



TNLIP Employment & Labour Market Work Group

Monday May 15, 2023 at 2:00 PM – 3:30 PM

Virtual – Zoom

Participants: Corine Hibbert-Samuels (TNO), Karine Vodopianova (YMCA), Monica Brennan (York University), Adriana Odorico (ACHEV), Adey Worku (TNO/LIP), Diana Harrop (Centennial College), Anita Liu (TNG), Sonya Daghighian (University Settlement), Gaynor Bramfitt (Humber College), Claudia Bargellini (WSC)

Facilitated by: Astha Priya (TNLIP/WWCC), Srna Stambuk (TNLIP/JVS Toronto), Kaitlin Murray (TNLIP/JVS Toronto), Misha Hossain (TNLIP/TNO), Rachele Molto (TNLIP/JVS Toronto)

| Agenda Items | Discussion Notes |
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| Welcome, Land Acknowledgment & Introductions | Welcomed Team, Srna gave overview of agenda, and members gave introductions Discussed name, agency, role, and alternative dream jobs |
| TNLIP/ELM Activity Update | <p>Website https://torontonorthlip.ca/work-groups/employment-labour-market/</p> <ul style="list-style-type: none"> - Srna showed the website page for the ELM and highlighted: key issues from strategic plan, actions areas, and projects through ELM including recordings from past activities like Lunch and Learns - Srna asked for input for how the website could be most useful for members and what they would like to see on the website. Members are encouraged to share their input with Srna <p>Community consultation report</p> <ul style="list-style-type: none"> - Srna provided the background on the report – Toronto Employment & Social Services (TESS) expressed a need for caseworkers to better understand the emotional realities of newcomers. - There was a very short timeline. Deadline was missed for TESS, however the report and scripts created can be used in the community as well. The report belongs to TNLIP and members, not just created for TESS - A task group was quickly created to provide input and illuminate this question posed by TESS. The task group’s goal was to develop a training material, which was envisioned as a script which could be recorded for training case workers who support newcomers. |



- Key questions explored during the community consultation included: what leads to feelings of dislocation and loss for newcomer clients, and how can social service workers be attuned to newcomers' clients emotional realities; what are the key moments of the settlement journey; what are the best practices for social service workers in supporting newcomers in their settlement journey
- Answering this Toronto-wide question involved collaboration across the sector and with other LIPs in the form of phone calls, Zoom calls, email exchanges with people working in the sector; lit review was also done
- Key points of this report included: common settlement experiences and barriers; Impact of Pre-Arrival Experiences on Settlement Needs; Impact of Bias and Workers' Well Being on Settlement Experience; Impact of Interactions with Service Providers on Settlement Experiences; Impact of Program Design on Effectiveness of Settlement Services
- 10 recommendations which relate to barriers and challenges were identified by those consulted
- Scripts included as a tool so that staff can better understand the emotional realities of newcomer clients – can be used not just by TESS but by the whole community/sector

Member comments: Ideas from members? How can this report be used/be useful to beyond TESS?

- Program development can match community needs
- How to encourage newcomers to have plans, short term and long term to get training and to get employment. Tool can help develop programs
- Shortage of settlement workers in the City – bridging program to train those social service workers to be settlement workers, like a handbook. This could be turned it into a short tool for agencies training frontline staff, something additional for managers to share when training. Could also connect to student programs
- Srna will send the report to ELM Works Group members who are interested in reading it and providing feedback

ES Systems Transformation updates

- The city is not pursuing the SSM role
- OW are going to use the GAINS short screener for mental health and addictions issues in their assessments to better support and to identify folks who would benefit from behavioural therapy
- TNLIP keeping an eye on this transformation and may partner with TEQ LIP to bring updates on this transformation, how to prepare for change, best practices etc
- One idea suggested was a frontline workers community of practice (for employment workers under the new model)
- Is there a need to facilitate a knowledge exchange between EO and OW?



