# Vision, Mission and Values

## 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

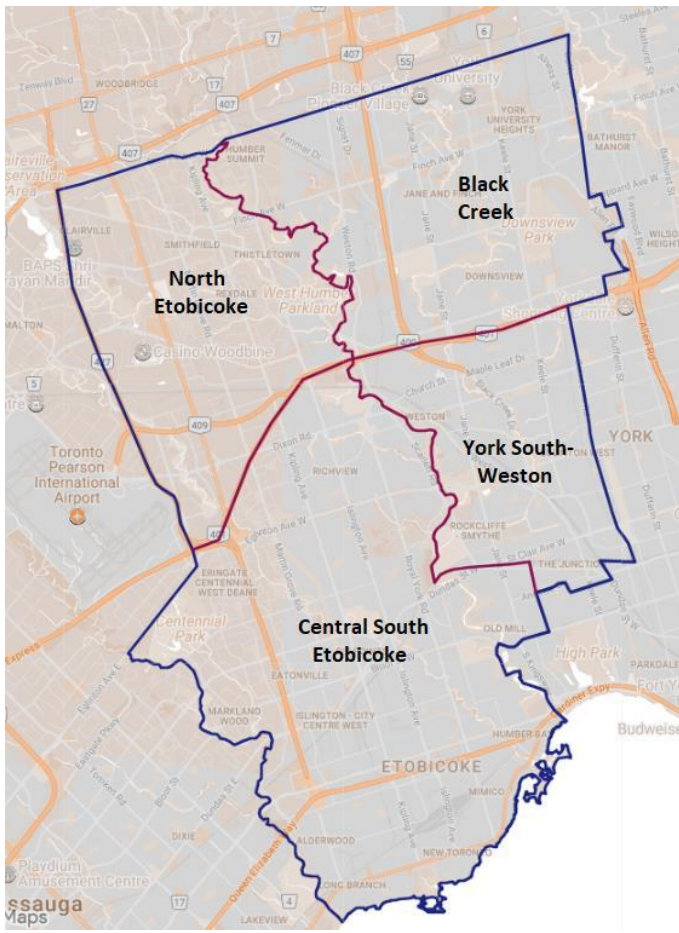
- ❖ Reflect, support and welcome diversity
- ❖ Value and involve the talents and experience of newcomers
- ❖ Raise awareness of community issues and encourage collective action
- ❖ Co-ordinate a service delivery system within TWLIP which is seamless, and client-centered
- ❖ Share resources, best practices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

## Values

- ❖ 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. The Toronto West LIP is funded by Immigration, Refugees and Citizenship Canada (IRCC) and led by JobStart. Other partner agencies of the project are: Delta Family Resource Centre, Rexdale Women's Centre and Social Planning Toronto.



Map of the Toronto West LIP catchment area

## 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 to ensure the representation and contribution of all members. It consists of the follow three essential units:

## Executive Committee

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

## Planning and 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

## Action Groups

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

# 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 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

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 or for more information about the Action Group activities.



# Strategic Priorities & Action Groups

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.

<b>Strategic Priority #1: Service Development &amp; Coordination</b>	Service Coordination Action Group
<b>Strategic Priority #2: Labour Market</b>	Employment Resource Connections Action Group
<b>Strategic Priority #3: Education &amp; Language</b>	Education Resources Action Group
<b>Strategic Priority #4: Health and Wellness</b>	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

### ❖ **Developed collaborative relationships with faith communities:**

- Collaborated with the Darul Arqam Islamic Centre to organize an Iftaar and Community Information Fair on June 9 2017 during the month of Ramadan.
- Coordinated 4 outreach sessions with the Sikh Spiritual Centre in North Etobicoke between October 2017 and March 2018.

### ❖ **Identified and reported on emerging issues regarding newcomers:**

- Conducted the Emerging Issues Survey with 24 service providers in Toronto West to identify the major issues they are experiencing.
- Compiled the data into a summary report that was shared with the participating organizations and all TWLIP members.



