



Toronto East Quadrant
Local Immigration Partnership
Working Together for a Diverse & Inclusive Community

Toronto East Quadrant Newcomer Settlement Strategy 2012

IMPLEMENTATION PROGRESS REPORT

March 2017

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www.scarboroughlip.ca

ACKNOWLEDGEMENTS

We are proud and excited to present Toronto East Quadrant Local Immigration Partnership (TEQ LIP)'s progress report on the implementation of the Toronto East Quadrant Newcomer Settlement Strategy developed in 2012.

This report is a reflection of almost five years of working together to support newcomers' settlement success in Scarborough. The following pages provide an overview of the focus areas of the strategic plan and highlight the activities and accomplishments of TEQ LIP and its members in implementing the Newcomer Settlement Strategy over the past five years.

This report is a testament to the hard work and dedication of many organizations and individuals who have supported the vision of TEQ LIP and contributed their energy, ideas and resources to make a positive difference for newcomers in our community. We are grateful for the vision, support and contribution of our members and partners, without whom this work would not have been possible.

We would like to take this opportunity to extend our sincerest thank-you to:

- The TEQ LIP Partnership Council and Action Groups for being the structure and driving force of the TEQ LIP and its activities. Your spirit and dedication are the key to making TEQ LIP's work possible.
- The members of the TEQ LIP Steering Committee. Thank you for guiding and supporting the project with your insight, vision and expertise.
- TEQ LIP's Immigrant Community Representatives. You have been instrumental in shaping our work with your input and experience. A very special thank you goes to Ping Gu, Immigrant Council representative and member of TEQ LIP's Steering Committee and Employment Action Group, who has supported the TEQ LIP as an active member since its beginning in 2012.
- The consortium members of the TEQ LIP – ACCES Employment, Agincourt Community Services Association, Catholic Crosscultural Services and Warden Woods Community Centre, for showing leadership, vision and commitment to making a complicated partnership structure work.
- Our funder, Immigration, Refugees and Citizenship Canada, for continued funding support.

As we celebrate the achievements of the past five years, we are excited about the possibilities ahead and look forward to continued collaboration and working together to support newcomers' settlement success in our communities in the years ahead.

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LIP Officers

March 2017

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I. ABOUT THIS REPORT

The Toronto East Quadrant Local Immigration Partnership (TEQ LIP) was formed in April 2012 through a merger of four neighbourhood-based Local Immigration Partnerships (LIPs) in Scarborough. Over the first six months of the project, the newly formed LIP developed a Toronto East Quadrant Newcomer Settlement Strategy to guide their work. The strategy built on the work of the previous neighbourhood-based LIPs and was finalized in October 2012.

This report provides a progress update on the implementation of the settlement strategy. It highlights key accomplishments and activities undertaken from 2012 - 2017 to implement strategic directions.

II. BACKGROUND

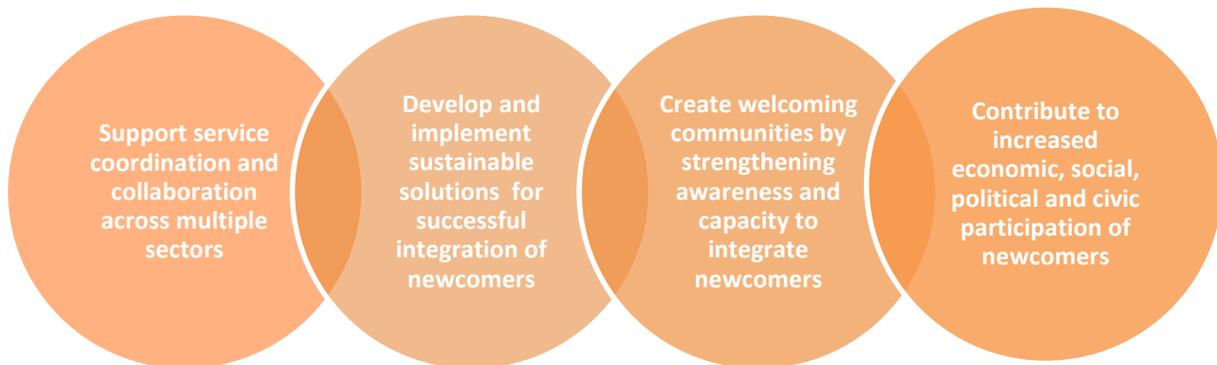
About Local Immigration Partnerships

Local Immigration Partnerships (LIP) are the mechanism through which Immigration, Refugees and Citizenship Canada (IRCC) supports the development of local partnerships and community-based planning around the needs of newcomers.

LIPs seek to engage, on a local level, various community stakeholders in the partnership development process including service provider organizations, employers, school boards, boards of trade, levels of government, professional associations, cultural groups, faith-based organizations and the community services sectors.

Through their work LIPs support the development of self-sustaining multi-sectoral partnerships that address and mitigate newcomers' challenges and barriers to settlement and integration. Providing a focal point for collaborative action, LIPs support organizations and stakeholders in the development and implementation of sustainable solutions to improve newcomer outcomes.

Through the LIPs, IRCC aims to achieve the following objectives:



Objectives of Local Immigration Partnerships

The Toronto East Quadrant Local Immigration Partnership (TEQ LIP)

The TEQ LIP was established in April 2012, following a request from IRCC to merge the former 17 local Toronto neighbourhood LIPs into four Toronto Quadrant LIPs as a means to create a more efficient way of implementing LIP related initiatives in Toronto. TEQ LIP was formed through a consortium of the lead agencies of four previously existing Scarborough neighbourhood LIPs: Eglinton East-Kennedy Park, Northwest Scarborough, South Scarborough and Southwest Scarborough LIPs.

The TEQ LIP consolidated the previous Scarborough neighbourhood LIP tables and expanded engagement with newcomer community groups, service providers and stakeholders in those neighbourhoods of Scarborough that were not previously covered by LIPs.

TEQ LIP Consortium

TEQ LIP is led by a consortium of the following four organizations:

ACCES Employment

Agincourt Community Services Association

Catholic Crosscultural Services (lead agency) and

Warden Woods Community Centre



TEQ LIP vision

Organizations and stakeholders across Scarborough are working together to build strong, inclusive and welcoming communities supporting newcomers' settlement success by fostering collaboration, partnerships and equitable participation of all members.

TEQ LIP objectives

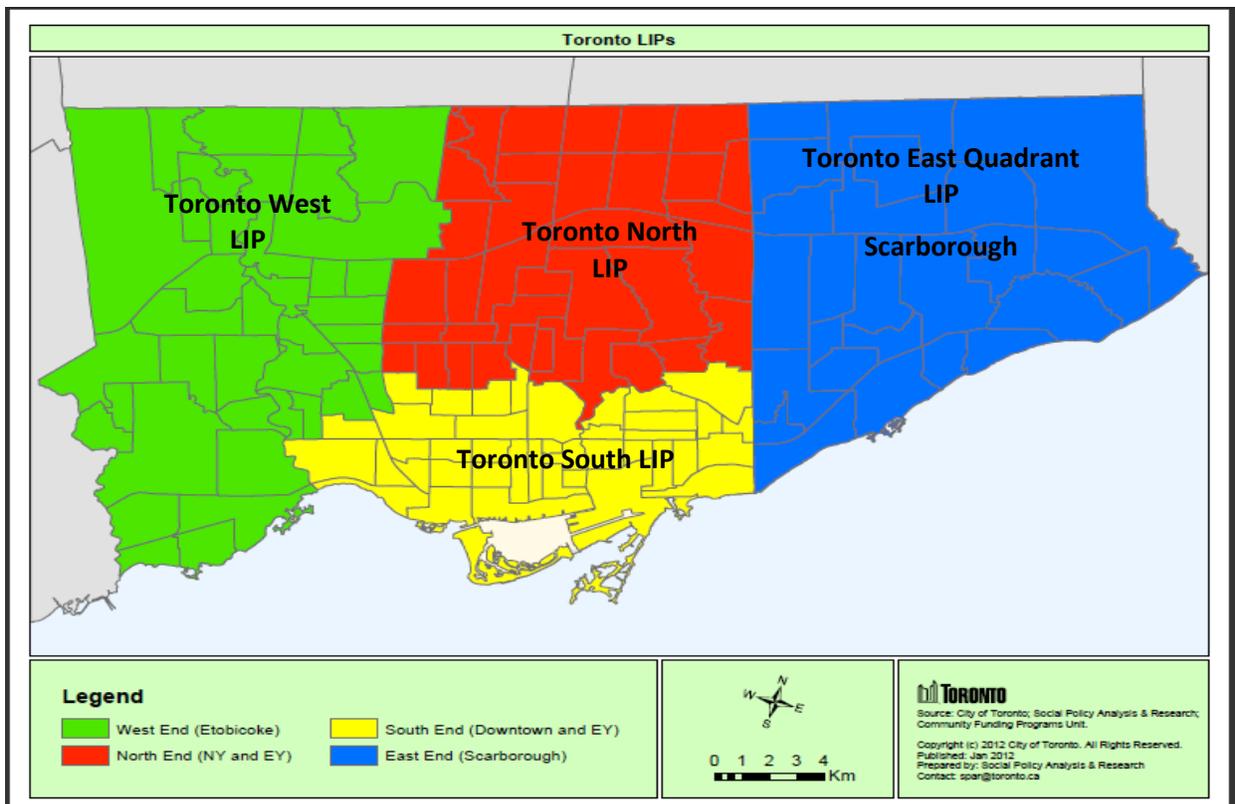
The overall objective of the TEQ LIP initiative is to enhance the capacity of service providers to more effectively meet the current and emerging needs of newcomers in Scarborough by supporting an integrated and collaborative approach to efficient service delivery.

TEQ LIP catchment area

TEQ LIP covers all of Scarborough, Toronto's easternmost suburb, from Victoria Park Avenue in the west all the way east to the Rouge River, and from Lake Ontario all the way north to Steeles Avenue. It covers 188 square kilometers and includes eight current City of Toronto Neighbourhood Improvement Areas: Crescent Town, Ionview, Eglinton East, Kennedy Park, Scarborough Village, Woburn, Morningside and West Hill; and three emerging priority neighbourhoods that lost their priority designation in 2015: Dorset Park, Malvern and Steeles/L'Amoureux.

At the time of the 2011 census, Scarborough had a population of over 625,000, which is more than the city of Halifax or the province of Newfoundland. Of Scarborough's population in 2011, 59% were immigrants and 19% new immigrants who had arrived in the previous five years, which is higher than for the City of Toronto overall. The top five places of birth of recent immigrants were China, Philippines, Sri Lanka, India and Bangladesh.

Average household income in Scarborough is slightly lower than the City of Toronto average, and there is a lower density of service providers and relatively poor public transit infrastructure.



III. THE SCARBOROUGH REGIONAL SETTLEMENT STRATEGY

In October 2012 TEQ LIP completed the Toronto East Quadrant Newcomer Settlement Strategy and released an accompanying Action Plan for implementation in December 2012.

The Settlement Strategy provided the framework and structure for the work of the TEQ LIP. It was designed to support increased multi-sector coordination of services in order to improve newcomers' economic outcomes and facilitate solutions for the successful social integration of newcomers while building Scarborough's capacity to be a welcoming community. The plan was initially designed as a three-year strategy. In 2016 TEQ LIP's funding contract with IRCC was extended by one year until March 2017. Rather than undergoing a full strategic planning process at that time, it was decided to continue implementation of the existing strategies for another year while addressing emerging needs such as Syrian newcomer settlement coordination efforts. Therefore, this document reports on implementation of the 2012 settlement strategy from fall 2012 to March 2017.

The Toronto East Quadrant Newcomer Settlement Strategy built on key themes identified in the Local Settlement Strategies of the four neighbourhood LIPs that formed the TEQ LIP. It was finalized with input and recommendations from Partnership Council and Immigrant Council members.

