

STRATEGIC PRIORITY: LABOUR MARKET INTEGRATION

Objective

Support local service providers and city-wide employment networks to foster connection and collaboration to maintain newcomer pathways into the labour market, discover trends, increase awareness, and build capacity to address emerging and systemic needs and barriers.

Desired Outcome

Newcomers in Toronto North are supported by a connected group of Employment Services and supports, and have adequate, informed, and timely access to interventions to enter and succeed in the labour market.

Recommendation	Expected Outcomes	Activities	Timeline	Suggested Partners	Indicators of Success
1. Support local service providers to collaboratively develop and maintain newcomer pathways into the labour market	<ol style="list-style-type: none"> 1. Relationships are built with TRIEC – Professional Immigrant Networks (PINs) and employment service providers 2. Service providers have the knowledge and resources required to support newcomer entrepreneurs 3. Service providers coordinate responses to post-COVID recovery of employment pathways 	<ol style="list-style-type: none"> 1. Engages PINs to understand the employment needs and gaps of newcomer professionals 2. Explore resources available for entrepreneurs – such as marketplaces, events, training and funding opportunities, and build capacity of already existing mentorship support programs through knowledge sharing 3. Build connections with key BIAs and entrepreneurship hubs, and others 4. Discuss and support recovery options and pathways for newcomers post-COVID-19 with Work Group members and other networks 	June 20' – Mar 21'	Work Group Members; TRIEC and PINs; BIAs and Hubs, TDSB, JIAS, ACCES Employment, Access Community Capital Fund	<p>Service providers indicate that they have enhanced connections and increased knowledge in newcomer professional and entrepreneurial needs</p> <p>Members indicate that they were able to address needs and build connections post-COVID-19</p>
2. Support connections and collaboration between city-wide employment networks and TNLIP service providers	<ol style="list-style-type: none"> 1. New partnerships and connections are made between pre-arrival programs and service providers for knowledge exchange and enhanced referrals 2. Employment service providers are supported and engaged in cross-sectoral collaborative action and leadership 3. Members are connected to Settlenet.org and participate in building the knowledge hub as a living resource 	<ol style="list-style-type: none"> 1. Build a model of best practices of pre-arrival service connections with partners 2. Survey programs offered by employers and build connections between service providers, professional associations and employers to support internationally trained professionals 3. Introduce Settlenet.org to membership and participate in its collaboration and success using the Settlenet.org platform's webinars, information sessions, and knowledge hub 4. Build connections with Job Developer networks and Bridging programs 5. Participate in Lawrence Heights Inter-Organization Network (LHION) and EO&E Committee planning tables 	Mar 20' – Jan 21'	YMCA, JVS, Work Group Members, TRIEC, OCASI, RBC, Seneca College, Skills for Change, MNLTC	<p>Increased number and diversity of partnerships and connections between service providers</p> <p>Service Providers have access to and participate in settlenet.org as well as other resources</p>