# Outcomes

- ❖ Members of the Darul Arqam Islamic Centre and the Sikh Spiritual Centre gained access to needed services in their communities.
- ❖ Community service providers learned about the needs of newcomers and immigrants in their communities.
- ❖ The Emerging Issues and Trends Survey and Report facilitated the sharing of information among service providers about the challenges they are seeing and the responses they are developing:

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## **Top five issues selected by service providers in Emerging Issues Survey:**

1) Labour Market Access

2) Social Integration

3) Housing

4) Language Proficiency

5) Access to Services

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## **Sample responses from service providers to (above) emerging issues:**

1) Providing mentoring and bridging programs  
Developing entrepreneurship programs

2) Working with the family unit as a whole  
Connecting clients to social and faith groups

3) Capacity building around tenant rights  
Working with private landlords

4) Referring to English conversation circles  
Doing targeted outreach about language services

5) Using a case management approach  
Opening a needed child and youth centre

# Employment Resource Connections

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



## Activities



[www.torontowestlip.ca/flyer-bank-intro](http://www.torontowestlip.ca/flyer-bank-intro)

- ❖ Created an online platform - **Employment Flyer Bank** to collect and share employment related services within the TWLIP catchment area
- ❖ Organized a **Capacity Building Event** for employment sector front-line staff in Feb 2018. The event included:
  - A presentation from the Executive Producer of New Canadians TV show on Networking and Creative Outreach Strategies
  - The launch of the Flyer Bank, including a live presentation of the Flyer Bank
  - Activities for participants to network with each other

# Outcomes

- ❖ The Flyer Bank is a platform to improve client services through effective information sharing and referrals. Service providers use it as a tool to share and promote employment related programs and services to support newcomer clients with their employment needs.
- ❖ A half-day successful capacity building event was held on Feb 13<sup>th</sup> 2018. 25 out of 26 participants who submitted the evaluation form indicated that the event was either excellent or good. The event strengthened the relationships among frontline workers in the employment sector through a facilitated networking activity and other networking opportunities at the event.
- ❖ As a result of the presentation delivered by the Executive Producer of New Canadians TV Show at the Feb 13<sup>th</sup> event, participants gained knowledge about effective outreach methods and creative networking strategies that they can implement in their workplaces.



*Networking and Creative Outreach Strategies presented by Gerard Keledjian, Executive Producer of New Canadians TV Show*

# Education Resources

**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

- ❖ Conducted a survey to understand the training needs of frontline workers in supporting their clients to navigate pathways to adult education.
- ❖ Co-hosted an Education Fair with COSTI Immigrant Services on March 21, 2018. 15 institutions and service providers presented their programs and services to over 300 English language students and internationally trained professionals.
- ❖ Expanded the content of the Welcome2School website to include more programs and services for children and youth with special needs.
- ❖ Distributed regular e-blasts to promote the website, highlighting specific information on the site such as Homework Help or Kindergarten Registration.
- ❖ Developed a survey that popped up on the home page of the website to help evaluate the website.

# Outcomes

- ❖ In response to the survey on training needs, workshops on Accreditation and Licensing facilitated by World Education Services and Global Experience Ontario were delivered to frontline staff.
- ❖ As a result of the Education fair, over 300 English language students and internationally trained professionals gained information from 15 different institutions/ service providers about the programs and resources that can help them further their academic and career goals.
- ❖ The pop-up survey on the Welcome2School.ca site indicates that the e-blast campaign is successfully driving traffic to website.
- ❖ Additional learnings from the survey show the website is unique in providing information about specific community programs across Toronto that support newcomers' participation and success in the education system.

## Welcome to School

Programs & Resources for Newcomer Student Success

Search ...



Welcome2School Website: [www.welcome2school.ca](http://www.welcome2school.ca)  
Website Introduction: [www.welcome2school.ca/intro](http://www.welcome2school.ca/intro)

### Education News

Phantom Friday – Feb 16  
– Part of TCDSB Energy  
Conservation month

Rotary Club Scholarship  
for TCDSB Secondary  
School Graduate

TCDSB presents  
Indigenous Poster  
Competition May 2018

February is African  
Heritage Month – How to  
talk to your child(ren)  
about race and racism.  
Thurs., Feb 8

Activités portes ouvertes  
des écoles Viamonde

# 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

Women Against Violence Action Group Presents:

### First Response Toolkit for Frontline Staff

Second Edition - February 15, 2018



[http://www.torontowestlip.ca/wp-content/uploads/toolkit-2018\\_final.pdf](http://www.torontowestlip.ca/wp-content/uploads/toolkit-2018_final.pdf)



- ❖ In collaboration with other LIPs in Toronto, conducted a City-Wide communications campaign to promote the message Gender-Based Violence is Everyone's Issue to Address.
- ❖ Delivered Gender-Based Violence is Everyone's Issue to Address: Moving from Practice to Policy Forum.
- ❖ Updated the First Response Toolkit that was originally created in 2017.
- ❖ Created a policy bank that includes policy and procedures to assist victims of gender based violence that can be adapted by non-Violence Against Women (VAW) organizations.