Guiding principles

In the strategic planning process, the Partnership Council determined the following guiding principles as central to the TEQ LIP's planning and implementation work:

- **Service coordination and collaboration**
- **Access to information**
- **Newcomer engagement**

The Council decided that, rather than forming Action Groups to work specifically on these themes, it would be more beneficial to establish these items as principles that formed the basis for the approach TEQ LIP used in identifying and implementing actions to address the strategic priority areas. Therefore, service coordination, newcomer civic engagement and access to information form the basic consideration for all activities of the TEQ LIP project.

Strategic priority areas

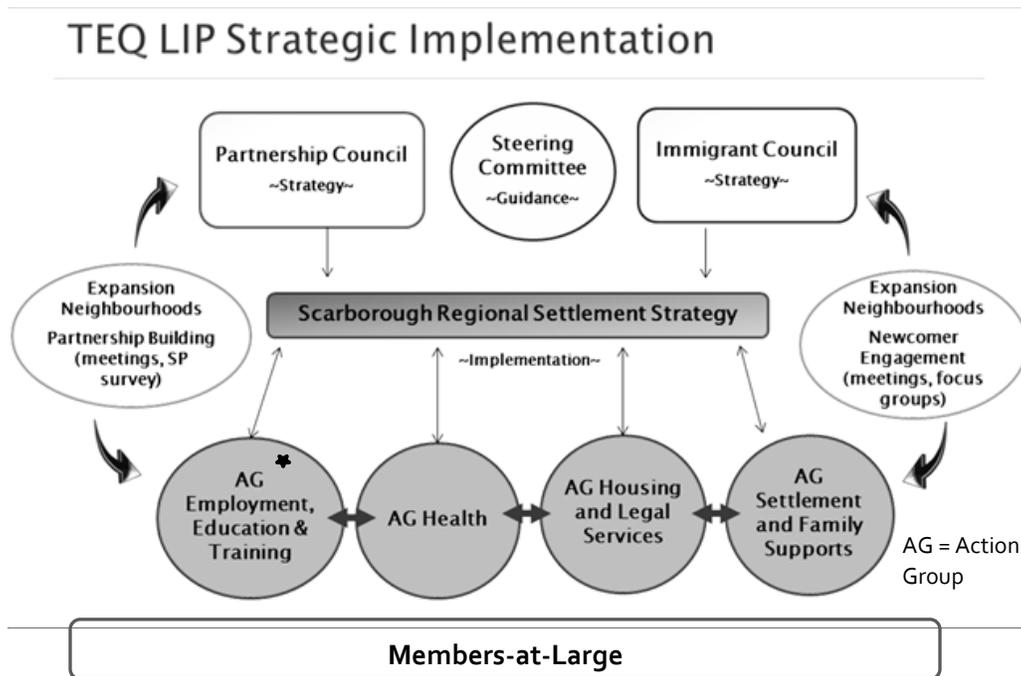
TEQ LIP's membership identified the following five strategic priority areas as key to enhancing the newcomer settlement experience in Scarborough:

- **Employment, Education and Training**
- **Newcomer Health and Mental Health**
- **Housing and Legal Supports**
- **Settlement and Family Supports**
- **Engagement of Expansion Neighbourhoods**

Strategic planning and implementation structure

In order to put into action a holistic and coordinated approach and to foster a process of collaboration, TEQ LIP developed a consistent and flexible structure to ensure the involvement of diverse stakeholders from across Scarborough while recognizing varying capacity, resources and mandates. This structure, outlined below, formed the basis of the TEQ LIP governance model and provided guidance to ensure proper and effective development and implementation of the Strategy.

TEQ LIP strategic planning and implementation structure 2012 – 2014



As the implementation of the settlement strategy advanced, TEQ LIP's partnership structure was modified accordingly to reflect changing needs and progress of the implementation work.

Current TEQ LIP implementation structure 2014 - 2017



Description of the TEQ LIP partnership structure

“The Partnership Council and Action Group meetings often spark off ideas for partnerships in program delivery. Program ideas shared at meetings encourage us to look at what we have been doing from a different perspective.”

TEQ LIP evaluation survey respondent, 2015

Steering Committee

The TEQ LIP Steering Committee provides stewardship and guidance to the TEQ LIP project. It is comprised of senior management representatives of the four TEQ LIP consortium agencies, three Partnership Council representatives, three Immigrant Council representatives and the TEQ LIP manager. The committee ensures that the activities of the Partnership Council, Action Groups and TEQ LIP team are aligned with and further the implementation of the Settlement Strategy, mitigates any issues and ensures that activities are undertaken in a participatory, inclusive manner.

Partnership Council

The TEQ LIP Partnership Council is comprised of 34 organizations from across Scarborough representing a diverse range of sectors and areas of expertise, including settlement, employment, health, housing, youth, mental health, government, funders, recreation, educational institutions and others. The Council meets bi-monthly and is responsible for facilitating and overseeing the development and implementation of the Toronto East Quadrant Newcomer Settlement Strategy. The Council also ensures the newcomer voice is reflected adequately in the process and that diverse stakeholders participate in planning and coordination efforts.

Action Groups

TEQ LIP's Action Groups are responsible for developing and implementing actions to address a specific strategic focus area identified in the Settlement Strategy. Action Groups are comprised of members of the Partnership Council, Immigrant Council and other stakeholders with interest in a specific area. Action Groups sometimes form subcommittees or time-limited task groups, such as the Scarborough Community Safety Week Organizing Committee, to implement specific activities.

Resource/Reference Groups

Resource or reference groups form and meet on an ad-hoc basis to provide knowledge, input and expertise in certain areas of the LIP strategy implementation. For example, in January 2015 TEQ LIP established a Communications Advisory Group to provide advice on improvements to TEQ LIP's communication structure, including the website and e-blast. Resource/ reference groups meet ad-hoc depending on LIP implementation activities and required expertise.

Membership-at-Large

Not every organization or individual can make a commitment to ongoing participation in the TEQ LIP. To address this and at the same time meet our objective of providing an open, flexible structure that allows for involvement of a large and growing audience, TEQ LIP established a Members-at-large group. Members-at-large sign up to receive bi-weekly e-blasts and other updates about TEQ LIP and related activities through email distribution, have the opportunity to provide input, share information and are invited to events and activities organized by TEQ LIP and partners.

IV. ACTIVITIES AND ACCOMPLISHMENTS

The following section provides an overview of the work and accomplishments of the TEQ LIP and its partners in implementing the Toronto East Quadrant Newcomer Settlement Strategy. It cannot be overstated that key to all successes of the TEQ LIP has been the commitment, vision, leadership and innovative spirit of TEQ LIP's members, partners, and newcomers. Many individuals have worked with us over the past four years to create an environment that fosters a collaborative spirit and is conducive to newcomers' settlement success.

Activities and accomplishments are divided into two areas:

Principles of settlement strategy implementation highlights how TEQ LIP has supported the principles of the settlement strategy identified by our members: fostering service coordination and collaboration; engaging newcomers; and access to information.

Implementation of strategic focus areas highlights the activities and progress made towards implementing each strategic focus area: employment, education and training; newcomers' health and wellbeing; housing and legal supports; settlement and family supports; and engagement of expansion neighbourhoods.



A. PRINCIPLES OF SETTLEMENT STRATEGY IMPLEMENTATION

i. SUPPORTING SERVICE COORDINATION AND COLLABORATION

Participation in the LIP means I know more people. I've learned about service providers working with a newcomer population. The LIP is like a bridge."

TEQ LIP evaluation focus group participant, 2014

Objectives

- ✚ To ensure meaningful engagement of diverse members in the TEQ LIP
- ✚ To allow for cross-sector collaboration and planning
- ✚ To help ensure services are coordinated at the community level
- ✚ To build service providers' capacity to engage in meaningful and successful partnerships and collaboration
- ✚ To establish and expand local and regional partnerships to support effective service delivery for newcomers

Supporting service coordination and a collaborative approach to all activities of the TEQ LIP has been a key element of TEQ LIP's action plan implementation. This approach was facilitated through the project structure and implementation activities. In addition, TEQ LIP implemented specific activities to build capacity and advance service coordination and collaboration among service providers, institutions and stakeholders in Scarborough and beyond.

These activities included:

Annual BRIDGES Collaboration and Partnership Forum



TEQ LIP initiated an annual Forum that would provide opportunities for service provider staff to learn more about different aspects of organizational partnership-building and service coordination, share tools and best practices and explore ideas and new ways of working together.

The first BRIDGES Collaboration and Partnership Forum was held in March 2013 as a capacity-building event for service providers from across Scarborough to share and

learn about collaboration and partnership building. The event was a huge success with over 65 participants and very positive feedback from attendees. Due to the great interest and success of the first Forum, TEQ LIP decided to expand the event. In the following year TEQ LIP began to work together with the Toronto Quadrant LIPs and the Toronto Newcomer Office in organizing a city-wide Forum for service providers from across Toronto.

"BRIDGES 2014 provided a learning opportunity to let go of the fear of losing ownership of my work due to collaboration."

- Forum participant

BRIDGES Forums have since been held annually in February with an audience of over 100 attendees at each event. Each Forum has a theme that builds on the previous event and provides an avenue to explore specific aspects of building partnerships and collaborations among diverse stakeholders, including businesses and faith communities, share promising practices and tools, and network with colleagues from across the city. Most recently the fifth annual BRIDGES Forum was held on February 14, 2017 and attracted over 120 participants. The Forum focused on sharing lessons learned from the recent Syrian refugee resettlement initiative on collaborating to address rapidly emerging needs, working together with new stakeholders and provided opportunities to discuss challenges and opportunities for building a more connected future.



While the size of the event could not be further expanded due to funding and capacity limitations, interest in the BRIDGES Forums has increased every year. To make the Forum content available to a larger audience, TEQ LIP has made video recordings of the Forum presentations and workshops as well as Forum materials available online on the TEQ LIP website.

Participation and collaboration with local and regional networks

Collaboration with partners on the local, regional and city-wide level is an important cornerstone of TEQ LIP's work. TEQ LIP actively participates in local and regional networks in Scarborough to support service coordination, raise awareness of newcomer needs, identify emerging trends and work together on shared priorities. Over the years this participation has greatly helped to build and strengthen relationships with various stakeholders, contributed to information flow between different initiatives, and supported TEQ LIP's presence in Scarborough.



TEQ LIP is represented in the following networks in Scarborough:

- All local Neighbourhood Investment Area (NIA) networks, including the South Scarborough NIA and the Eglinton East/Kennedy Park/Ionview NIA and its predecessors, the Neighbourhood Action Partnership tables (NAP)
- Kingston-Galloway/Orton Park Cross-Community Organizing Committee
- Scarborough Housing Stabilization Planning Network
- Scarborough Local Economic Opportunities Table and its predecessors, the Integrated Local Labour Market Planning Tables (ILLMP)
- Emerging neighbourhood networks, including the 1Love Malvern Network, Dorset Park Service Provider Network and Steeles/L'Amoureux Strength in Partnership (SSIP) Network
- CAMH Scarborough East York Service Collaborative on Youth in Transition (SEYSC)

This collaboration has resulted in a number of joint initiatives such as the organization of a Small Business Forum in October 2016 together with the North Scarborough ILLMP and SSIP and the Wellness Cafés Initiative. When members of the SEYSC Service Collaborative were looking to meet with local organizations to find the best place for a Youth Drop-in Centre, TEQ LIP played an

instrumental role in connecting them with service providers in Malvern and Mornelle Court. The Service Collaborative is now in the process of establishing a Youth Drop-in space in Malvern in collaboration with Malvern Public Library and the Spot.

