

TNLIP 2021-2025 ACTION PLANS

SETTLEMENT & LANGUAGE

HEALTH & WELLBEING

EMPLOYMENT & LABOUR MARKET





SETTLEMENT & LANGUAGE WORKGROUP 2021-2025 ACTION PLAN

Objective

Toronto North service providers, and other stakeholders, are well equipped to understand and address newcomer needs and build strong and welcoming communities.

Desired Outcome

Organizations across Toronto North work together to proactively create communities in which newcomers are warmly welcomed and quickly connected with the resources and services required to overcome barriers to integration.

Key Action Areas	Expected Outcomes	Activities	Timeline	Indicators of Success
Service Coordination: Identify gaps in service provision for newcomers and facilitate linkages between service providers	Collaboration and coordination among service providers and stakeholders in Toronto North are supported and enhanced	<ol style="list-style-type: none"> 1. Identify language learning needs for newcomers with multiple barriers (e.g. parents, newcomers with disabilities or those with mental health needs, etc.) to ensure accessibility of services 2. Develop updated inventory list of faith-based organizations to increase collaboration with service providers 3. Identify bridging processes for faith groups and service providers to support hard to reach clients 4. Develop tools and relationships to make referrals between agencies, organizations, and service providers more effective 5. Engage Francophone networks and agencies to facilitate effective referrals with non-Francophone service providers 	<p>Year 1</p> <p>Year 1</p> <p>Year 2</p> <p>Year 3</p> <p>Year 4</p>	<p>Partnerships between faith groups and community service providers have increased</p> <p>Referrals between Francophone and English service providers have been enhanced</p>
Research and Advocacy: Conduct environmental scanning on acute settlement issues in North York to identify resources and service gaps for newcomers	Trends, gaps and best practices have been explored and shared to support innovative action	<ol style="list-style-type: none"> 1. Scan language programs to identify ESL learning barriers 2. Support research on housing issues, including latent solutions to housing and housing justice initiatives 3. Update NewTO database to continue building pathways for newcomer access to settlement services 4. Conduct research, such as a survey, on barriers to LGBTQ2SIA+ settlement in Toronto North 5. Scan connection opportunities for international students to support the development of a welcoming community 6. Identify geographical areas with higher challenges for successful senior settlement 7. Conduct a literature and systematic review on faith-settlement partnerships to support and identify key focus areas of annual Faith Forum 	<p>Year 1</p> <p>Year 1</p> <p>Year 1-2</p> <p>Year 2</p> <p>Year 2-3</p> <p>Year 3-4</p> <p>Ongoing</p>	<p>The dialogue between faith communities and service providers is reinforced</p> <p>Service providers have increased knowledge of trends, gaps and best practices to support newcomer settlement</p>

<p>Knowledge Sharing: Identify and share best practices to foster welcoming communities</p>	<p>Toronto North's service providers are informed with up to date knowledge and tools to better foster welcoming communities</p>	<ol style="list-style-type: none"> 1. Share knowledge on mental health and isolation to support adult language learners and newcomer youth, especially during the COVID-19 pandemic 2. Share knowledge on housing discrimination and eviction prevention across agencies and networks 3. Enhance system navigation such as how to access Toronto's social assistance infrastructure 4. Identify and share best practices to ensure seniors facing multiple challenges can access settlement information 5. Continue sharing information about newcomer programs and resources across agencies and networks 	<p>Year 1 Year 2 Year 3 Year 4 Ongoing</p>	<p>Service providers have increased access to relevant information and knowledge that to meet growing settlement needs of newcomers</p>
<p>Capacity Building: Facilitate connections between SPOs and other stakeholders, including those existing outside the service system, and find capacity-building pathways to support equitable service delivery</p>	<p>Toronto North service providers are better able to address emerging challenges and excel in existing service areas</p>	<ol style="list-style-type: none"> 1. Identify capacity building needs for frontline workers for the remainder of COVID and in recovery from COVID 2. Support frontline workers response to newcomer mental health issues upon service delivery 3. Enhance service providers' capacity to foster welcoming environments for LGBTQ2SIA+ newcomers 4. Reinforce faith-based agencies' contribution to newcomer integration through partnership and dialogue between SPOs and faith communities and three levels of government 5. Support frontline workers' ability to recognize and respond to racism, including Anti-Black Racism and Anti-Asian Racism 	<p>Year 1 Year 1 Year 2 Ongoing Ongoing</p>	<p>Service providers indicate greater capacity to support newcomers settling and integrating into the community</p> <p>Referrals between service providers and stakeholders is increased and enhanced</p>
<p>Systems Change: Inform policy and systems change by attending and actively participating in local and regional conversations on changes to service delivery access</p>	<p>Newcomer service delivery is equitable and attentive to emerging issues in the community</p>	<ol style="list-style-type: none"> 1. Launch Newcomer Community Action Table to support independent research, action and to act as advisory to TNLIP 2. Address emerging issues around language service delivery 3. Participate in city-wide dialogue on affordable housing and emergency shelters' capacity to support newcomers 4. Participate in monthly Fairview Interagency Network (FIN) meetings to inform about emerging needs for newcomers and collaborate around neighborhood issues 5. Participate in Welcome2School action group led by Toronto West LIP by supporting the website content and the development of annual Adult Education Initiatives 	<p>Year 1 Year 2 Ongoing Ongoing Ongoing</p>	<p>Newcomer residents have increased collaboration opportunities to support the community</p> <p>Emerging issues are addressed in collaboration with local leaders and ambassadors</p>