# Outcomes

- ❖ The City-Wide campaign on “Gender-Based Violence is Everyone’s Issue to Address” generated over 130 suggestions from diverse community members on how to end gender-based violence.
- ❖ The “Moving from Practice to Policy” forum informed participants on the importance of developing systems of support for VAW clients. 90% of the event participants who submitted the feedback forms indicated that they will implement information gained from the forum at their organizations.
- ❖ The updated “First Response Toolkit” was provided to frontline staff who are not in the VAW sector to provide them with the resources and information so that they can provide effective services to clients who are victims of gender-based violence.



Phyllis Pascal, speaker at “Moving from Practice to Policies forum, received her certificate of appreciation from the emcees

# Toronto Newcomer Council

Toronto Newcomer Council (TNC) is a group of active immigrant community members who work closely with the 4 Toronto LIPs to identify newcomers' needs and find ways to support successful immigrant settlement in Toronto.



- ❖ The Toronto Newcomer Council (TNC) members worked with TWLIP organized a “Winter Action Event” that connected newcomer residents with 20 service providers.
- ❖ TNC members from all 4 LIPS engaged in 4 “community change projects”:
  - Advisory Council for Toronto Newcomer Day May 29, 2018
  - Immigrant Employment TO Day June 14, 2018
  - Social Change Fair July 7, 2018
  - Elections Outreach Network



*Toronto Newcomer Council members received certificates from Jim Karygiannis, City Councillor for Ward 39 and Toronto Newcomers Advocate*



# TWLIP Year End Event

## Building Capacity and Facilitating Partnership to Enhance Service Delivery



Group activity on power dynamics

On March 16, 2018, TWLIP delivered its Year End Event – *Service Excellence through Partnerships: The Story of Small & Large Organizations*. The main objective of this event was to enhance the capacity of small, ethno-cultural organizations to initiate and sustain mutually

beneficial partnerships with larger immigrant and refugee serving organizations in Toronto West, in order to better meet the needs of immigrant and refugee communities. This event was funded by the Multicultural Community Capacity Grants provided by the Ministry of Citizenship and Immigration.



99% of participants reported that they have better understanding in initiating and sustaining effective partnerships after attending the event.

# Other Activities

## TWLIP Census Project



To better understand the demographics of the Toronto West Local Immigration Partnership catchment area (see map p.3), TWLIP initiated a project to compile select 2016 census data on population, immigration and citizenship.

A map showing the census tracts in TWLIP was created. This enables stakeholders to easily look up

census data for small areas (or tracts). For more information about the census project, visit: <http://www.torontowestlip.ca/select-2016-census-data/>.

## Building Capacity of Frontline Staff Who Serve Vulnerable Newcomers

The four Toronto quadrant LIPs (Toronto West LIP, Toronto North LIP, Toronto East Quadrant LIP, Toronto South LIP) and Toronto Newcomer Office secured funding from Ministry of Citizenship and Immigration (MCI) to deliver a series of 12 Train-the-Trainer workshops on key topics affecting vulnerable newcomers. The project began in January 2018 and will continue until March 2019.

## Collective Impact

TWLIP members and staff began working with a coach from Innoweave in January 2018 to apply a Collective Impact approach to the work of the TWLIP. The goal is to work more effectively together to produce better outcomes for newcomers in Toronto West by developing a Theory of Change, identifying optimal strategies and measuring the various activities that are implemented.

# Inter-LIP Collaboration

TWLIP also works very closely with other LIPs in Toronto (Toronto North LIP, Toronto East Quadrant LIP, Toronto South LIP and Toronto Newcomer Office) to address common issues, submit joint proposals, and is actively involved in their city-wide initiatives. TWLIP was a member of TEQLIP's Bridges Collaboration Forum planning committee and TSLIP's Systemic Issues & Social Change Committee. TWLIP also invited other Toronto LIPs to join the Women Against Violence Action Group to implement its city-wide initiative.