Scarborough Networks Inventory

A significant number of local and regional networks are actively working in Scarborough for local communities or on specific issues. In 2016 TEQ LIP developed a Scarborough Networks Inventory to provide a comprehensive overview of service provider networks in Scarborough, their mandate and objective, and contact information for each network. The document serves as a resource for organizations and individuals looking to connect with others in Scarborough or who may want to organize around a specific issue. It also serves to facilitate service coordination and helps minimize duplication of efforts. The networks inventory is a living document, updated regularly and available on the TEQ LIP website.

Collaboration with Toronto Quadrant LIPs and the Toronto Newcomer Office

TEQ LIP works closely together with its counterparts in the other Quadrants of Toronto as well as the Toronto Newcomer Office to strengthen cross-quadrant collaboration, work on common areas of interest and address systemic issues. The Toronto Newcomer Office as the city-wide arm of the LIP in Toronto plays an integral role as a catalyst to help transform localized activities that have systemic and geographic significance through support of a wider authoritative body with the ability to convey needs and concerns of local LIPs to municipal, provincial and federal stakeholders.

“Over the years the TEQ LIP has provided a wonderful networking environment and inspired a spirit of camaraderie and partnership around the membership and action group tables.”

- TEQ LIP evaluation survey respondent, 2016

Over the past four years TEQ LIP has initiated, led and contributed to a number of city-wide activities, including, among others, the annual BRIDGES Collaboration Forum, Welcome2School website, the Toronto South LIP’s Systemic Issues and Social Change Committee, the Toronto North LIP’s Mental Health Navigation Tool project, the initiation of the Toronto Newcomer Council, the Toronto West LIP’s Train the Trainer session on the OHRC’s Canadian experience policy, and Toronto Newcomer Day.

TEQ LIP staff meet regularly with staff from all Toronto Quadrant LIPs and the Toronto Newcomer Office in InterLIP meetings for information-sharing, coordination and to develop and implement shared initiatives. TEQ LIP senior management representatives participate as members of the Toronto Newcomer Leadership Table.

Funder’s Forums – supporting resource development

While service coordination and increased knowledge of existing resources help to minimize duplication and use resources more efficiently, there is no doubt that many of the priorities identified by TEQ LIP members benefit from additional resources and funding to enable organizations to address the issue. In an effort to increase knowledge of available funding and build the capacity of local organizations and grassroots groups to leverage resources, TEQ LIP initiated the following activities to help share

information on funding opportunities and contribute to building the capacity of member agencies and the community to successfully leverage resources.

This included the following activities:

Information-sharing: TEQ LIP shares information on funding opportunities and calls for proposals through the TEQ LIP e-blast, website and member lists.

Supporting resource development: TEQ LIP supports member organizations in good standing that are applying for funding to implement activities that address a need identified in TEQ LIP's strategic and action plan.

Funders Forums: TEQ LIP organized two events that aimed to connect organizations to funders and build the capacity of organizations to leverage resources and write winning proposals. The first event, a 'Meet the Funders' Forum held in October 2015 brought together 12 funders and 65 participants for a day of connecting and learning about funder's priorities, future directions and how to submit successful funding applications. The event was organized in close collaboration with the Toronto Newcomer Office, the Ontario Ministry of Citizenship and Immigration, Toronto Public Health and Toronto Public Library. It was very well received. 92 % of 32 participants who completed the forum evaluation learned about funding opportunities they had not known about before.



The second such event, entitled 'Adapting and Innovating – Building an Effective Funding Strategy' was held in November 2016 with 54 participants attending. It focused on how to build an effective funding strategy and how to use innovative and new ways to leverage funding such as crowdfunding. The event helped 74 % of participants to improve their fundraising skills.

Parkdale Interagency Referral Tool Feasibility Study

Parkdale is a neighbourhood located in downtown Toronto. In 2015-16, TEQ LIP collaborated with the Parkdale Interagency Referral Network and the Toronto Quadrant LIPs and four Master of Public Policy student consultants from the Public Good Initiative at the University of Toronto to lead a feasibility study on the Parkdale Common Referral Tool Pilot. The Common Referral Tool Pilot is a partnership project to facilitate common client assessment and referral. It was conceived and implemented by organizations in Parkdale with support from the Toronto South LIP. The model, developed by four organizations in Parkdale, including Parkdale Community Information Centre, Parkdale Community Legal Services, Parkdale Intercultural Association and the Kababayan Multicultural Centre was first presented in Scarborough during a workshop at the BRIDGES 2014 Collaboration Forum and piqued the interest of local stakeholders.

“It is easy and convenient for clients instead of waiting long hours. It saves time and repetition.”

- Frontline Staff Member on the Parkdale Common Referral System

The feasibility study included two parts:

- Evaluation of the current Parkdale Online Common Assessment and Referral Model, and
- Assessment of the feasibility of implementing the model in a different neighbourhood

The study explored the feasibility of implementing this system in Kensington-Chinatown and Malvern. Stakeholders in Malvern were particularly interested in learning how the tool could be adapted and used in their community to facilitate referrals among local agencies. In summer 2016 the student consultant team released their findings and recommendations in a final report which is available on the TEQ LIP website.

Following the feasibility study, in fall 2016 stakeholders in Malvern through the 1LoveMalvern network began to work with another group of Public Good Initiative Consultants to develop a common referral protocol specifically for the Malvern neighbourhood. The process is now well underway and the Public Good Initiative and 1LoveMalvern network are going ahead with a pilot for the inter agency referral system in 2017 with four local agencies.

ii. ACCESS TO INFORMATION

“Being part of the TEQ LIP helps me keep up with the changing service landscape and saves me a lot of time.”

Evaluation survey respondent, 2015

Objectives

- ✚ To provide a platform for sharing information about services, emerging needs and trends
- ✚ To enhance availability and accessibility of information on services and supports
- ✚ To ensure transparency and open communication
- ✚ To contribute to the availability of the right information at the right time to support newcomers’ settlement

TEQ LIP supports the principle of ‘access to the right information at the right time’ as a guiding principle that underlies all of our work. Communication, transparency and access to information is key, not only to the success of a multi-layered collaborative project such as the TEQ LIP, but above all to a successful newcomer settlement process. TEQ LIP has made a strong commitment to promoting openness in all activities related to the project, while exemplifying transparency and accountability to its stakeholders.

To achieve good communication with our members, stakeholders and the community at large and contribute to the availability of information necessary to support newcomer settlement, TEQ LIP has

developed an information-sharing structure comprised of various electronic as well as in-person means of sharing information. It includes the following elements:

TEQ LIP website

TEQ LIP hosts a website at www.scarboroughlip.ca. The website acts as a repository of information, documents and updates on TEQ LIP activities; resources and research relevant to serving newcomers; and information on services, workshops and events organized by our partners. Information on TEQ LIP’s groups and committees, proceedings of meetings, projects TEQ LIP and partners are working on, a Scarborough services directory, and a resource page with relevant research and service resources produced by TEQ LIP and other organizations are also posted on the website. In 2015 members of the Partnership Council struck a Communications Advisory Group to provide input on how to enhance and improve TEQ LIP’s communication tools, including website, e-blast and social media strategy.



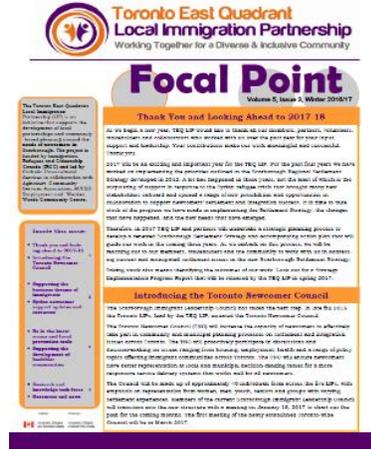
Bi-weekly E-Blast

TEQ LIP receives a wealth of information that partners want to share with others within the network and community. The e-blast is the tool designed to share this information in an effective way and

thereby contribute to the availability of up-to-date information on services, resources, research, news, training and funding opportunities. The information in the TEQ LIP e-blast is organized in different categories and Scarborough-specific. Information from other regions is shared if it is of interest to Scarborough agencies serving newcomers. The e-blast is sent bi-weekly to over 460 stakeholders.

TEQ LIP newsletter

TEQ LIP publishes a quarterly newsletter as a tool to share information and updates on TEQ LIP activities, projects, achievements and resources with a wider audience and stakeholders unfamiliar with the TEQ LIP. It is distributed in print and electronic format.



TEQ LIP social media presence

Social media is an increasingly important tool to share information and to build an online community. In March 2015 TEQ LIP launched a Twitter account @TEQ_LIP, which aids in sharing current information and connecting with existing and new stakeholders online. TEQ LIP tweets about new and emerging developments related to newcomer settlement and integration, activities and events of TEQ LIP and partners, and other relevant information about immigration- and settlement-related issues.

TEQ LIP also hosts a Facebook account as another component of maintaining an online presence.

TEQ LIP’s objective for using social media is to connect with partners, stakeholders and the wider community online, feature and promote events organized by our partners and TEQ LIP, and highlight news and updates relevant to newcomer settlement and integration.

Meetings, events and activities

Face-to-face meetings continue to play an important role in any information-sharing system. TEQ LIP has built information-sharing by members into the agendas of all Partnership Council and Action Group meetings. TEQ LIP events, activities and participation in community networks also serve the purpose of facilitating communication and the flow of information among agencies and the community.

Evaluation results show that TEQ LIP’s communication system is making a difference. Among respondents to TEQ LIP’s 2015-16 member survey, 93% found LIP’s information sharing system very helpful to get community updates and other information. Among those that regularly receive information and resources through TEQ LIP communication, 86% share the information received with their colleagues and professional networks.

iii. NEWCOMER ENGAGEMENT AND INPUT

“A group of residents communicate their needs to the LIP. These needs are brought to the TEQ LIP membership and leads to new programming.”

TEQ LIP evaluation survey respondent, 2015

Objectives

- ✚ Ensure TEQ LIP planning and implementation is informed by newcomers and immigrants.
- ✚ Ensure awareness and inclusion of emerging needs of newcomers in TEQ LIP's work.
- ✚ Provide an avenue for newcomer and immigrant residents to review TEQ LIP's work and provide input on its direction.
- ✚ Assist Action Groups in focusing their activities to ensure they meet newcomers' needs.

Given the diversity of Scarborough's immigrant populations and the accountability of the LIP initiative to newcomers, their engagement and involvement at various stages of planning, implementation and evaluation is essential.

TEQ LIP members place great importance on ensuring that the voice of newcomers is adequately and effectively reflected in the work we do and that there are mechanisms through which newcomers and immigrants can inform TEQ LIP activities in a meaningful way. TEQ LIP has made a commitment to ensuring newcomers actively participate in initiatives and committees of the TEQ LIP and have opportunities to contribute their voice.

To achieve this, TEQ LIP embedded a newcomer engagement and involvement process into its structure. Over the past four years, TEQ LIP has actively and consciously changed and adapted this process to help ensure involvement and input from newcomers and immigrants is impactful and meaningful to those giving their voice to our work.

Immigrant representation on TEQ LIP Steering Committee and Action Groups

Immigrant residents are members of the TEQ LIP Steering Committee and the TEQ LIP Action Groups, where they contribute ideas, represent the newcomer voice and help ensure the work done by the groups addresses the needs of newcomers.

Immigrant Council

TEQ LIP established an Immigrant Council in 2012 to work alongside the Partnership Council to guide and provide input into the development of the Newcomer Settlement Strategy and the work of the Action Groups. The Immigrant Council was comprised of immigrant residents from across Scarborough. Its members continued to provide input into the work of TEQ LIP until March 2014, after which the Council structure was transformed into topic-based newcomer focus groups that fed directly into the work of the Action Groups. This change was partly due to funding challenges as honorarium



support was no longer available to Immigrant Council members, and partly due to the changing and ever-evolving nature of TEQ LIP's work.

Scarborough Community Summits and Regional Engagement Sessions

From 2012 – 2014 TEQ LIP organized three Community Summits (November 12, 2014; November 21, 2013, and November 8 2012) with an average of 100 participants per Summit.

