

CONSULTATION REPORT

Report by: Peel Newcomer Strategy Group

Event: IRCC Consultation for Halton & Peel

Location: Community Door (50 Burnhamthorpe Road West, Suite 410, Mississauga)

Date/Time: Thursday, October 11, 2018 (9 AM to 12 noon)

1. MEETING OBJECTIVES

- Collect insight and obtain input from participants on recommended priorities for the IRCC national call for proposals regarding settlement and resettlement programs.
- Complement the outcomes of a regional settlement-focused IRCC Planning Day (held on September 14, 2018) with a consultation involving a wider array and diversity of community stakeholders and participants.

2. MEETING STRUCTURE

- Consultation was held in Peel and co-hosted with Halton Newcomer Strategy, which coordinated its own stakeholder consultation tables.
- Structure: combination of plenary, newcomer panel, small-group discussions and idea voting designed to maximize discussion, collaboration and interaction (see photos):
 - Plenary and panel – IRCC welcome, facilitated lived-experience panel with local newcomers, newcomer data presentations by each of the local immigration partnerships
 - Small-group discussions and idea voting:
 - Stakeholders were assigned to one of two regional small-group tables
 - Two rounds of concurrent 50-minute consultations were facilitated. Over 40 minutes, one table discussed one of the four CORE framework questions, while the other addressed another CORE question.
 - Brainstorming and discussion results from each table were recorded onto flip-chart paper and posted around the room. For 10 minutes, participants were invited to walk around to evaluate the results, post questions and comments, and indicate preferred priority ideas by using stickers, thereby enabling them to contribute to all CORE framework discussions.
 - A second round of discussions addressed the remaining CORE questions.
- Agenda:

▪ LIP / IRCC welcome	15 minutes
▪ Newcomer lived-experience panel	40 minutes
▪ Community data presentations	20 minutes
▪ Round one discussions and cross-table voting	50 minutes
▪ Round two discussions and cross-table voting	50 minutes
▪ Closing	5 minutes

3. EMERGING THEMES

Client-centred programming

- *More data* – Stakeholders want more support and information from IRCC on what constitutes settlement and integration success from IRCC’s perspective.
- *Focus on segments* – Seniors and older adults as well as international students were identified as specific segments to focus community integration efforts and create more welcoming communities.
- Stakeholders expressed need for *greater support in establishing cross-sectoral partnerships* (e.g. tools that enable effective partnership governance).
- Support to *strengthen the newcomer voice* was expressed as a need. It was suggested that a standing newcomer/lived-experience committee needs to be established to inform service and program design and delivery.
- *Integration* – There was considerable discussion on the benefits of integrating non-settlement expertise at the point of settlement service provision (e.g. crisis intervention available at language training was cited). However, caution was also expressed in terms of diversifying settlement-worker focus too broadly.
- *Digital literacy/citizenship* – Improving client capacity to use technology is key before service innovations leveraging those technologies can be introduced effectively.
- *Psychological integration* – of the newcomer was evoked as an important consideration in settlement and integration planning.
- It was suggested that more *monitoring of settlement agencies* was required, as well as *conducting an environmental scan* among existing services and programs to reduce duplication.

Outcomes-driven, measurable indicators

- *Key client metrics* – Newcomer reach, number and percentage of those eligible for service, number and percentage of those completing service, satisfaction, management (“touch time”, cost, ROI), number of referrals, web analytics to gauge newcomer reach.
- *Challenges* – Measuring ‘what you have’ versus ‘what you need’, access to information, confidentiality, partnerships with other organizations, LINC levels difficult to measure if clients are employed or have Canadian work experience, collecting and using survey data.
- *Artificiality of results* – Need for dedicated resources to evaluate and analyze data, role of anecdotal success stories, ethics protocols (especially related to data involving minors), defining desired outcomes.
- *Measuring collaboration and early interventions* – Working with the right community partners, clear definition of partner roles.
- *Shared measurement tools established by IRCC* – Collective impact model, when should measurement take place, measuring impact beyond traditional settlement requires dedicated research capacity.

Responsive to need, creating more welcoming communities

- *Stakeholder engagement* – Create more responsive community committees, more opportunities for community segments to socialize and learn from each other, conduct more outreach to newcomer communities, create more opportunities for service providers to build awareness of and learn from each other, address misconceptions of newcomers and refugees by highlighting their challenges and successes, encourage

established service providers to mentor and support newer service organizations, facilitate more service provider joint ventures and collaborations.

- *Enhance program design* – Look beyond traditional settlement models (particularly, enhancing the Community Connections program), improve evaluation of programs, conduct environmental scan among existing programs and services and across funding sources, cross-cultural communication training to newcomers, address multiple client barriers in settlement program design.
- *Geography* – Establishing partnerships beyond traditional regional boundaries, as well as creating and promoting pathways to secondary and rural newcomer settlement.
- *Non-traditional settlement services* – Look at libraries and other non-settlement destinations as welcoming centers to create efficiencies and expand settlement service availability.