<p>3. Conduct research and increase awareness of emerging newcomer employment issues and needs</p>	<ol style="list-style-type: none"> 1. Emerging issues are identified and considered for further exploration and research 2. Research partners are identified to support environmental scan 3. Pre-emptive planning is conducted in preparation for the upcoming EO Transformation 	<ol style="list-style-type: none"> 1. Identify research areas that impact newcomer employment, such as impacts of COVID-19, and employer cultural sensitivity 2. Current available resources are mapped in newcomer employment services with regards to COVID-19 3. Identify institutions that support research 4. Employment services for newcomers mapped across Toronto North, and the newcomer perspective is included in EO Transformation decision-making 	<p>July – Dec 20'</p>	<p>Work Group Members</p>	<p>Emerging employment needs of newcomers are identified and knowledge is shared regarding COVID-19 and the upcoming EO Transformation</p>
<p>4. Support inter-sectoral responses to newcomer needs across TNLIP workgroups, InterLIP activities, and service providers outside of LIPs</p>	<ol style="list-style-type: none"> 1. Multi-sectoral collaboration is supported to improve the hiring process of Internationally Trained Professionals 2. TNLIP Community Action Table is supported 3. Further partnerships are made with Business Associations to support newcomer employment 	<ol style="list-style-type: none"> 1. Participate in the Accreditation and Licensing Subcommittee of the Systemic Issues and Social Change Work Group 2. Contribute to planning, implementation and evaluation of the Community Action Table 3. Work with a diverse group of stakeholders, Accreditation and Licensing Subcommittee members, and Professional Associations to collaborate and address barriers to employment among Internationally Trained Professionals 	<p>Mar 20' – Mar 21'</p>	<p>Work Group Members, SISC WG, TNLIP Members</p>	<p>Barriers of employment for Internationally Trained Professionals are Identified</p> <p>Members participate in action planning to address gaps</p>
<p>5. Engage with mainstream public and private institutions in using the newcomer lens in program planning, implementation and evaluation</p>	<ol style="list-style-type: none"> 1. A model is developed of best practices of employer partnerships with the community 2. New partnerships are explored and established for 	<ol style="list-style-type: none"> 1. Develop and share a best practices model that highlights positive employer engagement of advocacy and integration of newcomers 2. Explore the contribution of mainstream public and private institutions in contributing towards a welcoming community that is accessible to newcomers, ensure relevant stakeholders are engaged in activities 3. Support Partnership Advisory Committee – PAC at Seneca College in considering the needs of international student employment 	<p>Mar 20'- Mar 21'</p>	<p>RBC, Seneca College, City of Toronto, TESS, Access Employment, CPAC</p>	<p>A living model of best practices for employers, as change agents and newcomer advocates, has been planned</p> <p>New members are identified to ensure diversity on the Work Group</p>

STRATEGIC PRIORITY: SETTLEMENT, LANGUAGE & INTEGRATION

Objective

To ensure that all newcomers in Toronto North are welcomed and receive timely supports to settle and integrate into the community.

Desired Outcome

Service providers in Toronto North have the capacity and tools to address emerging and systemic barriers of integration and access to services through culturally sensitive programming, language access, and the fostering of opportunities for newcomers to build and be a part of the community

Recommendation	Expected Outcome	Activities	Timeline	Suggested Partners	Indicators of Success
1 Support local service providers to collaboratively address newcomer information, language and access barriers to local programs and services	<ol style="list-style-type: none"> 1. Completion of evaluation and planning of the Newcomer Day Planner 2. Next steps of improvement of the NewTO App are identified 3. A Community Action and Advisory table has been developed 4. Service providers are given opportunities to build capacity around COVID-19-related barriers 	<ol style="list-style-type: none"> 1. Coordinate virtual focus group discussion with Day Planner users and service providers to document its impact 2. Improve NewTO system issues, maintain information, and establish next steps 3. Conduct jurisdictional scan of community-led networks, build Community Action Table, support members towards self-led advocacy 4. Identify and share the tools and resources that address barriers to accessing COVID-19-related services, such as lack of access to technology, inability to access remote services, or language barriers 	Mar 20' – Feb 21'	WWCC, CICS, YMCA, LDAT, WCLS, TPL, OCASI	<p>Impact of Newcomer Day Planner is identified</p> <p>Service providers indicate having better access to information</p> <p>A community-led table is developed</p> <p>Service providers indicate increased capacity to address technology barriers</p>
2. Strengthen service provider capacity to coordinate and support community engagement and relationship building opportunities between newcomers and others	<ol style="list-style-type: none"> 1. Projects that promote collaboration among faith groups and newcomer service providers, are supported and planned 2. A model of success is developed to support local initiatives of newcomer integration 	<ol style="list-style-type: none"> 1. Establish InterLIP subcommittee with service providers and faith leaders to set strategic direction for the Faith Forum 2. Share updated inventory list of Faith-based organizations 3. Initiate strategic planning with faith leaders for better newcomer integration 4. Create a toolkit for agencies and community leaders to plan initiatives that celebrate inclusion, such as Winterfest 5. Support FIN network's WinterFest Initiative 	June 20' – Jan 21'	TWLIP, TEQ LIP, TSLIP, TNO (City), the Peoples Church, FIN members, Work Group members	<p>Service providers indicate deeper connection to faith leaders and communities</p> <p>Increased # of faith leaders and communities that are connected TNLIP and InterLIP members</p>