These Summits brought together Scarborough immigrant residents and service providers and constituted TEQ LIP's main tool to share updates on TEQ LIP's work and progress with the larger community and get the community's feedback and input on the direction of the project. The Summits

were designed to be very interactive and also served as an avenue to identify ongoing challenges faced by newcomers and emerging needs.

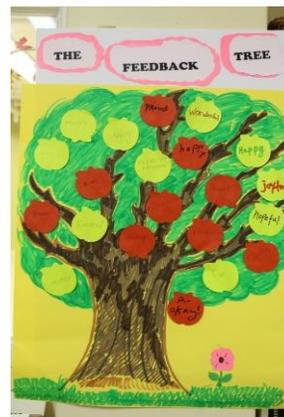


In 2015 the annual Summit was transformed into two Regional Engagement Sessions, held in fall 2015 in the north and south areas of Scarborough. Objective was to bring the event closer to where people live and enable Scarborough's diverse community to more easily access the event. Across the two events the Regional Engagement Sessions engaged over 60 participants.

While many of the priorities for newcomers and immigrants discussed at these events have consistently been top priorities over the years, such as access to employment, affordable housing and healthcare or transit, to name a few, the summits also identified more subtle and new issues, such as the concern shared by some newcomers about how to deal with the new sex education curriculum that was launched in 2015. The 2014 Scarborough Community Summit focused on the themes of network-building, community engagement and civic participation of newcomers. It shed more light on the challenges newcomers face with civic engagement and the hesitation of not knowing about the right to speak up and how to get involved. The outcomes of this Summit informed the subsequent launch of the Toronto Newcomer Council in 2016.

Newcomer Focus Groups

In 2014 TEQ LIP initiated regular annual Focus Group meetings with an average of 8 – 15 newcomer and immigrant participants at each meeting. The Focus Groups were organized by the Action Groups as a way to inform and support their work. They provided an opportunity to explore a specific topic or direction more deeply with newcomers to advance implementation of action plan activities, identify specific action areas or emerging issues for service coordination, if applicable.



Over the past two years, TEQ LIP newcomer focus group meetings included the following topics: Better supporting newcomer youth; supporting language learning for newcomers with persistent language

barriers; access to employment for refugees and refugee claimants; newcomer youth' access to recreation; health service improvements; and supporting LGBTQ newcomers.

The results of the focus group discussions helped the Action Groups to select action items among the emerging priorities and formulate their work plans.

Toronto Newcomer Council

TEQ LIP's newcomer engagement strategy has continuously evolved and grown with the project to ensure it remains meaningful and adds insight to the changing work of TEQ LIP. In 2016 TEQ LIP revamped and adapted its newcomer engagement strategy based on feedback from the membership. TEQ LIP partners identified the need for the TEQ LIP to take on a stronger role in influencing policy and systemic issues and, at the same time, to ensure the participation of newcomer and immigrant community representatives in civic, policy and planning processes. TEQ LIP also frequently receives request from City of Toronto departments and other stakeholders to provide the newcomer's perspective on strategic and service delivery planning and other issues. To help address this in a more meaningful way, it was suggested to establish a regular group of newcomer and immigrant community leaders who are knowledgeable about the LIP project and civic engagement processes. This group could then more effectively work alongside the LIP in the longer term to represent the voice of immigrants and newcomers in TEQ LIP activities as well as regional and municipal planning and policy development.



In spring 2016 TEQ LIP together with the Toronto Quadrant LIPs successfully applied for funding from the City of Toronto's Access, Equity and Human Rights Grant to establish a city-wide Toronto Newcomer Council with the objective of building an avenue for newcomers and immigrants to effectively participate in local community planning, municipal planning and engage in policy-related discussion and decision-making in Toronto. Funding was received in fall 2016 and the Toronto Newcomer Council was launched. The Council leverages the Toronto Quadrant LIP network to recruit, train and engage 40 newcomer and immigrant representatives, 10 from each Quadrant, and connect them to local and municipal planning and decision-making processes. Participants receive training and use their knowledge to contribute a newcomer lens to LIP and city planning, policies and service delivery.

Toronto Newcomer Council members were recruited in fall/winter 2016/17. The first local meetings of the Council took place in January and February 2017, and the group came together for the first joint city-wide meeting of the Council at City Hall in March 2017.

B. IMPLEMENTATION OF STRATEGIC FOCUS AREAS

i. EMPLOYMENT, EDUCATION AND TRAINING

Mandate: To enhance awareness and knowledge of newcomer employment-related issues and promote educational and training opportunities that best support newcomer professionals in accessing the labour market.

In TEQ LIP's strategic planning process and focus group meetings with newcomers and service providers, employment was consistently identified as one of the primary determinants of newcomers' settlement success. It also came up as a main priority in TEQ LIP's 2012 Newcomer Settlement Strategy. TEQ LIP formed an Employment, Education and Training Action Group to address this strategic priority. Below is a description of the strategic priority areas and expected outcomes, followed by an overview of activities undertaken to address this focus area.

Expected outcomes

- ✚ Increased collaboration and information-sharing among newcomer service providers, small businesses and entrepreneurs to support newcomer employment and training
- ✚ Stronger relationships between service providers and universities and colleges
- ✚ More resources available for training and employment access supports (i.e. childcare)
- ✚ More awareness among diverse service providers about existing programs and resources, seamless referral process in place
- ✚ Increased information available for front-line staff on language and training supports for newcomers
- ✚ More awareness on volunteering, placement and mentoring opportunities for newcomer adults.

Strategic Area 1: Enhance newcomers' access to labour market information and employment supports through knowledge-sharing among service providers.

Strategic Area 2: Facilitate coordination & partnerships with key stakeholders to support newcomers interested in self-employment and entrepreneurship opportunities.

Strategic Area 3: Enhance awareness and access to education and training supports for newcomers in Scarborough interested in upgrading their educational qualifications.

Activities & Accomplishments

Each strategic area was broken down into specific objectives and action items. Following is an outline of the activities implemented to address the strategic priorities.

Immigrant Employment Week (IEW)

This initiative was started in 2013 by TEQ LIP in Scarborough as a means to involve diverse organizations, businesses and stakeholders in celebrating newcomers' skills and talents, raise awareness to the benefits of hiring newcomers and the various resources that help connect immigrants with the Canadian labour market. TEQ LIP provided the goal and branding for the event and took on a coordinating role. Organizations from across the City of Toronto took part in organizing events, information sessions, workshops and celebrations, resulting in a week full of activities that shone a spotlight on newcomers and employment access.



Facilitating the organization of week full of activities related to immigrant employment allowed TEQ LIP to create significant awareness and shine a spotlight on this topic while working with very limited resources. It was so successful that Employment Action Group members decided to host Immigrant Employment Week (IEW) as an annual event. From 2013 – 2016 IEW was celebrated annually in the spring. In 2016 the event was rebranded to Immigrant Employment T.O. Day, a two-day activity. Over the course of the past four years, Immigrant Employment Week events reached over 1300 participants. 49 business representatives and over 100 service provider representatives participated in organizing activities. As well, for two years in a row TEQ LIP received funding support from a corporate sponsor, Scotiabank, for the event.

Immigrant Employment Week served as a platform to highlight immigrant's access to the Canadian labour market, feature resources and promising practices, and foster partnerships and collaboration among service providers, the immigrant community and employers. It increased awareness, collaboration and information-sharing to support newcomers' access to employment.

"Immigrant Employment Week provided an insight to the importance of diversity of the Canadian workforce."

Immigrant Employment Week 2015 participant

211 info sessions

Employment Action Group members were looking for ways to support better information-sharing and referrals to improve newcomers' access to employment-related services. Useful resources already exist that centralize a lot of service information such as 211.ca; however, these resources are not always well used. In February 2016 Toronto Public Library took the lead in organizing two joint training sessions with 211.ca for frontline workers on using online information and referral systems. Over 30 participants

were trained on how to effectively use online resources for information and referral, including 211.ca, newcomer resources on the Toronto Public Library website, and the website of TEQ LIP. TEQ LIP website statistics showed a three-fold increase in visits to TEQ LIP's website as a result of these sessions.

Immigrant Arts Exhibitions

In May 2014 and 2015 TEQ LIP hosted an 'Immigrant Arts Exhibition' as part of Immigrant Employment Week. Objective was to provide newcomer artists with a platform to showcase their work and make connections. It also served as a means to shine a spotlight on employment in the arts and cultural sector and was a beautiful way to celebrate immigrants' talent. In 2016 TEQ LIP teamed up with the Toronto Newcomer Office to host a 'Newcomer Artist Showcase' as part of the Toronto Newcomer Day festivities at Toronto City Hall. The showcase was very successful. It will be part of Toronto Newcomer Day again in May 2017 and will be expanded to include a marketplace component where participating artists will have an opportunity to sell their work.



A number of artists who exhibited their work at these events were connected with future opportunities such as grants for artists and opportunities to exhibit and sell their work in other venues such as the Canada Day Festival celebration at Scarborough's Thomson Memorial Park. TEQ LIP has also created a listserv specifically for newcomer artists and arts-related stakeholders to share information and opportunities.

Collaboration with Integrated Local Labour Market Planning Tables (ILLMPs)

TEQ LIP works closely with other networks in Scarborough on issues of common interest, which helps to maximize resources and create greater reach of activities. Among these networks were the Integrated Local Labour Market Planning tables led by Toronto Employment and Social Services that focused on implementing economic and employment strategies for local labour markets. TEQ LIP has been a member at these tables and its successor, the Scarborough Economic Opportunities Planning Table (SEOPT) to provide input on issues of concern related to newcomer employment and also partnered with the ILLMPs on the following initiatives:

Get the Facts: Professional Accreditation and Business Etiquette Forum held in October 2014 at the Ellesmere Community Centre with over 50 participants. The event educated service providers and residents on accreditation services and programs available for Internationally Educated Professionals and provided information on how to effectively market your skills to employers.



Youth Networking Event: Unemployment rates for youth in Scarborough are significantly higher than the average unemployment rates, and that is also true for immigrant youth. The youth networking event, held in November 2014 at Tropicana Community Services, was organized to connect 23 youth

participants with 15 employers through a speed networking format to network, motivate and raise awareness on strategies for better preparing youth for the labour market.



Small Business Forum held in October 2016 at Tropicana Community Services with 70 attendees. The event provided information and resources to newcomers and residents interested in self-employment and entrepreneurship and also offered opportunities for participants to network with experienced business owners and entrepreneurs.

Trainings and information sessions

In addition to working on initiatives, Action Group meetings served as a platform for training and information-sharing on new and emerging issues and trends. In March 2014 Action Group members hosted the Ontario Human Rights Commission for a training on the newly launched policy on removing the “Canadian experience” barrier for immigrants. Needs of international students and available supports emerged as a priority following the launch of the Express Entry system; TEQ LIP invited speakers to Action Group meetings in November 2015 and September 2016 to discuss available supports, gaps and potential action items.



PanAm Information Sessions

In January 2014 TEQ LIP worked together with the Toronto Newcomer Office to host an information session for service providers on job and volunteer opportunities that would become available in preparation for the PanAm Games that took place in summer 2015 in Toronto. From 2014 to 2015 TEQ LIP also participated in several network meetings such as the PanAm Scarborough Host Committee to help facilitate connections and information-sharing on how community members, organizations and newcomers in Scarborough could participate, benefit and play an active role in the festivities.

'Removing the Canadian Experience Barrier' Train the Trainer session

Canadian experience, or the lack thereof, is a major barrier for newcomers trying find employment in Canada that is commensurate with their skills and experience. In 2016 TEQ LIP collaborated with the Toronto West LIP in organizing a Train the Trainer session for service provider staff on the Ontario Human Rights Commission's policy on removing the Canadian experience barrier. TEQ LIP recruited 10 Scarborough service provider representatives to participate in the training. Nine trained participants replicate the training locally for a total of 88 service provider staff and clients.

ii. HEALTH AND WELLBEING

Mandate: To enhance and promote the overall health of newcomer residents in Scarborough, while aiming to reduce health inequalities.