## 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](http://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

TWLIP Planning and Coordinating Committee (PCC) and Action Group members were invited to respond to an online survey between March 28 – April 12, 2018 to evaluate the work of the TWLIP for the 2017 – 2018 program year.

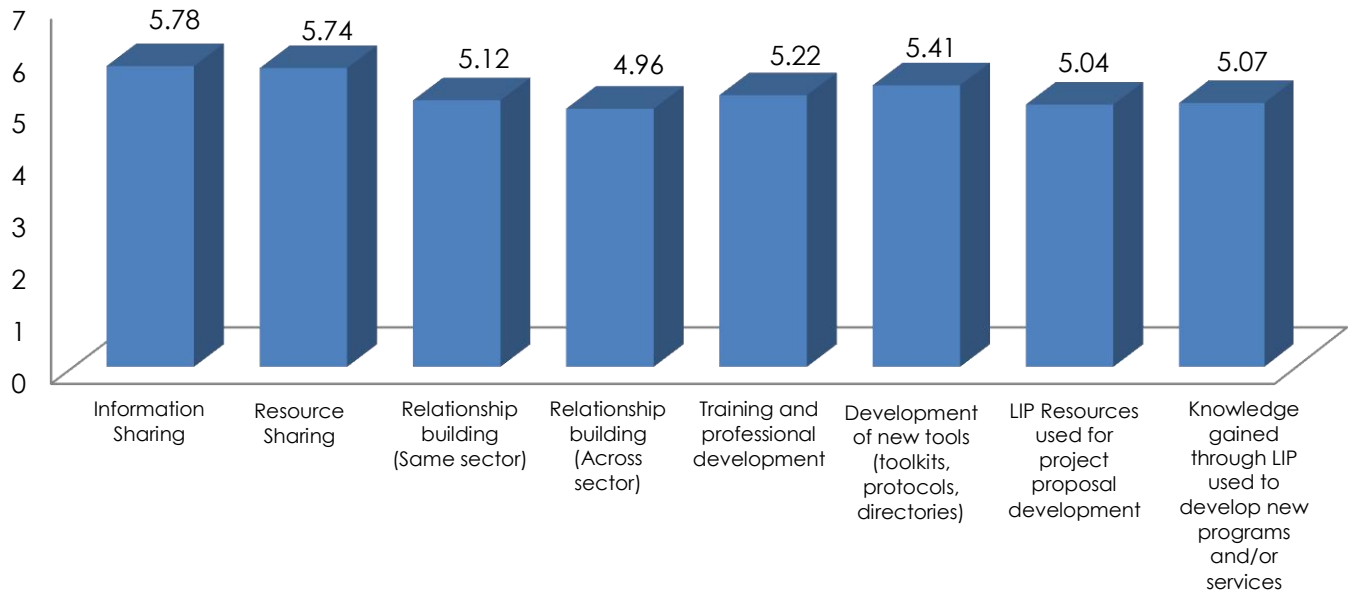
## 60%

27 out of 45 members completed the survey

## Response Rate

## How helpful has the LIP been?

Weighted average between 1 & 7 (1 being not helpful and 7 being very helpful)



## 96%

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



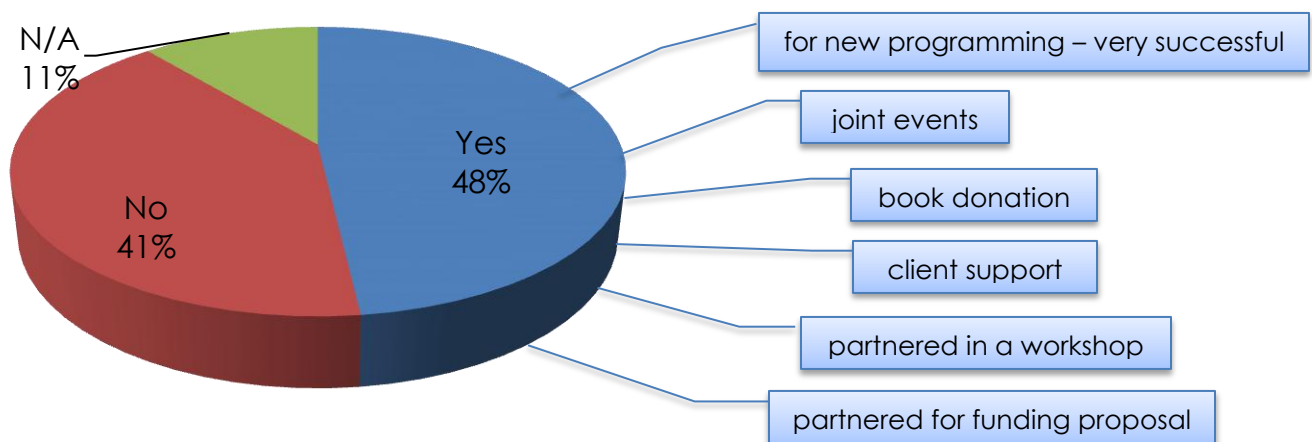
# How well has the LIP helped to coordinate services to newcomers?