HEALTH & WELLBEING WORKGROUP 2021-2025 ACTION PLAN

Objective

Support and inform the Toronto North health care system to be holistic, responsive, and attuned to the unique barriers faced by newcomers.

Desired Outcome

Toronto North Service providers have the expertise and relationships required to make appropriate and effective referrals. Health care agencies provide newcomers with collaborative, culturally sensitive, and proactive care.

Key Action Areas	Expected Outcome	Activities	Timeline	Indicators of Success
1. Service Coordination: Enhance cross-agency referrals and offer information and connection opportunities for members, healthcare providers, and grassroots organizations	Service providers and grass-root organizations work collaboratively to respond to the newcomer health and well-being needs through a strengthened referral system	<ol style="list-style-type: none"> Facilitate dialogue among health and mental health service providers to exchange knowledge and promising practices Strengthen collaboration among healthcare providers and settlement agencies to ensure sustained continuum of healthcare for newcomers during and post COVID-19 Enhance collaboration opportunities on issues with urgent need (e.g. HIV exposure, opioid overdose, etc.) Facilitate networking and partnerships among food service providers to improve newcomer access to culturally appropriate food sources Connect grass-root organizations with service providers for improved newcomer access to health and mental health services 	Years 1-4 Year 1 - 2 Year 2 Year 3 Year 4	Service providers indicate improved ability to collectively address health and mental health barriers, urgent issues, and community needs for newcomers Referral improved through collaboration among grass-root organizations and service providers
2. Research and Advocacy: Identify gaps in current service pathways and support existing networks engaging in advocacy (ex. the Network for the Uninsured, FTIAN, Women Against Violence, etc.)	Service providers have knowledge of existing gaps in service delivery, information about policy changes, and tools such as mapping to respond to newcomer needs	<ol style="list-style-type: none"> Identify promising practices and barriers in accessing healthcare for seniors and newcomers with disabilities Identify the impact of cultural barriers, racism and other causes of newcomer family isolation Identify barriers to successful newcomer family health Create resources to support service delivery by frontline workers that recognizes and responds to newcomer health and mental health needs Participate in meetings of the Network for the Uninsured, FTIAN, and WAV to ensure newcomer needs are considered in service planning and keep service providers updated about policy changes, and other trends Map and share sexual health supports and resources 	Year 1 Year 2 Year 2 Year 3 – 4 Year 1 -4 Year 4	Service providers indicate increased knowledge of gaps and barriers to healthcare access for newcomers Programs of service providers are up-to-date and include emerging newcomer health needs Service providers use tools and resources to make appropriate referrals