Numerous studies such as 'A Global City: Newcomer Health in Toronto' released by Toronto Public Health and Access Alliance in November 2011 speak about the 'healthy immigrant effect', which indicates that newcomers arrive healthier than the average Canadian, but their health deteriorates over time after immigrating to Canada. This is in part due to challenges newcomers face when navigating Canada's health system, and in part due to stressors related to settling in a new country. For the TEQ LIP strategy and action plan, newcomer health is understood as socially determined and an integral part of the settlement and integration experience of newcomers.

TEQ LIP partners identified supporting newcomers' health as key and formed an Action Group to implement activities to address this strategic focus area.

Expected outcomes

- ✚ Increased awareness of and timely access to services for newcomers through greater collaborative efforts in information and referrals among service providers.
- ✚ Diverse approaches to addressing health needs of specific and emerging newcomer groups such as LGBTQ newcomers, refugees and undocumented workers.
- ✚ Strong partnerships with local, regional and provincial networks to champion policy changes aimed at equitable health service reforms and innovative approaches to service delivery at all levels.
- ✚ Greater understanding and effective mechanisms to assess and alleviate settlement stressors impacting newcomers' settlement and integration process, i.e. job stress, loans, cultural obligations etc.

Strategic Area 1: Enhance newcomer's access to health related information on programs, resources and services in their community, increasing their ability to navigate services and make informed decisions on individual and family-related health issues.

Strategic Area 2: Promote collaboration and knowledge-sharing between health practitioners, researchers, community groups and service providers to increase the service delivery sector's effectiveness to meet the unique needs of Scarborough's diverse newcomer population in a coordinated and streamlined approach.

Activities and Accomplishments

Since beginning its work in 2012, TEQ LIP's Health Action Group has become a central coordinating group for health-related stakeholders and initiatives across Scarborough, providing a platform for organizations to connect and ideas to take shape. Promotion of collaboration and knowledge-sharing activities related to newcomers' health and mental health has been one of the main priorities of the Health Action Group. Activities included:

Live Well – Diversity and Mental Health Forum

Supporting newcomers' mental health and related issues around stigma and service access was identified as a major priority by Health Action Group members. In November 2013 the TEQ LIP in collaboration with the Taylor Massey Mental Wellness Group hosted a Forum that brought together over 80 community members and service providers for presentations, workshops and information tables on the topic of fostering mental well-being and addressing the stigma that surrounds mental illness. Along with organizational experts, immigrant participants shared inspiring and personal perspectives on how immigration and settlement can affect one's mental health and how to take care of oneself through that process.



Live Well – Active Living and Healthy Spaces Forum



Newcomers often face challenges in accessing recreational facilities or are not aware of the services being offered there. To work towards addressing this issue, in August 2014 the TEQ LIPs Health Action Group in collaboration with Birchmount Bluffs Neighbourhood Centre hosted a Live Well! Active Living & Healthy Spaces Forum at the AccessPoint on Danforth. The Forum brought together 30 service providers and over 70 immigrant community members and provided participants an opportunity to learn about green community spaces, City facilities and cost effective resources that can help individuals

and their families stay healthier and live an active life.

Employment and Health: Bridging the gaps for a more productive and diverse workforce

In June 2016 Health and Employment Action Group members worked together to host an Immigrant Employment T.O. Day event to address the intersection of employment and health for newcomers, recognizing that employment is an important social determinant of health. The event, attended by 85 participants, took place at the Ellesmere Community Centre and included workshops by partners on 'Building Strength for Employment', Healthy Options at Work and best practices in employee wellness in the workplace as well as a session on social enterprise.

Wellness Cafés

TEQ LIP collaborated with Toronto Public Health and the Steeles-L'Amoureux Strength in Partnership Network to launch a series of Wellness Cafés in summer 2016. These were designed as highly engaging, community-based activities that would bring together residents and service providers to learn and share activities and resources that support healthy living. Objective of these Cafés was to promote awareness of health related issues, needs and trends in the community and develop strategic relationships with stakeholders such as the Toronto Community Housing Corporation (TCHC).

The first Health and Wellness Café took place in July 2016 at a TCHC building on Victoria Park Avenue and brought together over 140 participants for fun activities to learn about the benefits of physical activity, health and mental health self-management.

The second Wellness Café took place in November 2016 at John Buchan Public School and focused on youth and their parents. It included topics such as the impact of stress on wellbeing, managing stress and anxiety, positive parenting and family relationships and was attended by 60 participants. Discussions are currently underway with TCHC and the Toronto District School Board on formalizing a partnership, allowing health service providers to work with residents and students locally where they live to build their capacity to manage their own health and wellbeing.



Training and information sessions

TEQ LIP's Health Action Group facilitated a number of education and awareness activities to support agencies' knowledge on how to better meet the health and mental health-related needs of newcomers and immigrants in Scarborough. These included trainings at Action Group meetings on refugee mental health; dealing with stigma and discrimination related to mental health; supporting LGBTQ newcomers; intergenerational family relationships in the context of migration and settlement; and also emerging topics, such as supporting newcomers suffering from epilepsy.

In addition to trainings at Action Group meetings, from 2013 to 2016 TEQ LIP's Health Action Group organized a series of trainings for Scarborough service provider staff. These included two 'Journey to Mental Health' trainings held in collaboration with Hong Fook Mental Health Association; an HIV/AIDS training session in collaboration with Toronto Public Health; a workshop on Mental Health and Cultural Competency for individuals working with immigrants and refugees; a Choices and Changes: Motivating Healthy Behaviours workshop with the Institute for Health Care Communication and Central East Community Care Access Centres; and a Mental Health First Aid Training in collaboration with the Scarborough East York Service Collaborative on Youth in Transition, among others. These were designed to increase local service providers' knowledge and capacity to support newcomers' health, and provide a platform for agencies to meet and connect.

Facilitating coordination and connections on health initiatives

The Health Action Group has played an increasingly significant role as a connector group for organizations looking to address specific health awareness issues in Scarborough. For example, Lakeridge Health Corporation was looking to reach out to organizations and the community to address low cervical cancer screening rates among immigrant women in Scarborough, especially in the Agincourt, Central Scarborough and Malvern areas. Through participation in the Health Action Group, Lakeridge representatives connected with local service providers and were able to collaborate with key individuals to organize two information sessions that reached over 40 participants.

TEQ LIP also collaborated with health workgroups of local neighbourhood networks, such as the Scarborough Village Neighbourhood Action Partnership Mental Health and Wellness workgroup on joint initiatives. Joint activities included a workshop on mental health for local residents; assisting YouthLinks' student council in their youth-led health fair; and providing resources and information to Toronto Public Health and other City divisions working on health literacy. Working in partnership helped to maximize resources and create traction on issues of shared interest.

In 2015 TEQ LIP collaborated with University of Toronto Scarborough Campus on a research project that examined barriers to healthy aging for seniors with health disparities and hoped to make recommendations on how to support immigrant seniors in leading physically active lives.

"It's great learning about what is currently happening through these network and training sessions. There is a real value in exploring newcomer health issues from various perspectives."

*- Journey to Mental Health
Workshop Participant, 2015*

Supporting city-wide health initiatives

Many issues that impact newcomer health are systemic and benefit from wider collaboration. TEQ LIP has been actively involved in supporting activities of the City of Toronto Newcomer Office's Health Pillar to enhance collaboration between the health and settlement sectors, facilitate new partnerships to address the social determinants of health and to develop and implement programs and policies focused on newcomer health. Activities included organizing a focus group with newcomer youth on access to recreation in April 2015 and supporting the development of policy guidelines on connecting with newcomer youth through recreation.

In February 2014 TEQ LIP assisted in organizing the Toronto West LIP's Newcomer Health Conference: *New Country, New Life*, an event that highlighted the impact that discrimination, stigma, racism, inadequate employment and social isolation have on newcomer mental health.

TEQ LIP provided input in the development and launch of the Toronto South LIP's *TOgether Healthier* campaign in 2015. The goal of this campaign was to raise awareness of newcomer health and health equity issues, promoting the philosophy that health is not only an issue of the individual but affects all members of this city.

Starting in 2016 TEQ LIP began to work with the Toronto North LIP on the Mental Health Navigation Tool project. The tool aims to assist community agencies and front line staff to better navigate the mental health system, locate resources and provide useful tips on how to communicate with clients about choosing the health options that best suit them.

iii. HOUSING AND LEGAL SUPPORTS

Mandate: To work together in developing and implementing strategies through service coordination and collaboration to enhance availability and accessibility of housing, legal support and related services for newcomers in Scarborough.

Housing is one of the main concerns of newcomers upon arrival. As well, in the strategic planning process, TEQ LIP members identified the need to support newcomers' understanding of Canada's legal system and access to legal information. As well it was determined necessary to help ensure newcomers are aware of services and resources that are affordable while adjusting to life in Canada, and that help them navigate legal information.

Expected outcomes

- ✚ Newcomers, including vulnerable and low-income groups are more aware of and have access to services and resources that assist them to access affordable, safe and healthy housing options and the ability to maintain these in the long-term.
- ✚ Affordable, safe and long-term housing leads to improved physical and mental health for newcomers.
- ✚ Immigrants have more information about legal issues and have barrier-free access to legal support services when they need them.
- ✚ Service providers in Scarborough are more aware of resources and equipped with information of newcomers' housing and legal services needs and work collaboratively to address them.
- ✚ Improved service coordination and collaboration among housing/legal service providers and settlement service organizations.

Strategic Area 1: Improve service providers' awareness and access to housing-related information and resources through effective communication, service coordination and collaboration amongst housing service providers, settlement agencies and other stakeholders.

Strategic Area 2: Support newcomers' access and ability to maintain affordable housing in Scarborough by enhancing awareness and navigation of different housing options through relevant information and tools.

Strategic Area 3: Enhance awareness of and access to legal information, services and resources through community awareness and collaboration among legal service providers, settlement agencies and other stakeholders.

To implement strategic directions related to housing and legal supports, TEQ LIP formed a Housing and Legal Supports Action Group. From 2012 to 2014 the group implemented its strategic directions. In March 2014 the Housing and Legal Supports Action Group merged with the Settlement Action Group to form the 'Settlement and Integration Action Group' to consolidate resources, strengthen the work of the Action Groups and create more momentum for initiatives. The merged group produced a new action plan based on the strategic focus areas of both groups and jointly worked on its implementation.

Activities & Accomplishments

Below is an outline of the accomplishments and activities implemented from 2012 – 2016 to address the strategic priorities related to housing and legal supports.

Housing & legal supports service inventory

To help address the lack of information on available housing and legal services for newcomers, Action Group members created an inventory of housing services and legal services available in Scarborough, mainly to support service providers' knowledge and ability to connect newcomers with the most appropriate resources. The document, finalized in June 2013 and updated in February 2017 is available on the TEQ LIP website. It includes a list of service providers and useful websites on housing services and legal services identified by TEQ LIP member agencies.

Improving service coordination and information-sharing

Following the creation of the services inventories, group members worked to raise knowledge and awareness among service providers on pertinent legal issues, so that they in turn could provide accurate and up-to-date information to their clients. This was done by hosting workshops and information sessions for service providers, including:

- a workshop on recent changes to the Canadian Citizenship Act Bill C-24 held in March 2015;
- a presentation by the West Scarborough Legal Clinic on the Employment Law Project and new legal services being provided in Scarborough in January 2016;
- and a workshop on eligibility for social assistance and sponsoring family members in July 2016 as a result of emerging questions related to Syrian newcomers that arrived in Canada through the Syrian refugee resettlement program.