Weighted average between 1 & 7 (1 being not helpful and 7 being very helpful)

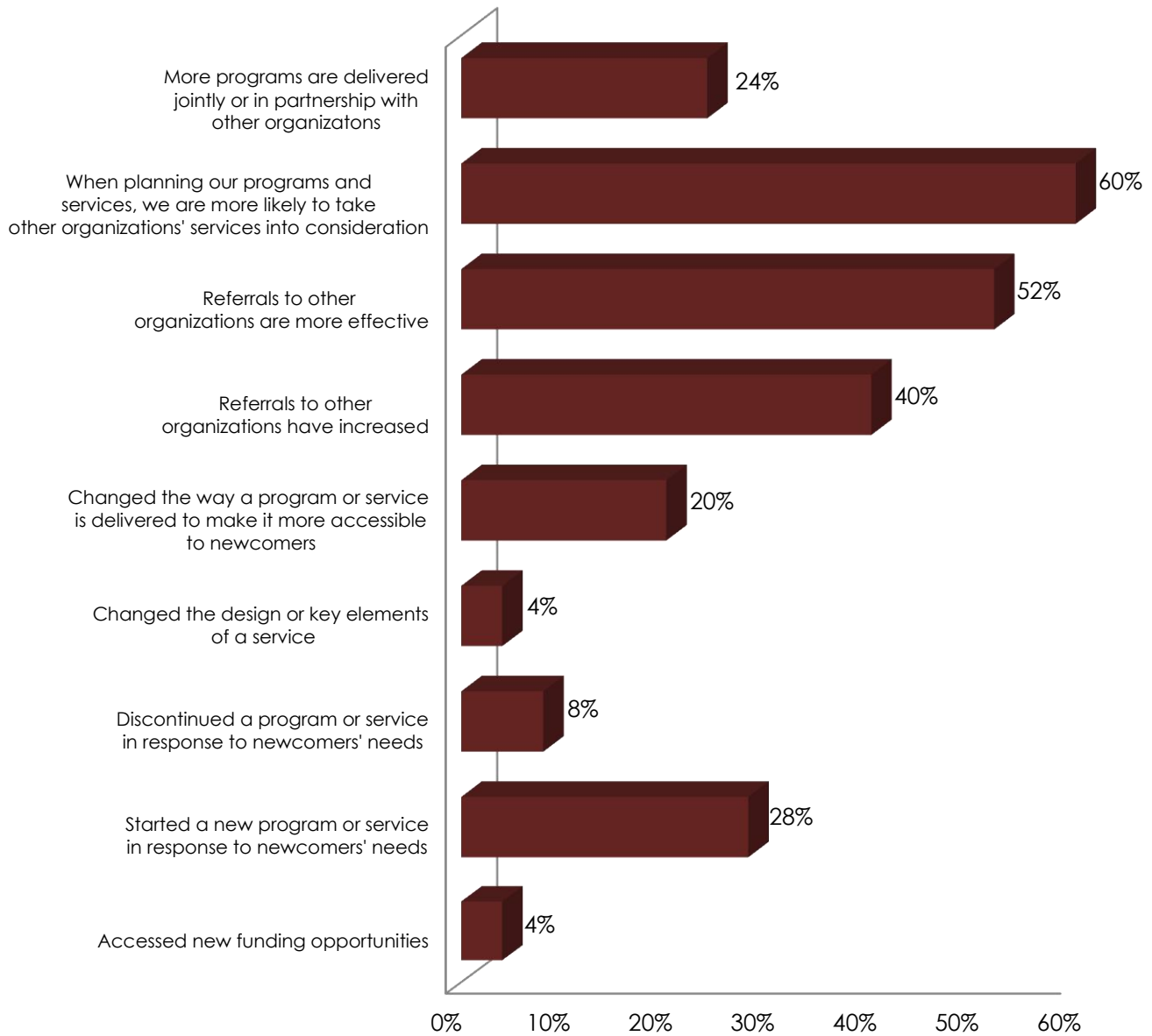


*"LIPs play a very important role in coordinating knowledge sharing among agencies, making