<p>3. Conduct research and increase awareness of emerging newcomer settlement, language and integration needs to inform local and city-wide responses</p>	<ol style="list-style-type: none"> 1. Emerging needs are identified for research by the Work Group, such as integration of faith into services, barriers of language delivery, newcomer-indigenous connections 2. Work Group members have an understanding of the resources available to them in settlement, language and integration 	<ol style="list-style-type: none"> 1. Conduct Asset Mapping activity for faith and settlement organizations 2. Collect information on needs and resources for LINC, to support delivery during COVID-19 3. Conduct environmental scan of newcomer-indigenous relations, establish next steps 4. Work with the Health and Well-being Work Group to explore senior isolation exacerbated by COVID-19 5. Survey services available to newcomers in TNLIP catchment related to Settlement, Language and Integration 	<p>Mar 20' – Mar 21'</p>	<p>WWCC, CICS, University Settlement, NYCH, ACCES, CCS, LDAT,TNO, SENECA, WSC</p>	<p>Needs and assets are identified for faith integration, LINC language delivery, indigenous-newcomer relations, as well as other emerging needs</p>
<p>4 Support inter-sectoral responses to newcomer needs across TNLIP workgroups, InterLIP activities, and service providers outside of LIPs</p>	<ol style="list-style-type: none"> 1. Newcomer-related initiatives of the FIN network are supported 2. Activities of Welcome2school, led by TWLIP, are supported 3. Activities of the InterLIP Systemic Issues and Social Change Committee are supported 	<ol style="list-style-type: none"> 1. Attend monthly FIN networking meetings as well as relevant initiatives 2. Assist with activities in Welcome2School initiative, such as develop education-related information for website, and the Annual Adult Education Fair 3. Participate in Systemic Issues and Social Change Subcommittee focusing on access to technology during COVID-19 	<p>Mar 20' – Mar 21'</p>	<p>FIN Network, TWLIP, TEQ LIP, TSLIP, TNO (City)</p>	<p>Activities run by networks include lens of newcomer integration</p>
<p>5 Engage with mainstream public and private institutions in using the newcomer lens in program planning, implementation and evaluation</p>	<ol style="list-style-type: none"> 1. Connections that support refugee resettlement are explored 2. Francophone networks and agencies are further engaged 3. Membership is reviewed for gaps of representation, and new partnerships are explored 	<ol style="list-style-type: none"> 1. Connect with service providers that support refugees to further educate and build capacity within membership 2. Engage agencies serving Francophone community members to identify needs of newcomers 3. Identify agencies with experience or additional knowledge about newcomer groups not currently represented 	<p>Mar 20' – Mar 21'</p>	<p>The Together Project, 211FindHelp, Francophone Community Centre, Conseil scolaire Viamonde, TNLIP Members</p>	<p>New partners and resources are identified, service providers indicate an increase in capacity and knowledge</p> <p>Work Group membership demonstrates diversity of services</p>

STRATEGIC PRIORITY: HEALTH AND WELL-BEING

Objective

To ensure that all newcomers in Toronto North have access to timely, accessible and appropriate health & well-being services that are responsive to their needs.

Desired Outcome

Service providers in Toronto North have the capacity and tools to collaboratively address barriers to health and wellbeing for newcomers