Scarborough Community Safety Week

The Housing and Legal Supports Action Group identified the need to raise more awareness of safety issues that affect newcomers with both service provider organizations and newcomers. At the same time the group aimed to build more connections among safety-related institutions and community service providers. In October 2013 the first Scarborough Community Safety Week was launched and has since been held as an annual event in the fall. The fourth and most recent Safety Week took place in October 2016. Over the past four years, Scarborough Community Safety Week has engaged over 4000 participants in 147 events and activities across Scarborough.



The organization of Scarborough Community Safety Week has been an amazing collaboration of Toronto Police Services 42 Division, City of Toronto Crisis Response, Victims Services, CCS Settlement Workers in Schools, Mothers Against Drunk Driving, YWCA, Toronto Public Health and the Centre for Immigrant and Community Services as members of the Organizing Committee. Toronto Police Services 42 Division has been an integral part of organizing Community Safety Week, taking on an increasingly leading role. Organizations from across Scarborough participated by hosting their own safety-related activities during the week such as workshops, info sessions, lunch and learns, safe walks and other initiatives.

“Scarborough Community Safety Week is a beneficial initiative to promote awareness about safety at different levels.”

- Safety Week evaluation survey respondent, 2014

Over the years Scarborough Community Safety Week included topics such as family and youth safety, road safety, community safety and financial safety, including scams and fraud. Furthermore it addressed emerging safety issues, such as emergency preparedness for blackouts, power outages and



storms following the ice storm in December 2013 that left many families for days without power; distracted driving workshops and obstacle courses following an increase in accidents due to distracted driving and walking; and a community policing workshop in 2016 that helped Arabic-speaking newcomers meet and mingle with police in a comfortable environment and learn more about the work they do.

Scarborough Community Safety Week achieved several outcomes: it put the topic of how safety issues affect newcomers on the agenda of service providers, raised awareness of different safety issues and how to deal with them; brought in resource persons and fostered new connections and partnerships that will last beyond Safety Week; and it involved partners that do not regularly sit at TEQ LIP tables, including Toronto Police and Fire Services, Victim’s Services of Toronto and Toronto Crisis Response.

TEQ LIP created a list of resource persons on safety-related topics to assist organizations in accessing resources and hosting their own safety-related activities. The resource list is available on the TEQ LIP website.

iv. SETTLEMENT AND FAMILY SUPPORTS

Mandate: To strengthen availability and accessibility of settlement and family supports for newcomers through facilitating enhanced service coordination and knowledge-sharing among organizations, and greater community engagement in Scarborough.

The Settlement and Family Supports umbrella included strategies related to barriers newcomers may experience accessing programs and services, culturally appropriate service provision and supports that influence successful settlement and integration. It also addressed the different needs of specific demographic groups, i.e. women, seniors or youth.

Priorities of this strategic focus area were implemented through the Settlement and Family Supports Action Group created in 2012. In March 2014 the group merged with the Housing and Legal Supports Action Group to form the Settlement and Integration Supports Action Group.

Expected outcomes

- ✚ Newcomers, service providers, faith-based and cultural institutions are more knowledgeable and better able to access settlement related information, resources and supports
- ✚ Greater awareness among service providers of the needs of specific newcomer groups (including newcomer seniors, women, youth, LGBTQ newcomers, and refugees) and how to best address them
- ✚ Reduced barriers that allow all newcomers to access programs that are relevant to their needs and interests, and that enable them to participate in the community in a meaningful way
- ✚ Enhanced newcomer awareness of and timely access to information and services in their first language

Strategic Area 1: Strengthen the availability and accessibility of settlement and family supports for newcomers by enhancing newcomer and service provider knowledge and access to settlement related information, resources, and support.

Strategic Area 2: Create a platform to address the settlement needs of specific newcomer groups and family units in Scarborough.

Strategic Area 3: Enhance interpretation services and information in different languages of Scarborough's main newcomer demographics.

Activities & Accomplishments

Each strategic area was broken down into specific objectives and action items for implementation. Below is an outline of the accomplishments and activities implemented to address the strategic priorities.

Underserved Newcomer Groups Initiative

Anecdotal evidence from TEQ LIP's planning and implementation process showed that there are certain newcomer groups for whom there were very few or no services available locally in Scarborough, including LGBTQ newcomers, francophone newcomers, refugee claimants, non-status migrants and international students.

In fall 2014 TEQ LIP partnered with students of the University of Toronto Scarborough Campus' Immigrant Scarborough course and their professor, Paloma Villegas, to learn more about the actual situation. Students conducted research on needs and services available locally in Scarborough for LGBTQ newcomers, refugee claimants, francophone newcomers and non-status residents, and also included a study on how availability of public transit affects newcomers' service access.

The study resulted in an additional collaboration with CERIS to produce four research summaries in accessible language that have been published by CERIS and are also available on the TEQ LIP website. TEQ LIP and UTSC presented on the outcomes of this collaborative project at the Metropolis conference in March 2015 in Vancouver.

The research summaries were used by the Settlement Action Group and organizations in Scarborough to inform their activities and service planning. As well, TEQ LIP created a service inventory that lists services available in Scarborough for refugee claimants, LGBTQ newcomers, Francophone newcomers, and non-status residents.

Besides creating more awareness of the needs of these groups, the underserved newcomer groups research resulted in some concrete service delivery outcomes. For example, a settlement organization in Scarborough partnered with an organization that provides services specific to LGBTQ newcomers but is located downtown to offer regular group sessions and one-on-one counselling in Scarborough. In December 2016, TEQ LIP conducted a focus group session with LGBTQ newcomers to better understand their specific challenges and what next steps to take. The results are informing the work of the Settlement Action Group.

Francophone newcomer inclusion

Early on in TEQ LIP's planning process, Francophone newcomer inclusion was identified as a priority. While statistical data on francophone newcomers has been difficult to come by, the Francophone newcomer population in Scarborough has been growing as evidenced by the opening of two new

RESEARCH SUMMARY
Winter 2015

CERIS

LGBTQ Immigrants and Service Provision in Scarborough

Authors: Delaxhi Nageswaran and Hasan Syed

What you need to know
LGBTQ (Lesbian, Gay, Bisexual, Transgender, and Queer) immigrants in Scarborough require social services that address their particular needs. The access to these services is complicated through stigma within the broader society and the clients' surrounding communities. Our findings reveal interesting dynamics on how immigrants strategically access services outside of their own geographic locations. Finding and social awareness are also issues that resurface in our research.

What is this research about?
This research examines the level and range of social services targeted towards LGBTQ immigrants in Scarborough. After World War II, Scarborough was developed for white middle class families. In the 1980s and 1990s its demographics started to change due to immigration policies and changes to employment and housing needs in Toronto.

What did the researcher do?
The project drew on two types of data. The first was a literature review focusing on the intersection between LGBTQ immigrants and social service provision. The second involved the researchers

Interviewing service providers who serve the LGBTQ community (and are associated with the settlement sector).
Some of the participants were also educators and trainers who spread awareness of LGBTQ rights and promote safe spaces.

Many LGBTQ immigrants in Scarborough seek services outside their neighbourhoods to avoid stigmatization.

What did the researcher find?
Location of Services
The majority of services specifically directed toward LGBTQ immigrants are located in downtown Toronto.
Stigma
Another significant finding is that many LGBTQ people face the challenge of 'coming out' due to homophobia. Many have to seek services outside their neighbourhoods to avoid the exposure of their identities in the local community.

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Francophone elementary schools in Scarborough in 2013, and the planned opening of a Francophone catholic high school in September 2017. The Francophone community in Scarborough is very dispersed and there were few francophone services for newcomers offered in Scarborough, with most services located downtown. Presence of Francophone service providers at LIP tables has been instrumental to create traction to move issues affecting Francophone newcomers and service delivery forward.

TEQ LIP and partners initiated the following activities to enhance cross-referrals and support for Francophone newcomers in Scarborough:

- a. **Outreach to Francophone agencies** to be further implicated in TEQ LIP initiatives, Partnership Council and Action Groups, including school boards (Conseil Scolaire de District Catholique Centre-Sud and Conseil Scolaire Viamonde), Le Centre Francophone and La Passerelle-I.D.É., all of whom became involved in either the Settlement and Integration Action Group or the TEQ LIP Partnership Council.
- b. Partnership Council meeting in July 2014 dedicated to **presentations by Francophone service providers** and learning about the needs of Francophone newcomers with Centre Francophone de Toronto, La Passerelle-I.D.É., both francophone school boards and the Francophone Immigration Network present.
- c. Support a **network of Scarborough Francophone service providers** to identify ways to better address the growing needs of Francophone newcomers. This committee brought in new partners and organizations that are not only Francophone but also those that have bilingual staff positions. The network meets approximately 4x/year to discuss issues and plan actions to better support the Francophone population in Scarborough.
- d. **Connecting Francophone agencies** to local events and activities to help create greater visibility, network with other agencies and reach out to residents. This included hosting a 'Francophone Corner' at Dorset Park Day in June 2016.
- e. Creation of a **bilingual one-page service inventory** available on the TEQ LIP website that lists all community services offered in French in Scarborough as a quick reference guide for service providers.
- f. **Access to data:** TEQ LIP facilitated a meeting with the City of Toronto Social Research and Analysis Unit and Francophone service provide representatives in September 2016 to discuss how to get better data on Francophone newcomer settlement patterns in Scarborough.
- g. **Support for new and emerging services** through information-sharing and promotion, such as the Francophone health services at TAIBU Community Health Centre, and support for two funding proposals that aim to increase available services for Francophones in Scarborough.



Through these activities, working with the Francophone service provider network and involving not only Francophone service providers, but also French-speaking staff from Anglophone service providers TEQ LIP members have been able to expand their reach and put the needs of Francophone newcomers in Scarborough on the map.

In September 2016 TEQ LIP presented on its work with the francophone community at a Western LIP Learning Event held in Calgary for LIPs of the Prairies and Northwest Territories region.

Coordination activities to support Syrian newcomer settlement

The single biggest unexpected activity that arose during the implementation of TEQ LIP's Newcomer Settlement Strategy was addressing the Syrian refugee crisis following the outpouring of support from Canadians and the commitment of the Canadian government to resettle 25,000 Syrian refugees by February 2016. Starting in fall 2015, TEQ LIP members identified the need to play a coordinating role in our region to share information, updates and resources, connect the different stakeholders that were getting involved, and to help in coordinating efforts to support Syrian refugee resettlement. The Settlement Action Group was designated as the lead on this initiative.



TEQ LIP identified two major needs:

- To act as a central hub for sharing information and updates related to Syrian refugee resettlement and related initiatives in our region and
- To bring together private refugee sponsors, local service providers, government and other stakeholders involved in Syrian refugee resettlement to coordinate, connect and minimize duplication of efforts.

Beginning in fall 2015, TEQ LIP coordinated with its members, partners such as the Arab Community Centre of Toronto, Toronto Newcomer Office, CCS' Refugee Sponsorship Training Program and others to implement the following activities:

- Organized a '**Supporting Syrian Refugees in Scarborough Information and Resource Fair**' for service providers, refugee sponsors and the community in December 2015 at the Scarborough Civic Centre in collaboration with the Toronto Newcomer Office. The event attracted approximately 200 participants and featured presentations and agency information tables.
- Created a **resource page** on the TEQ LIP website and a mailing list for refugee sponsors and other interested members of the public to share events and resources relevant to refugee sponsors.
- Created a **service inventory** outlining services and resources available in Arabic and Armenian in Scarborough. The document was launched in February 2016 and has been updated regularly with new information.
- Published a summary report entitled: **Settlement of Syrian Refugees in Scarborough: Update Bulletin** in September 2016. The document was the result of an environmental scan carried out over the summer with service providers in Scarborough and data from government and service provider sources. This scan attempted to answer the question "How are Syrian families doing in



terms of their settlement, where are they living, and what are their particular challenges at the moment?" The document was distributed widely to help equip service providers in better designing services to meet the needs of Syrians Scarborough.