meaningful connections and generating relevant and much needed tools."*

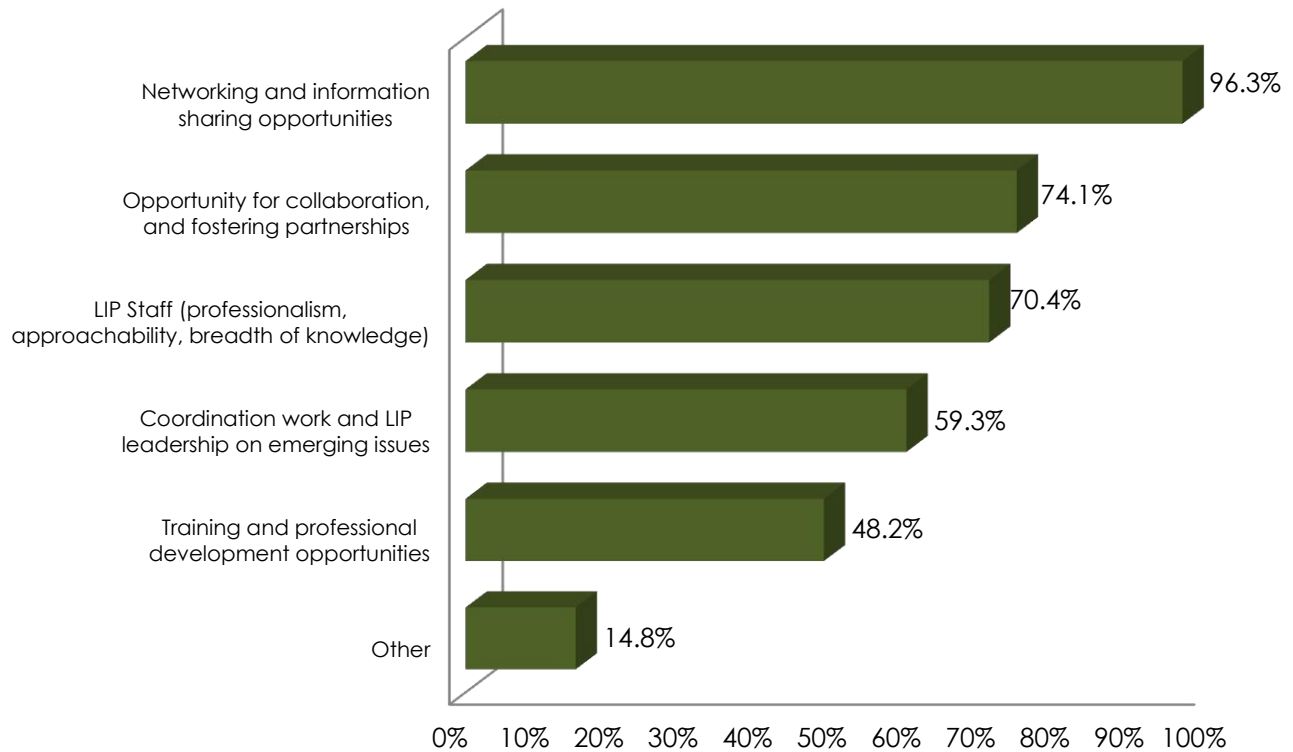
# Has your organization partnered with another organization as a result of the LIP?



