

**SECTION 1**

**PARTNERSHIPS & SERVICE DELIVERY COORDINATION**

*YEAR 3 FOCUS*

*EXPANDING COLLABORATIONS THROUGH CHAMPION PROJECTS*

• **Support for Collaborative Champion Projects**

- Build Toronto South LIP role in generally supporting Collaborative Champion Projects to fulfill on the Toronto South LIP Settlement Strategy and Rolling Annual Action Plan. May include developing guidelines or other Collaborative Champion supports.
- Provide specific support and input to the following Collaborative Champion Projects:
  - Multi-Funder Information Forums
  - Champion Research Projects, including:
    - Newcomer Family Trajectories Research Project
    - Newcomer Service Access Research Project
  - Neighbourhood Service Networks, including:
    - Bloor-Junction Service Agency Network
    - Kensington-Chinatown-Annex Service Agency Network

• **Foster Joint Funding Proposals by Member Organizations**

- Foster Toronto South LIP facilitation of joint funding proposals by LIP member organizations. (The LIP may initiate or facilitate joint funding proposals.)

• **Signing of the Resolution of LIP Member Commitment**

- Complete the process for TSLIP member organizations to sign the formal “Resolution of LIP Member Commitment” (format approved as of November 2014)

• **Support Common Referral Tool Pilot in Parkdale**

- Continue to support the Common Referral Tool Pilot Project being led by the Parkdale Interagency Network (PIN). If appropriate, consider testing the Pilot Referral Tool in other LIP Neighbourhoods, outside Parkdale.

• **Receive Reports from and Provide Guidance to TSLIP Working Groups**

- Continue to receive written and/or oral update reports from the TSLIP Working Groups. Upon request, provide guidance, input and/or approval of key Working Group items.

**SECTION 2**

**INFORMATION, OUTREACH & SERVICE NAVIGATION**

*YEAR 3 FOCUS*

*COLLABORATIVE COMMUNICATIONS & SOCIAL MEDIA*

• **Newcomer Welcome Brochures**

- Complete the rollout of the Toronto South LIP downloadable Newcomer Welcome Brochure across the Toronto South area.

• **Collaborative Marketing and Social Media Campaigns**

- Continue to implement the Toronto South LIP's Social Media Strategy, including:
  - **Twitter** – Engage and generate conversations (live event tweeting, strategic re-tweeting of member and non-member content, seeking out relevant information)
  - **YouTube** – Expand and enhance TSLIP's YouTube Channel (recorded TSLIP workshops & webinars, YouTube Channel promotion, effective SEO tagging, playlists of member agency videos, live YouTube webinars, joint marketing)
  - **LinkedIn** – Develop a Community of Practice (build base of members, demonstrate/model capacity of LinkedIn platform, identify member leads to generate & guide conversations)

• **Organizational Member Certificate**

- Complete the process of designing and developing a Toronto South LIP organizational membership certificate for organizational members that can be posted onsite for the viewing of their agency clients, staff, and visitors.

• **Enhance Access to Information through TSLIP Website**

- Conduct ongoing enhancements to the TSLIP website's existing web tools, publications, and resources, including the following:
  - Meeting Calendar for TSLIP Committees & Working Groups (new);
  - Newcomer Employment Pathways interactive web tool (new);
  - Newcomer Employment Services inventories and maps (new);
  - Preliminary Meeting Space Bank for areas east of Yonge (new);
  - Uninsured newcomers research (new);
  - TSLIP agency profiles & TSLIP agency service inventories and maps;
  - TSLIP member events and program calendars; and
  - Training information and resources.

• **Collaborative Communications Strategy**

- Develop a Toronto South LIP Communications Strategy to develop communications approaches to ensure the accessibility and quality of information directed or available to the LIP's various stakeholders, including organizational members, frontline staff, newcomers, the media, and the general public.

**SECTION 3**

**PLANNING, RESEARCH & EVALUATION**

*YEAR 3 FOCUS*

*CITYWIDE PLANNING AND STRATEGIC ISSUES*

• **Collaborative Community Planning**

- Participate in Citywide planning processes, including:
  - Participation in the City of Toronto's: (a) Newcomer Leadership Table; (b) Health Pillar Table; and (c) Knowledge Exchange Committee.
  - Participation in quarterly meetings of the five Toronto-based LIPs; and
  - Continuation of the Toronto South LIP's citywide initiative – The Systemic Issues & Social Change Committee, including but not limited to: (a) its Employment Subcommittee; and (b) its Health Subcommittee / Health Equity Coalition
- Work with the other Quadrant LIPs on identified citywide initiatives.
- Conduct annual action planning processes for the TSLIP with the LIP Council, LIP members, and participants in a Newcomer Advisory Forum or Event