<p>3. Knowledge Sharing: Share and develop resources to provide agencies with comprehensive and up to date information on health care services</p>	<p>Service providers are equipped with knowledge and tools to improve newcomer access to stigmatized services, senior services, and urgent health services</p>	<ol style="list-style-type: none"> 1. Identify and disseminate promising practices and lessons learned from response to newcomer COVID-19 issues 2. Share information and enhance knowledge about issues with urgent need such as HIV, harm reduction, and others 3. Disseminate information about newcomer senior health, isolation, and recreation services 4. Share existing preventive mental health funding and service models for newcomers 5. Identify and share information about culturally and religiously appropriate supports to improve newcomer access to stigmatized services, such as mental health, sexual health, addiction, etc 6. Create strategies for knowledge-exchange of navigating culturally and linguistically appropriate healthcare. 	<p>Year 1 Year 1 Year 2 Year 2 Year 3 Year 4</p>	<p>Service providers indicate increased access to information of promising practices, barriers to healthcare access, and urgent needs of newcomers</p> <p>TNLIP member agencies are well informed about existing interventional and preventive newcomer health services in Toronto North</p>
<p>4. Capacity Building: Increase the ability of healthcare providers to provide holistic and culturally appropriate services to newcomers, especially those experiencing multiple barriers to service access (ex. disability, mental health, LGBTQ2SIA+, domestic violence, uninsured newcomers)</p>	<p>Improved knowledge and capacity of service providers to provide effective, efficient, culturally appropriate, and newcomer-centered services</p>	<ol style="list-style-type: none"> 1. Raise awareness among healthcare providers about newcomer cultural diversity and LGBTQ2SIA+ issues 2. Enhance the capacity of service providers to respond to the newcomer needs of sexual health and raising sexually healthy children 3. Explore mental health professional development opportunities for frontline workers 4. Support service providers on how to address stigma and racism to improve newcomer access to services 5. Strengthen the capacity of frontline workers to assist newcomer clients in navigating the healthcare system 6. Enhance the capacity of service providers to address the accessibility needs of newcomers with disabilities 	<p>Year 1 Year 1 Year 3 Year 3 Year 4 Year 4</p>	<p>Service providers are better able to effectively address newcomer health, accessibility, and well-being needs</p> <p>The inclusivity of newcomer health services delivery is improved by addressing disparities in healthcare</p>
<p>5. Systems Change: Remain integrated in networks and forums on systemic issues, support a structure which can inform policy and systems change</p>	<p>Improved quality of service delivery of member agencies by addressing disparities and system gaps in services for newcomers</p>	<ol style="list-style-type: none"> 1. Participate in government-related workshops/information sessions to bring newcomer lens to the discussion 2. Increase awareness among service providers about racism in healthcare services for newcomer and how to address it 3. Advocate for preventive mental health service models for newcomers 4. Find pathways to include newcomer voices in decision-making in healthcare organizations 5. Increase awareness about and information on how to address additional healthcare gaps in areas that are less known such as Alzheimer, heart disease, diabetes, etc. 	<p>Years 1-4 Year 2 Year 3 Year 3 Year 4</p>	<p>Policy-makers and service providers are aware of diverse newcomer needs and barriers in access to healthcare</p> <p>Healthcare providers are able to provide patient-centered health services to newcomers</p>



EMPLOYMENT & LABOUR MARKET WORKGROUP 2021-2025 ACTION PLAN

Objective

Enhance connectedness, responsiveness, equity, and efficacy among agencies, employers, and other stakeholders in Toronto North’s newcomer employment service system.

Desired Outcome

North York’s employment system is able to equitably and effectively meet the diverse needs of newcomers at every step of the employment pathway, ensuring better economic integration of immigrants.