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



# What do you value about your LIP?



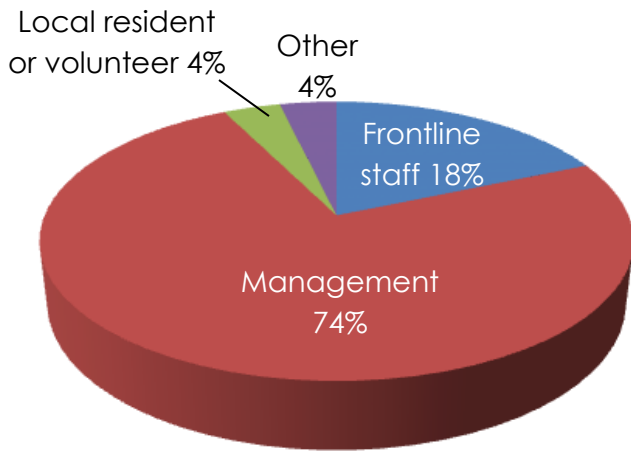
*"All of the above, very impressed with the breadth and quality of the scope and opportunities available. Members of the work groups are fully committed to the endeavours."*

## Recommendations

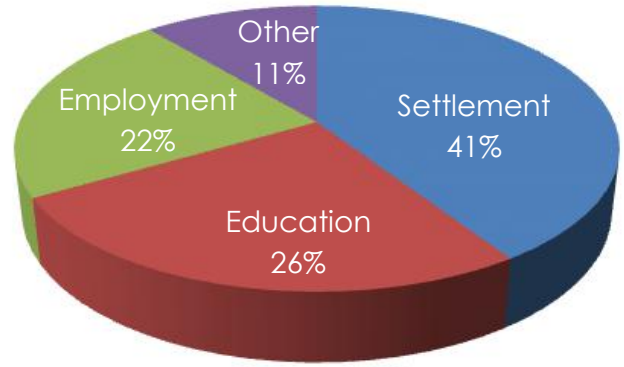
- ❖ More trend sharing across the LIP membership
- ❖ More collaborative events, including training & professional development activities
- ❖ More technology in LIP meetings or events.