• **Strategic & Emerging Issues**

- Facilitate discussions at LIP Council meetings and other forums or events to identify and proactively address key strategic issues or emerging issues relating to newcomer services in Toronto South

• **LIP Research**

- Where appropriate, participate in and/or conduct a review of relevant research conducted by other organizations and researchers.
- If feasible, facilitate a Newcomer Advisory Forum or Event to obtain ongoing newcomer input into the LIP's action items
- If necessary, and budget permitting, update the available demographic information for the Toronto South area and conduct additional research initiatives that may be identified and prioritized by the LIP Council, Committees, or Working Groups

• **LIP Evaluation & Sustainability**

- Communicate with other Toronto LIPs regarding the design and development of a common Outcome Measurement Framework for all Toronto LIPs
- Conduct an Annual Evaluation Survey for Toronto South LIP Members
- If necessary, review and update the Sustainability Guidelines adopted by the Toronto South LIP Council

**SECTION 4**

**LABOUR MARKET ACCESS & EMPLOYMENT**

*YEAR 3 FOCUS*

*PRECARIOUS EMPLOYMENT & EMPLOYMENT PATHWAYS*

• **Precarious Newcomer Employment**

- Systemic Issues & Social Change Committee to continue to identify approaches to build on the results of the Shadow Economies Research Report and implement collaborative strategies to support the protection of newcomers in low-wage and precarious work.
- Support a *Collaborative Champion Project* to conduct Shadow Economies Follow-Up Research (with a precarious employment focus).

• **Employment Pathways & Employment Service Mapping**

- Implement multiple approaches for the dissemination of the following Toronto South LIP resources:
  - Online Interactive Employment Pathways Tool, and
  - Online Inventories and Mapping of Newcomer Employment Services.

• **Holistic Job Retention Supports for Newcomers**

- Support a *Collaborative Champion Project* to provide a variety of job retention supports for newcomers, including low-skilled and moderately skilled newcomers as well as internationally trained professionals. Project may include soft skills workshops, language and workplace culture coaching, as well as web-based and telephone services, among other supports.

• **“Canadian Experience”**

- Consider exploring the possibility of a *Collaborative Champion Project* to identify possible newcomer cases to submit to the Ontario Human Rights Commission to test its new Policy on Removing the Canadian Experience Barrier.

• **Liase with Umbrella Groups & Employment Initiatives**

- If feasible, support other groups – such as the Toronto Region Immigrant Employment Council (TRIEC), the Consortium of Agencies Serving Internationally-trained Persons (CASIP), Toronto Workforce Innovation Group (TWIG) – particularly in the areas of:
  - *Newcomer Work Credentials* – Explore and implement ways to improve (i) newcomer access to career accreditation, and (ii) assessment and acceptance of international education, training, and experience
  - *Internships and Mentorships* – Increased newcomer access to internships and mentorships
  - *Canadian Workplace Culture* – Increased newcomer training and understanding of Canadian workplace culture
  - *Employer Education* – Educating employers regarding the benefits of hiring, retaining, and promoting newcomers
  - *Newcomer Entrepreneurship* – Providing newcomers with information and services to support entrepreneurship and self-employment

**SECTION 5**

**SETTLEMENT SERVICES & LANGUAGE LEARNING**

*YEAR 3 FOCUS*

*MULTIDISCIPLINARY & TRAVELLING SERVICES*

• **Mini-Travelling Service Hubs**

- Support a *Collaborative Champion Project* to explore and implement mini-travelling service hubs to different agencies & agency locations, apartment buildings, shelters, etc. Project to provide both one-on-one services and group services.

• **International Students**

- Support a *Collaborative Champion Project* to develop a network of agencies to begin discussions on how to address the settlement issues of international students (secondary and post-secondary), including: providing program/service supports and addressing systemic issues, policies and regulations.

• **Multidisciplinary Services for Unaccompanied Newcomer Youth**

- Explore the creation of a *Collaborative Champion Project* to foster the development and implementation of a multidisciplinary team (i.e., settlement, employment, health, etc.) to service newcomer youth living alone in South Toronto.

• **Language Service Coordination**

- Arrange for a Toronto South LIP Liaison to track and periodically report to the Toronto South LIP on the rollout and impact of the Coordinated Language Assessment and Referral Service (CLARS) and of portfolio-based language training.
- Continue the ongoing enhancement of web-based resources and tools for frontline workers (e.g., online Citizenship Classes Calendar, online Conversation Circles Calendar, etc.).