- Organized a series of **meet-ups for Scarborough refugee sponsors** to provide a space for refugee sponsors to ask questions, share experiences, network, meet service providers and learn about available services. Five meet-ups were held between February 2016 and November 2016, each focusing on a different thematic area and hosted at a different service provider location in Scarborough.

The BRIDGES 2017 Collaboration Forum held in February 2017 included a focus on learning from the Syrian refugee resettlement initiative and exploring opportunities for future collaborative action. Activities related to Syrian newcomer settlement support are expected to continue into the next phase of TEQ LIP, as initial settlement needs transform into supporting the longer-term settlement success of this community.

"Well done. Very helpful for everyone. Our group felt confused about how to get started and what resources we could tap in to."

- Supporting Syrian refugees resource fair participant

Faith group outreach and collaboration

Faith groups are an important stakeholder in newcomer settlement and often a trusted source newcomers turn to not only for spiritual reasons, but also for social connections and advice. In 2014-15 TEQ LIP launched a faith group engagement initiative to facilitate stronger connections between faith groups and the social service sector and, ultimately, reach more newcomers that may not access traditional settlement services.

Initially, TEQ LIP staff and Action Group members reached out to 15 faith group representatives through one-on-one meetings and phone calls. This was followed by a Faith Groups Networking Meeting held in February 2015 that brought together representatives from faith-based groups and service providers to discuss how organizations and faith communities could work more closely together. With guidance from the Partnership Council, it was decided that TEQ LIP would focus on inviting faith community representatives to TEQ LIP events such as the BRIDGES Collaboration Forum, capacity-building events and Action Groups. The BRIDGES Collaboration Forums in 2016 and 2017 included workshops on collaborating with faith groups and working together with Islamic institutions.

While success in including faith groups as regular members in TEQ LIP's Partnership Council and Action Groups has been limited, there have been examples of faith communities partnering with settlement agencies to coordinate on-site programs and services for their members following TEQ LIP's engagement process. For example, a settlement agency was invited to offer workshops on supports for live-in caregivers to a faith community serving primarily the Philippine community after they connected at the meet and greet hosted by TEQ LIP.

Pre-existing connections with faith groups built in the course of the 2014-15 contract year have made it easier to coordinate around the Syrian refugee resettlement initiatives. TEQ LIP is also part of the 1LoveMalvern faith network that is currently planning for a community information event to connect faith community members with settlement and community services.

v. ENGAGEMENT OF EXPANSION NEIGHBOURHOODS

When the TEQ LIP was formed as a merger of four local neighbourhood-based LIPs in Scarborough in 2012, there were a number of neighbourhoods that had not originally been covered by a LIP. These included Bendale, Centennial Scarborough, Guildwood, Highland Creek, Ionview, Malvern, Mornelle Court, Rouge and Wexford-Maryvale.

Since these neighbourhoods presented a significant region of Scarborough it was of key importance to bring stakeholders in these neighbourhoods into the TEQ LIP structure to ensure holistic coverage of TEQ LIP's service area and identification of existing and emerging needs in these neighbourhoods. To ensure a holistic and fulsome engagement of the new neighbourhoods within the capacity of the project, TEQ LIP implemented a step by step inclusion strategy as follows:

- 1st year of implementation (2012 – 2013): Malvern, Mornelle Court
- 2nd year of implementation (April 2013 – March 2014): Ionview, Rouge, Centennial Scarborough, Highland Creek and Guildwood
- 3rd year of implementation (April 2014 – March 2015): Bendale, Wexford-Maryvale



Objectives

Through a process of document review, needs assessment, service provider meetings and community consultations in expansion neighbourhoods, the TEQ LIP aimed to achieve the following:

- ✚ All Scarborough regions are included in a holistic Settlement Strategy and Action Plan.
- ✚ Expansion neighborhood overview is documented and included in the TEQ LIP action plan.
- ✚ Wide range of stakeholders learn about the TEQ LIP, newcomer needs, and local neighbourhood services and programs.
- ✚ Service agencies and newcomers from expansion neighbourhoods attend TEQ LIP meetings, consultations, events, and forums.
- ✚ Networks are strengthened and partnerships are built around common initiatives.
- ✚ Relationships between service providers in Expansion Neighbourhoods and across Scarborough are strengthened.

Stakeholders in the expansion neighbourhoods identified many of the same priorities and needs as outlined in the TEQ LIP settlement strategy. Nevertheless, some neighbourhood-specific priorities emerged that were subsequently addressed.

Following is an outline of activities and accomplishments related to the expansion neighbourhoods.

Engagement meetings:

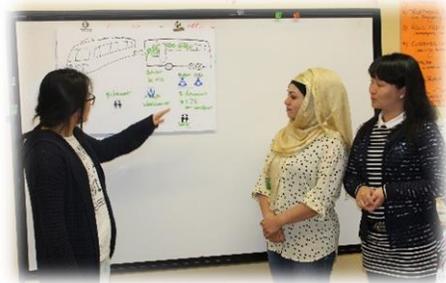
Partnership Building meetings

In each Expansion Neighbourhood TEQ LIP began the engagement process by organizing a series of partnership building meetings with local service providers and stakeholders. These meetings helped to get to know local organizations, programs and initiatives, introduce the TEQ LIP in the community, learn about local assets and challenges and identify needs, gaps and issues of mutual interest. Depending on the needs of the local community, different initiatives or actions would emerge as a result. From 2012 to 2016 TEQ LIP hosted 38 partnership building meetings in Malvern, Ionview, Morningside/ Mornelle Court, Rouge/ Centennial Scarborough/ Highland Creek/ Guildwood, Bendale and Wexford-Maryvale that engaged close to 300 participants.



Newcomer Engagement meetings

Between April 2012 and March 2015 TEQ LIP hosted 26 newcomer engagement meetings in Expansion Neighbourhoods that brought together over 160 participants. Focus of these meetings was to learn from immigrant community members themselves about the community, assets, needs and suggestions for better supporting newcomer residents in the particular neighbourhood. These meetings played a crucial role in identifying which priorities to work on. Immigrant representatives from Expansion Neighbourhoods were recruited to join the TEQ LIP Steering Committee and Action Groups. The Steering Committee currently has three immigrant community representatives, two of which represent expansion neighbourhoods.



Activities to address emerging priorities:

The engagement meetings and environmental scans resulted in a number of activities. Organizations from Expansion Neighbourhoods joined the TEQ LIP Partnership Council and Action Groups and TEQ LIP staff joined local networks to support ongoing information-sharing and collaboration on issues of

mutual interest. In addition, partners planned a number of activities to address specific needs identified in these neighbourhoods. These include:

Roma Community Awareness activities

Community members and service providers in Malvern and Mornelle Court in East Scarborough identified a need for more awareness and targeted services for the Roma community. This newcomer community was fairly new to Scarborough with very few culturally and linguistically accessible services available and little awareness of local service providers about the particular needs of the community or how to address them. From 2012 to 2014 TEQ LIP in collaboration with partners organized a series of meetings with the local community and service providers, including the Toronto District and Toronto Catholic District School Boards, to identify particular needs, bring in resource persons from other parts of the city and discuss how to better support the community. This work culminated in a Roma Community Awareness event held in March 2013 that featured knowledgeable speakers from the Roma Community Centre, Parkdale Community Health Centre and the CCS Settlement Workers in Schools (SWIS) Program, educated front-line workers and community members about the history and context of the Roma community and deepened the understanding of the experience of Roma newcomers in Canada.



In June 2013 TEQ LIP in partnership with the Roma Community Centre hosted a Roma Community Gathering and Community Safety Event at the East Scarborough Storefront that brought together over 100 Roma community members and service providers. The events helped the Roma community to articulate their needs and build relationships with service providers and institutions, and better equipped front-line workers to respond to the language and settlement needs of their Roma clients.

Mornelle Court Service Provider Network and Community Hub initiation

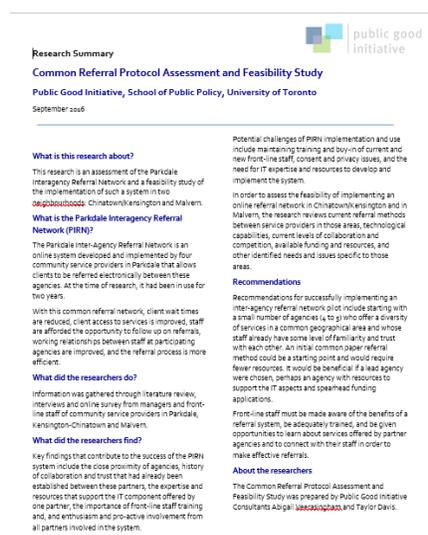
Mornelle Court is a community in East Scarborough that consists of high-rise apartments and town homes, geographically isolated with very few service providers close by. TEQ LIP undertook an engagement process in collaboration with Mornelle CAN Coalition, a local resident initiative that has been active in the community for several years. The process included newcomer engagement meetings, service provider meetings, a Community Speak and a service fair. This helped bring the needs of the community to the forefront, in particular the lack of local resources and the need to bring services directly into the community to make them accessible to residents. TEQ LIP's participatory process and connection with many different stakeholders helped to create interest on part of service providers and funders to find ways to address the needs of this area.

As a result, TEQ LIP supported the initiation of a Mornelle Court service provider network as well as a process to develop space in one of the TCHC buildings into a community hub space where services could be provided on-site to local residents. In 2014 the neighbourhood was designated as a Neighbourhood Investment Area by the City of Toronto as part of the Toronto Strong Neighbourhoods

Strategy 2020. Catholic Crosscultural Services assisted as trustee organization to leverage funding to renovate the space and create a service hub. Upon completion of the renovation, the TCHC and the City continued to manage the space.

Interagency referral protocol in Malvern

Malvern has an active service provider network that was first established as Neighbourhood Action Partnership table when the area was designated a Priority Neighbourhood by the City of Toronto and United Way. Following an initial consultation process with service providers and newcomer community members in Malvern in 2012-2013, TEQ LIP actively participated in this network and supported local initiatives relevant to newcomers and immigrants. In 2015 Malvern lost its priority neighbourhood designation, which also meant the loss of designated funding and necessitated a transition for the local partnership structure. TEQ LIP supported the transition process and rebranding to the 1LoveMalvern Network, continues to participate in network meetings and supports its work with ideas, connections and resources.



In 2015-16, TEQ LIP collaborated with the Toronto Quadrant LIPs, the Parkdale Interagency Referral Network and students from the Public Good Initiative at the University of Toronto on a feasibility study of the Parkdale Common Referral Tool Pilot. The Parkdale Common Referral Tool is an electronic referral system developed by four organizations in the downtown neighbourhood of Parkdale to facilitate common assessment and referral of clients. Following a presentation of the tool at the BRIDGES 2014 Collaboration Forum, stakeholders in Malvern had shown interest in learning more about the possibilities of implementing such a tool in their neighbourhood.

Malvern became part of the feasibility study to look at how this referral system could be implemented in their neighbourhood, what conditions would need to be in place and what resources

would be required. The feasibility study was completed in summer 2016 and shared with all stakeholders involved in the study as well as widely with the Toronto LIP network. Subsequently, TEQ LIP supported the 1LoveMalvern network in applying to the Public Good Initiative (PGI) for a follow-up project to develop a common referral protocol for Malvern agencies specifically. The application was successful and in fall 2016 the 1LoveMalvern network began to work with PGI students on this project. A pilot of this project is currently being rolled out in Malvern.

TEQ LIP is greatly appreciative of the willingness of the initiators of the Parkdale Common Referral Tool, the agencies involved in the Parkdale Interagency Referral Network, to participate in the research and share their learnings, the Toronto South LIP for helping to facilitate this process, and the students from the Public Good Initiative for their excellent work.