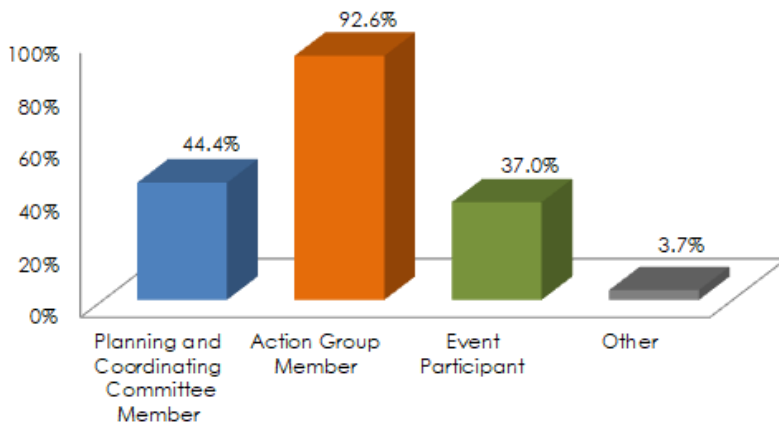
# The Survey Respondents



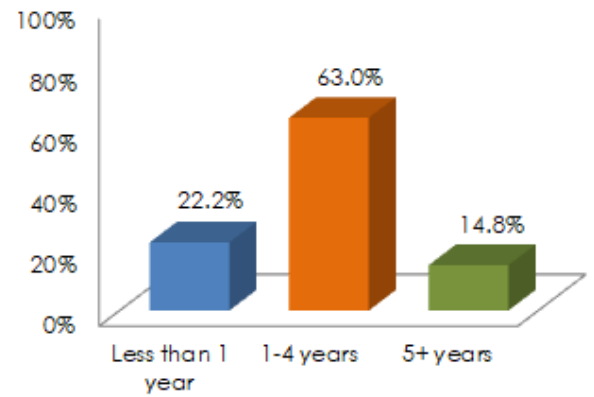
**Role within Organization**



**Sector Representation**



**Role(s) with LIP**



**Years with LIP**



# Member List

## Executive Committee

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

## Planning and Coordinating Committee

- Alan Ott, Youth Employment Services
- Anne King, Toronto Public Library
- Azaria Wolday, Northwood Neighbourhood Services
- 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 (Co-Chair)
- Geeta Wahab, Toronto Parks, Forestry & Recreation\*
- Janet Hallett, COSTI (Co-Chair)
- Jessica Reeve, Parks, Forestry & Recreation
- Jo-Anne Atherley, Islamic Social Services & Resources Association
- Kay Ham, Toronto Catholic District School Board
- Krystal Skeete, Jane Finch Centre
- Leah Houston, MABELLEarts\*
- Maria Yonzon, YWCA English Language Skills and Development
- Marjorie Girdharry, Skills for Change
- Martha Juarez, Mennonite New Life Centre of Toronto
- Nadia Sokhan, Polycultural Immigrant and Community Services
- Ousman Conteh, Resident, Toronto Newcomer Council
- Peter Paul, Humber College
- Sandra Loughhead, YMCA Language Assessment and Referral
- Serena Nudel, Access Alliance Multicultural Health & Community Services\*
- Serge Paul, Conseil Scolaire Viamonde
- Sevgul Topkara-Sarsu, Toronto District School Board
- Shankari Balendra, Access Alliance Multicultural Health & Community Services
- Suzan Hall, Resident (Co-Chair)

- Yafet Tewele, For Youth Initiative
- 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
- Hashim Alhussaini, Polycultural Immigrant & Community Services
- Juanita Vasquez, Jane Finch Centre
- Kay Ham, Toronto Catholic District School Board
- Krystle Skeete, Jane Finch Centre
- Mohamed Forsa, Northwood Neighbourhood Services
- Qaiser Khan, YWCA JUMP
- Stephanie Conant, North York Community House
- Suzan Hall, Resident (Chair)
- Zahra Bolouk, AIDS Committee of Toronto
- Zeena al Hamdan, Arab Community Centre of Toronto

## Employment Resource Connections

- Alan Ott, Youth Employment Services
- Ann Mossop, Next-Steps Employment Centre, Toronto District School Board
- Christina Montauti, The Career Foundation
- Fahmida Rahman, Rexdale Women's Centre
- Frank Kelly, VPI Working Solutions
- Han Tran, ACCES Employment
- Manoj Bhattarai, YMCA
- Marjorie Girdharry, Skills for Change
- Martha Juarez, Mennonite New Life Centre of Toronto
- Meghan Wankel, CARE Centre for Internationally Educated Nurse (Chair)
- Rebecca Newton, JobStart
- Peter Paul, Humber College
- Sindy Centros, COSTI
- Wilf Flagler, Next-Steps Employment Centre, Toronto District School Board

## Education Resources

- Alex Pekic, Toronto South LIP
- Dilya Karimova, Toronto North LIP

- Geeta Wahab, Toronto Parks, Forestry & Recreation
- Grace Santeramo, Toronto District School Board, Essential Skills Upgrading
- Janet Hallet, COSTI (Chair)
- Matthew Klaas, Toronto East Quadrant LIP
- Sheeba Colvine, Toronto North LIP
- 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 & Community Services
- Giovanni Rico, Toronto South LIP
- Iliana Mena, Earnestine's Women Shelter
- Jo-Anne Atherley, Islamic Social Services & Resources Association
- Kera Vijayasingham, Toronto Newcomer Office
- Laverne Blake, Earnestine's Women Shelter
- Manivannum Mahadeva, Toronto East Quadrant LIP
- Nadia Sokhan, Polycultural Immigrant and Community Services (Chair)
- Sandra Loughead, YMCA Language Assessment and Referral
- Susmita Vaidya, Elspeth Heyworth Centre for Women
- Tahir Khan, Toronto North LIP
- Zahra Bolouk, AIDS Committee of Toronto

## Staff List

- Fahmida Rahman, Rexdale Women's Centre\*
  - Pam Cardwell, JobStart
  - Sana Hafeez, Delta Family Resource Centre
  - Stephanie Gris Bringas, JobStart\*
  - Yasmeen Tian, JobStart (Manager)
  - Yasmin Haq-Khan, Social Planning Toronto
- \* Employee departures during the program year

**Contributors:** Joshua Velasquez, Research Analyst Student, Humber College & Toronto West LIP staff team (Alina Valachi, Pam Cardwell, Sana Hafeez, Yasmeen Tian & Yasmin Haq-Khan).



# Toronto West Local Immigration Partnership Community Collaboration at Work



Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

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