Key Action Areas	Expected Outcomes	Activities	Timeline	Indicators of Success
Service Coordination: Integrate service provision to facilitate wraparound support for job seekers at every touchpoint, streamlining disparate services (ex. pre-arrival services, mentorship, networking, childcare, interpretation, etc.)	Newcomers are supported at every stage of their employment journey through improved service coordination	<ol style="list-style-type: none"> 1. Strengthen partnerships between Pre and Post Arrival services through panels, events, and strategic planning; explore the inclusion of Pre-Arrival programs in NewTO app 2. Build connections with BIAs and entrepreneurship hubs, and others, to seek newcomer participation pathways 3. Explore employment-related partnership opportunities for agencies serving Francophone newcomers 4. Use service roadmap to inform holistic interventions throughout the hiring and advancement process 5. Strengthen partnerships between mainstream agencies and settlement services to improve referrals 	Year 1-2 Year 1-2 Year 1-2 Year 2-3 Ongoing	SPOs have the knowledge and tools to deliver holistic interventions for job seekers Pre & Post-Arrival referrals are improved through collaboration SPOs collectively support newcomer inclusion in varied employment pathways
Research and Advocacy: Identify system access issues in employment pathways, and explore alternative options for newcomers to obtain meaningful and sustainable employment	Key system access issues in employment are mapped out, providing a clearer picture of alternative and innovative newcomer employment pathways	<ol style="list-style-type: none"> 1. Map out entrepreneurship resources in North York and research newcomer access 2. Use a systems-approach to streamline services from member agencies at each stage of the employment process (e.g. education, preparation, interviews, etc.) 3. Connect with partners to research promising practices in diversity and inclusion in the workplace and employment process (e.g. anti-racism, accessibility, LGBTQIA+, etc.) 4. Elevate resources for agencies that serve multi-barriered newcomers (e.g. youth, seniors, women, LGBTQIA+, etc.) 5. Survey North York employers to understand challenges they face regarding newcomer hiring and retention (e.g. hiring challenges related to COVID-19) 6. Map out and research avenues for newcomer-Indigenous relationship building related to employment 	Year 1 Year 1 Year 1-2 Year 1-2 Year 2-3 Yer 2-3	Promising practices in workplace diversity and inclusion are promoted and implemented in North York SPOs have increased access to information, tools and resources to support newcomers at all stages of the employment process

<p>Knowledge Sharing: Build internal capacity to discover and disseminate newcomer, employment-related, information and resources across relevant networks</p>	<p>Newcomer-serving agencies in North Toronto are equipped with up to date employment-related tools and knowledge</p>	<ol style="list-style-type: none"> 1. Find opportunities to collaboratively use developed resources, research or learnings with TNLIP members 2. Disseminate timely newcomer and employment-related information across our networks through bi-weekly Newsflash and other communications platforms 3. Participate in Lawrence Heights Inter-Organization Network (LHION) and EO&E Committee planning tables 4. Share success stories of the employment process across TNLIP membership, to increase understanding of positive employment pathways 5. Explore and disseminate opportunities for youth, seniors and other multi-barriered groups to gain work experience, networking opportunities, job search assistance, etc. 	<p>Year 1-2 Year 1-4 Year 1-4 Year 2 Year 2</p>	<p>TNLIP members are informed of relevant programs, events, and resources for newcomers in North York</p> <p>SPOs have a deeper understanding of promising practices and employment success stories to better meet client needs</p>
<p>Capacity Building: Work in collaboration to develop sector capacity to design and deliver creative pathways to employment opportunities.</p>	<p>North Toronto has increased capacity to serve newcomer clients throughout their employment journeys through diverse partnerships and collaboration</p>	<ol style="list-style-type: none"> 1. Support the development of subject matter expert-led training sessions for service providers to better understand labour market trends 2. Explore avenues to promote workplace diversity and inclusion among employers 3. Support Partnership Advisory Committee (PAC) at Seneca College in considering the needs of international student employment 4. Explore strategies for promoting mental health resilience among newcomer job seekers and service providers 5. Build awareness among employers about workplace mental health for newcomers 	<p>Year 1-2 Year 1-4 Year 1-4 Year 2 Year 2-3</p>	<p>Employers have increased capacity to build diversity & inclusion in the workplace</p> <p>SPOs' knowledge of labour market trends have increased</p> <p>SPO's have tools to support newcomer job seeker mental health</p>
<p>Systems Change: Inform policy and systems change by facilitating conversations and relationships which increase equity for newcomers facing multiple barriers to employment.</p>	<p>Employment systems are more equitable for newcomer jobseekers</p>	<ol style="list-style-type: none"> 1. Participate in the Systemic Issues and Social Change Work Group facilitated by the TSLIP. 2. Advocate for more inclusive and transparent hiring practices for all newcomer job seekers, including multi-barriered groups, by engaging employers and service providers 3. Work to improve access to employment for highly skilled newcomers (e.g. work with regulators, credential assessment bodies, educational institutions, employment agencies, and employers) 4. Continue to seek equitable access to employment for all, including refugee claimants, etc. 	<p>Year 1-4 Year 2-3 Year 2-3 Year 3-4</p>	<p>SPOs are better equipped to support more equitable hiring practices, and employment access, for all newcomer job-seekers</p> <p>Increased partnerships support better employment pathways for ITP's</p>