Effective use of resources, alternative/innovative solutions

- *Establishing partnerships* – IRCC needs to acknowledge time, financial and coordination costs of establishing partnerships. Partnerships should be cultivated by planning bodies and system-level tables to foster collaboration. Need to determine who should work together, whether across sectors and funding sources. Funder has a role to play to encourage new partnerships by making introductions and identifying partnership models that work well. Clear incentives should be expressed for establishing partnership (e.g. awards).
- *Value of face-to-face work* – Costlier, but potential for impact and desired outcomes is greater, requires more general/flexible funding support with fewer restrictions.
- *Partnership structure support* – Need standardized template in the IRCC CFP outlining accountabilities and expectations of partner organizations in terms of percentage breakdown of roles, governance, cost sharing, deliverables, outcomes, how to manage third-party privacy.

4. SPECIFIC PRIORITIES FOR THE NATIONAL SETTLEMENT AND RESETTLEMENT PROGRAMS CALL FOR PROPOSALS 2019

Rationale: Stakeholders express the need for greater support and direction to cultivate **cross-sector partnerships**, particularly to strengthen settlement point-of-service, whether partnering with non-settlement community specialists or providing settlement workers with capacity-building support. Stakeholders also state they have limited capacity to establish these partnerships.

Priorities: Identify priority cross-sector collaborations valued by IRCC (e.g. settlement with crisis, mental health, employment, etc.) and desired partnership structure.

Enhance partnership-building capacity by:

- Promoting partnership best practices, models and the development of tools that guide partnership development
- Cultivating multi-regional opportunities for cross-sector stakeholder awareness building and collaboration that can lead to partnership development, particularly with non-traditional stakeholders
- Defining partnership expectations clearly in upcoming CFP
- Considering introduction of incentives for developing effective partnerships

Rationale: **Measurement of impact** is a priority; however, stakeholders state they have limited capacity.

Priorities: Enhance stakeholders' research and evaluation capacity with IRCC-endorsed frameworks, methodologies and key measures of settlement and integration success. Consider resourcing research and evaluation more formally and broadly to monitor and evaluate program impact more effectively.

Rationale: **Specific newcomer segments**, such as seniors and international students, are identified by stakeholders as priority groups; however, stakeholders state that funding support and eligibility criteria are limited.

Priorities: Enhance settlement and integration support aimed at specific newcomer segments prioritized by stakeholders. Prioritize initiatives that break down barriers between different population segments. Loosen eligibility requirements to enable wider range of client reach and impact.

Rationale: The **voice of the newcomer** and their **psychological integration** are identified as key elements in service and program design and delivery; however, stakeholders state these must be strengthened.

Priorities: Support the cultivation and embedding of the newcomer voice in service and program design as well as stakeholder engagement. Acknowledge that newcomer participation in planning has associated costs (time, travel). Define psychological elements of integration clearly and how to better support this through settlement programming.

5. OTHER NOTEWORTHY ISSUES

None

6. ATTENDANCE LIST (not including IRCC representatives)

1. Brampton Multicultural Community Centre	Dima Amad
2. City of Brampton	Alain Normand
3. City of Mississauga	Jennifer Cowie Bonne
4. Collège Boréal	Suzanne Bélanger-Fontaine
5. Collège Boréal	Jean-Marc Ngom
6. Dufferin Peel Catholic District School Board	Atika Nadaf
7. Dufferin Peel Catholic District School Board	Joanna Kubica
8. Findhelp.ca / 211 Ontario	Kathy Kelly
9. Indus Community Services	Gurpreet Malhotra
10. Ministry of Children, Community & Social Services	Irina Khvashchevskaya
11. Mississauga Central Library	Ambreen Kamal
12. Peel CAS	Mary Beth Moellencamp
13. Peel District School Board	Louise Clayton
14. Peel District School Board	Lisa Hill
15. Peel Multicultural Council	Jagdeep Kailey

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| 16. Region of Peel | Sonia Pace |
| 17. Region of Peel | Reena Aggrewal |
| 18. Regional Diversity Roundtable | Varsha Naik |
| 19. SAV Canada | Sam Jisri |
| 20. United Way of Greater Toronto | Rubaiyat Karim |
| 21. University of Toronto (Mississauga) | Anushay Irfan Khan |
| 22. Newcomer / lived-experience panellist | Kamalpreet Rakhra |
| 23. Newcomer / lived-experience panellist | Binoy Kottayi |
| 24. Newcomer / lived-experience panellist | Uzma Hameed |
| 25. Newcomer / lived-experience panellist | Nelofar Yousofzada |

PHOTOS FROM CONSULTATION

Consultation plenary



Small-group discussions



Voting for priorities