• **Frontline Staff Training regarding Immigration Policy**

- Continue to leverage existing expertise within the LIP and across service sectors to host information or training sessions on key issues relating newcomer settlement and language services, including:
  - Ongoing Changes to Immigration Policy (including express entry, growth in temporary workers, international students, changes for refugees and live-in caregivers, etc.)

**SECTION 6**

**HEALTH, MENTAL HEALTH & DENTAL SERVICES**

*YEAR 3 FOCUS*

*HEALTH EQUITY*

• **Health Equity Coalition**

- Systemic Issues & Social Change Committee to continue to work with the Toronto Newcomer Office and Toronto Public Health to develop a citywide Health Equity Coalition and related health equity community campaigns.

• **Uninsured Newcomers**

- Support a *Collaborative Champion Project* relating to an existing weekly health clinic in Toronto South available to individuals without OHIP. The project will work to provide linkages between the clinic and TSLIP member organizations.

• **Newcomer Women’s Health & Wellbeing**

- Support a *Collaborative Champion Project* to explore and address newcomer women’s health and wellbeing.

• **Newcomer Mental Health**

- Continue to provide staff training, resources, and information – and support any *Collaborative Champion Projects* – relating to:
  - Vicarious trauma, compassion fatigue, and how to deal with occupational stress;
  - Existing mental health services and supports for newcomer clients; and
  - Practical tools for supporting newcomers with mental health challenges.
- Encourage the highlighting of newcomer mental health as a key component of any health equity campaigns by the Health Equity Coalition.

• **Newcomer Access to Health Services**

- ***Monitor and Support Existing Initiatives*** – Wherever appropriate, support other organizations or initiatives addressing access to health services for newcomers, including the following:
  - *Health Interpretation Services* – If feasible, coordinate presentations and/or conduct Roundtable Discussions regarding the status and effectiveness of LHIN-funded initiatives to develop system-wide health interpretation services
  - *OHIP Waiting Period* – Support the elimination of the 3-Month OHIP Waiting Period
  - *Primary Care* – If feasible, coordinate presentation(s) by local Health Links on their primary care innovations

<b>SECTION 7</b>	<b>KEY SUPPORT SERVICES &amp; WELCOMING COMMUNITIES</b>
<i>YEAR 3 FOCUS</i>	<i>NEWCOMER EDUCATION &amp; CIVIC ENGAGEMENT</i>

- **Newcomer Leadership and Civic Engagement**
  - Support a *Collaborative Champion Project* to implement newcomer leadership development courses for civic engagement using a Speakers Bank and Community Ambassador Model. Project to involve collaborative curriculum development, a variety of agency hosts, and diverse expert instructors.
  
- **Education & School Systems**
  - Continue to work with the Toronto West LIP to develop an inventory of existing tools and resources to support the ability of newcomer parents to effectively navigate the education system from pre-kindergarten through college/university, including tools that help newcomer parents understand and work with Toronto’s primary and secondary school systems
  
- **Overall Social Inclusion**
  - If feasible, select Toronto South LIP Liaisons to communicate with other organizations or groups regarding their activities and opportunities for LIP support in the areas of:
    - *Newcomer Family Supports* - Identify existing resources and supports for newcomer families (e.g., regarding family reunification, post-immigration relationship breakdown, children’s services, etc.). Post resources and information to the TSLIP website
    - *Newcomer Housing* – Conduct presentations or facilitated Roundtable Discussions regarding existing initiatives or research related to newcomer access to affordable housing
    - *Social & Recreational Inclusion* – Support newcomer access to social, cultural and recreational services and sports programs

**SECTION 8**

**MARGINALIZED NEWCOMERS**

*YEAR 3 FOCUS*

*YOUTH, SENIORS & PRECARIOUS STATUS NEWCOMERS*

• **Newcomers with Precarious Immigration Status**

- Support a *Collaborative Champion Project* to provide travelling frontline staff workshops and information sessions on supporting newcomers with precarious immigration status.

• **Newcomer Seniors**

- Support a *Collaborative Champion Project* to address the service needs of isolated newcomer seniors.

• **Newcomer Youth**

- Support a *Collaborative Champion Project* to foster proactive intervention and availability of services for newcomer youth, regardless of their immigration status. (Also see “Multidisciplinary Services for Unaccompanied Newcomer Youth” in Section 5.)

• **Inclusion Checklist**

- Provide the Inclusion Checklist to all Collaborative Champion Projects for their review and consideration.

• **Frontline Staff Training regarding Marginalized Newcomers**

- Continue to leverage existing expertise within the LIP and across service sectors to host information or training sessions to support social inclusion and to better serve marginalized newcomers. Topics may include:
  - Serving marginalized newcomers;
  - Human rights, including but not limited to discrimination based on sexual orientation, race, gender, religion, etc.