Recommendation	Expected Outcome	Activities	Timeline	Suggested Partners	Indicators of Success
1. Build local service providers' capacity to understand and effectively meet newcomer health & well-being needs	<ol style="list-style-type: none"> 1. Knowledge is shared widely of stigma-related barriers of access to Mental Health, COVID-19, and sexual health services 2. Service providers have the capacity and knowledge to help newcomers navigate hospital services 3. Service providers have an increased capacity to serve newcomers in Mental Health 4. Service providers are more aware of senior isolation issues and next steps are established 	<ol style="list-style-type: none"> 1. Form a planning table to implement a social media campaign to address stigma related to accessing COVID-19, mental health, and sexual health services 2. Form a planning table to organize a virtual Navigating Hospital Services Workshop 3. Share a recording of the Hospital Navigation workshop on TNLIP website 4. Identify and continue to share resources of newcomer access to hospital services 5. Research and establish next steps on Mental Health barriers that newcomers face 6. Work with the Settlement, Language and Integration Work Group to address health security issues of senior isolation 	Mar – Dec 20'	ACT, Hong Fook, MNLCT, FHC, NYCH, HATP, Madison TNO, NYGH, CICS, TPH, FaithHopeLove, WWCC	<p>Service providers indicate improved knowledge about stigma</p> <p>Service providers indicate increased knowledge and capacity to navigate hospital services</p> <p>Service providers are better able to serve newcomers in COVID-19 regarding mental health and isolation</p>
2. Support collaboration and partnership development between service providers to address newcomer health service gaps and unmet needs	<ol style="list-style-type: none"> 1. TNLIP Community Action Table is supported 2. Best practices for serving newcomers in Mental Health are shared and explored 3. Food security initiatives are supported in Flemingdon/ Thorncliffe Parks to address system gaps in newcomer food access 	<ol style="list-style-type: none"> 1. Contribute to planning, implementation and evaluation of the Community Action Table 2. Form a planning table to run the Talk About Forum, to share best practices in serving newcomers in Mental Health 3. Support newcomer-related research and other activities of the FTFSN on issues of food security, make connections to better support food access during COVID-19 	Mar 20' – Mar 21'	TPH, HATP, WWCC, Madison Community House, FUTFS, food service providers	<p>Frontline service providers use tools to provide more effective client-centered services</p> <p>Service providers indicate an enhanced cross-sectoral collaboration on food access</p>

<p>3. Conduct research and create resources to inform policies and to improve the quality of health & wellbeing services for newcomers</p>	<ol style="list-style-type: none"> 1. impact of COVID-19 on newcomer access to health, mental health is identified 2. Impact of the Family Health Ambassadors project is evaluated 3. A service model is developed for service providers and community leaders to run initiatives like pop-up hubs 	<ol style="list-style-type: none"> 1. Work with Work Group members to conduct research to identify needs regarding systemic service gaps as a result of COVID-19 2. Identify and share the impact of the Family Health Ambassadors project 3. Form an advisory table from leaders and participants of past pop-up hubs to build an implementation model for use by other stakeholders 	<p>Mar – Sept 20’</p> <p>July – Dec 20’</p>	<p>Work Group Members, TPH, ACT</p>	<p>TNLIP members and other stakeholders indicate increased knowledge of service gaps for newcomers</p>
<p>4. Support inter-sectoral responses to newcomer needs across TNLIP workgroups, InterLIP activities, and service providers outside of LIPs</p>	<p>Initiatives of the Network for the Uninsured, FTIAN Food Security Network, the Systemic Issues and Social Change Committee and the Women Against Violence (WAV) groups are supported</p>	<ol style="list-style-type: none"> 1. Contribute to planning and implementation of collaborative initiatives and research conducted by FTIAN and the Network for the Uninsured 2. Learn about and share information on existing priorities, campaigns and actions related to health services for newcomers 3. Engage in actions of Systemic Issues and Social Change Work Group for emerging newcomer issues related to health and well-being of newcomers, such as collaborative policy change, to reduce systemic barriers 4. Contribute to WAV’s activities supporting local service providers to build capacity to address gender-based violence of newcomers 	<p>Mar 20’ – Mar 21’</p>	<p>Work Group Members, SISC WG, WAV, FTIAN, Network for the Uninsured</p>	<p>Service providers indicate increased knowledge and capacity to address gaps for uninsured newcomers, victims of violence, and other systemic barriers</p>
<p>5. Engage mainstream public and private institutions in using the newcomer lens in program planning, implementation and evaluation</p>	<p>New members are engaged to bring a diversity of experience to the activities of the Work Group</p>	<p>Identify agencies with experience or additional knowledge about multi-barriered newcomer groups not currently represented at the table, such as newcomers who have disabilities</p>	<p>Mar 20’ – Mar 21’</p>	<p>Work Group Members</p>	<p>Work Group membership demonstrates diversity of services</p>