Information-sharing and connections

One of the recurring priorities identified by both newcomer community members and service providers in expansion neighbourhoods was the need for more awareness of available services and resources and

opportunities to network with other service providers. TEQ LIP hosted several networking meetings for organizations in Expansion Neighbourhoods to connect, share information and build relationships.

These included several networking meetings in each neighbourhood, a service and networking fair held in August 2014 at Don Montgomery Community Centre in Ionview to bring local service providers and community members together to increase awareness of local resources and supports, and a workshop and networking event for service providers in Malvern on supporting refugees and refugee claimants held at the Malvern Family Resource Centre in June 2014.

TEQ LIP also helped to facilitate connections among initiatives and agencies. For example, in 2015-16 TEQ LIP facilitated meetings between agencies in Malvern and Mornelle Court and representatives of the CAMH Scarborough East York Service Collaborative on Youth in Transition. The service collaborative was looking to connect with agencies to identify a space for a drop in centre providing mental health supports for youth. The drop in centre is now in the process of being rolled out in Malvern.

Ongoing involvement

Over time, TEQ LIP's role in the expansion neighbourhoods moved from that of an active initiator to a more supportive role, depending on identified needs and neighbourhood characteristics. TEQ LIP remains involved in several local expansion neighbourhood networks

to share information, connect with local stakeholders, identify issues of common interest, and ensure ongoing awareness of the needs of the local community within the TEQ LIP structure. TEQ LIP continues to be a part of the 1LoveMalvern network and the Eglinton East/Kennedy Park-Ionview Neighbourhood Investment Area network. In other neighbourhoods, such as Guildwood/ Rouge/ Centennial Scarborough/ Highland Creek TEQ LIP did not identify a need for ongoing local involvement. These neighbourhoods are fairly affluent with few newcomers living in the area and few or no service providers.

TEQ LIP's expansion neighbourhood engagement process is now complete with all Scarborough neighbourhoods fully included in the TEQ LIP structure, and representatives of expansion neighbourhood service providers participating in the TEQ LIP network.



vi. OTHERS

Sharing our learnings and learning from the successes of others has been very helpful as the LIP structure evolves and adapts over time to respond to ongoing and emerging needs of the community and a changing policy landscape.

TEQ LIP regularly participates in the Pathways to Prosperity (P2P) Annual Conference for LIP representatives, researchers and others interested in immigration and settlement from across Canada. As well, TEQ LIP is a member of a nationwide online Basecamp group of LIP representatives that serves as a platform for LIPs to ask questions and share information, experiences and best practices.

There have been opportunities for TEQ LIP to share and discuss learnings from our work with a national audience. Together with our partner, the University of Toronto Scarborough Campus, the TEQ LIP Manager presented on the outcomes of the Underserved Newcomer Groups research project at the Metropolis conference in March 2015 in Vancouver.

In September 2016 the TEQ LIP Manager was invited to present on TEQ LIP's work towards francophone community inclusion at a Western LIP Learning Event held in Calgary for LIPs of the Prairies and Northwest Territories region.

These events have not only been opportunities for TEQ LIP to share, but also to learn a lot from colleagues across the country about their initiatives and promising practices towards fostering collaboration and a successful settlement experience of newcomers.

V. EVALUATION AND WAY FORWARD

“TEQ LIP is constantly seeking out ways to improve itself, focused on collaboration to address relevant issues.”

TEQ LIP evaluation survey respondent, 2016

TEQ LIP evaluation

Beginning in 2012-13, TEQ LIP conducted annual project evaluations with the objective to:

- Learn what works well and what areas need improvement
- Understand and measure the impact of TEQ LIP activities on improving service coordination and collaboration among its members
- Measure the degree to which TEQ LIP members have increased service coordination and collaboration
- Learn about the contribution of TEQ LIP’s work to member’s ability to provide accessible programs and services to newcomers
- Learn more about the impact of TEQ LIP’s work on member agencies and the community

TEQ LIP undertakes an evaluation process each year from approximately December to March. This process includes a TEQ LIP member survey, usually launched in late January, focus group discussions with Action Groups and the Partnership Council, and/or key informant interviews. From 2013 – 2015, TEQ LIP was able to engage a consultant to conduct the project evaluation and produce a framework and tools for ongoing evaluation. Due to funding reductions, from 2015-16 onward the evaluation was implemented by TEQ LIP staff with support from placement students. As well, beginning in the 2015/16 contract year, TEQ LIP collaborated with the Toronto Quadrant LIPs on a shared evaluation survey.

Frontline staff and management see value in TEQ LIP’s efforts to enhance service coordination and partnerships. 88% of evaluation survey respondents consider TEQ LIP instrumental or very instrumental to service collaboration.

- TEQ LIP Evaluation Report, March 2015

While it is difficult to measure and attribute outcomes and impact of a complex partnership initiative such as the LIP, the evaluations have shown that TEQ LIP has contributed to significant progress in a number of areas. Evaluation outcomes have clearly indicated that TEQ LIP’s work has led to increased availability of information, to more collaboration among member agencies, and to more awareness of newcomers’ needs and how to provide accessible services, as well as to adaptations in service delivery by member organizations. In addition, the evaluations have been instrumental in providing the TEQ LIP with key information to enhance our work.

All evaluation results are shared in annual evaluation reports that are available publicly on the TEQ LIP website at www.scarboroughlip.ca.

Way forward

This report provides an overview of the work and activities TEQ LIP has accomplished over the past five years through the support, commitment, vision and guidance of its members. A lot has been done, and there is still a lot more work to do.

While much progress has been made in implementing the strategic directions of the 2012 Toronto East Quadrant Newcomer Settlement Strategy, new issues have emerged, while others continue to be important. As well, TEQ LIP's evaluations show that members appreciate the strong partnership structure and want TEQ LIP to leverage its network to look more towards impacting policy and systemic change.

Over the past years TEQ LIP has incorporated emerging issues, such as the response to the Syrian refugee crisis, in a dynamic partnership structure. As a next step TEQ LIP will develop a new strategic plan to guide the work of the partnership moving forward and identify renewed priorities and outcomes members want to achieve over the next few years.

In spring and summer 2017 TEQ LIP will undertake a process to develop a new Toronto East Quadrant Newcomer Settlement Strategy that will guide our work from 2017 – 2020.

VI. TEQ LIP MEMBERS

TEQ LIP's work is made possible because of the contribution of many organizations and individuals. Our members offer vision and leadership, support, ideas and a lot of hard work to make a difference for newcomers in our community.

We would like to thank our members:

PARTNERSHIP COUNCIL

- ACCES Employment
- Afghan Women's Organization
- Agincourt Community Services Association
- Aisling Discoveries Child and Family Centre
- Arab Community Centre of Toronto
- Birchmount Bluffs Neighbourhood Centre
- Catholic Crosscultural Services (Lead Agency)
- Centennial College
- Centre for Immigrant and Community Services
- Centre francophone de Toronto
- Chinese Family Services of Ontario
- City of Toronto Social Development, Finance and Administration Division
- Conseil Scolaire de District Catholique Centre-sud
- Conseil Scolaire Viamonde
- East Metro Youth Services
- Family Residence*
- Hong Fook Mental Health Association
- La Passerelle - I.D.E.
- Ontario Ministry of Citizenship and Immigration
- Polycultural Immigrant and Community Services
- Progress Career Planning Institute
- Scarborough Centre for Healthy Communities*
- Settlement Assistance and Family Support Services (SAFSS)*
- TAIBU Community Health Centre*
- The Career Foundation
- The Housing Help Centre
- The Scarborough Hospital
- Toronto Catholic District School Board
- Toronto District School Board
- Toronto Employment and Social Services*
- Toronto Newcomer Office
- Toronto Parks, Forestry and Recreation
- Toronto Public Health
- Toronto Public Library
- Transcare Community Support Services*
- University of Toronto Scarborough Campus

- Warden Woods Community Centre*
- YMCA Newcomer Information Centre
- YWCA Scarborough

** Former Partnership Council members*

STEERING COMMITTEE

- ACCES Employment
- Agincourt Community Services Association
- Aisling Discoveries Child and Family Centre*
- Catholic Crosscultural Services (Lead Agency)
- East Metro Youth Services
- Manjura Rehman, Newcomer Council Representative
- Ping Gu, Newcomer Council Representative
- Polycultural Immigrant and Community Services*
- Progress Career Planning Institute*
- Ruma Djiwani, Immigrant Representative
- Toronto Public Health
- Toronto Public Library
- Warden Woods Community Centre

** Former Steering Committee members*

EMPLOYMENT, EDUCATION AND TRAINING ACTION GROUP

- ACCES Employment
- Afghan Women's Organization
- Birchmount Bluffs Neighbourhood Centre
- Career Foundation
- Catholic Crosscultural Services
- Centennial College
- Centre for Immigrant and Community Services
- Mennonite New Life Centre of Toronto
- Microskills*
- Ontario Ministry of Citizenship, Immigration & International Trade – Global Experience Ontario*
- Ping Gu, Newcomer Council Representative
- Progress Career Planning Institute*
- Settlement Assistance and Family Support Services*
- Toronto Catholic District School Board
- Toronto District School Board*
- Toronto Employment and Social Services
- Toronto Public Library
- University of Toronto Scarborough Campus
- Warden Woods Community Centre*
- YMCA Language Assessment Centre
- YWCA

** Former Employment Action Group members*

HEALTH AND WELLBEING ACTION GROUP

- Access Alliance Multicultural Health and Community Services
- AIDS and Sexual Health Info Line
- Aids Committee of Toronto
- Aisling Discoveries Child and Family Centre*
- Birchmount Bluffs Neighbourhood Centre
- Canadian Centre for Victims of Torture*
- Central East Community Care Access Centre
- Centre for Addiction and Mental Health
- Centre for Immigrant and Community Services*
- Chinese Family Services of Ontario
- City of Toronto Social Development, Finance & Administration
- Community Care Access Centre
- Discover U
- East Metro Youth Services
- Epilepsy Toronto
- Hom Lal Shrestha, Immigrant Health Representative*
- Jing He (Immigrant Council Member)
- Hong Fook Mental Health Association
- Lakeridge Health Corporation
- New Persona*
- Polycultural Immigrant and Community Services
- Rainbow Health Coalition*
- Scarborough Centre for Employment Accessibility (SCEA)*
- Scarborough Centre for Healthy Communities (SCHC)
- TAIBU Community Health Centre*
- TDSB Newcomer Services
- The Scarborough Hospital*
- Toronto Public Health
- YWCA

** Former Health Action Group members*

HOUSING AND LEGAL SUPPORTS ACTION GROUP

- Afghan Women's Organization
- Arab Community Centre of Toronto
- Canadian Red Cross – Toronto
- Family Residence
- John Howard Society of Toronto
- Polycultural Immigrant & Community Services
- Scarborough Community Legal Clinic
- Scarborough Housing Help Centre
- Toronto Police 42 Division
- Workers Action Centre
- YWCA JUMP

SETTLEMENT AND FAMILY SUPPORTS ACTION GROUP

- Afghan Women's Organization
- Agincourt Community Services Association Newcomer Centre
- AIDS Committee of Toronto
- Alzheimer Society of Toronto
- Arab Community Centre of Toronto
- Catholic Crosscultural Services
- Canadian Centre of Women's Education and Development*
- Centre for Immigrant and Community Services
- Chinese Family Services of Ontario
- Conseil scolaire de district catholique centre-sud*
- East Metro Youth Services
- Kennedy House Youth Services
- La Passerelle-I.D.É
- Le Centre Francophone de Toronto
- New Circles Toronto
- Polycultural Immigrant and Community Services*
- Scarborough Museum
- TDSB Newcomer Centre
- The Housing Help Centre
- Toronto Police Service 42 Division
- Toronto Social Development, Finance and Administration*
- Toronto Public Health
- TransCare Community Support Services*
- Warden Woods Community Centre
- West Scarborough Community Legal Services
- YMCA GTA
- YWCA Toronto

** Former Settlement Action Group members*