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| | <p>Disability justice in relation to employment and newcomers</p> <ul style="list-style-type: none">- OCASI published an accessibility guide for newcomer serving organization to be accessible to newcomers with disabilities. Toronto Neighbourhood Centres keen to promote disability justice principles with staff and services and bring these principles to employment service providers- 3 upcoming webinars – June 20th, July 20th, August 24th. Srna to send save the dates for this, as well as registration links when ready. Would members attend in person? There was discussion surrounding member availability for the proposed dates and in the summer in general. TNC is eager to get this started (summer), and recordings would be available at a later date for those who could not attend. <p>Newcomer youth employment</p> <ul style="list-style-type: none">- Youth Employment and Skills Strategy (YESS) program is a mixed-methods research projected conducted with TRIEC, JVS, and WoodGreen on newcomer youth employment in the GTA. The report will be finalized in the coming weeks and will be posted on our website.- From this research, TNLIP partnered on a secondary study "Youth Concepts in Employment Services" which will be published on our website <p>Mentoring Community of Practice</p> <ul style="list-style-type: none">- Is there interest from members for staff to learn about mentoring principles practices technology and advanced employment mentoring for newcomers. This could be supported by JVS. |
| <p>Task Group Activity Update Srna /Everyone</p> | <p>NEMHA – newcomer employment and mental health task group</p> <ul style="list-style-type: none">● Working to understand relationship between newcomer mental health and employment experiences; finding existing supports within employment services and gaps in support● Currently continuing to meet, learning from each other, sharing resources regarding challenges with employment leading to poor mental health among newcomers● <u>Next Steps</u>: Looking for more members to join the task group, possibility of webinars <p>TISC - Temporary Workers, International Students and Refugee Claimants Support Workgroup</p> <ul style="list-style-type: none">● TFW, IS and RC newcomer's eligibility is often confusing or they are not eligible for so many resources – so trying to better aid this population and understand their issues; trying to better understand how immigration and other policies relate to their issues and services they are eligible for/support for them and what can SPOs do to respond● Last meeting was Jan 19th; we agreed to work on<ul style="list-style-type: none">○ Information gathering; literature review; member input |



- Clarifying eligibility of refugee claimant for bridging programs
- A guide to hiring international students for employers
- Directory of services for international students for front-line workers
- The challenge has been needing additional support to carry out action items (i.e. placement student, volunteer, etc.)
- TSLIP SISC (Systemic Issues and Social Change) InterLIP action group has started a subgroup on International Students' Needs and Service Gaps in Settlement Sector; TNLIP is participating

Member Comments:

- Changes- international students are allowed to work full time (> 20 hours/wk)
- Bridge programs – Ontario funded are allowed to take refugee claimants, IRCC funded are not
- Under EO, international students can attend workshops, resource centre, hiring events, but not assisted services (i.e. one-on-one counseling)
- SPOs often advised to refer international students back to alumni services within their schools.
- Defining this is important so that non-EO agencies know where they can refer.
- LIPs to help fill these information gaps and coordination between services
- Link for International Students: <https://isempower.com/>
- Mennonite New Life provide mental health clinics in newcomers languages and have bridge program in mental health <https://mnlct.org/wp-content/uploads/2023/02/BREM-Flyer-Feb-02-2023.pdf>
- Some useful research reports re IS here: <https://bmrc-irmu.info.yorku.ca/policy-briefs/>
- International student study: <Supporting-International-College-Students-Final-Research-Report.pdf> (icecommittee.org)

DEI - Diversity Equity and Inclusion

- Working on what can SPOs do to mitigate experience of discrimination and racism in newcomer economic integration
- Currently reviewing Learning from Lived Experiences of Racism Report, Including disability in DEI
- Capacity building trainings x2 online this Friday, May 19th with consultant to better understand DEI vocabulary, mind frame etc.
- Next steps: Literature review to better understand racism and discrimination experiences of specific newcomer groups (such as women)

LMI – Labour Market Information for Service Providers

- Series of events on local Labor Market Trends for service providers
- Meeting once a month is less realistic due to capacity issues, LIPs to take turns running quarterly Lunch and Learns

All task groups are continuously accepting members – so can join whenever! Just reach out to Srna to join task group



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| Program and agency updates | <p>ACHEV - Don Mills shops hiring event Wednesday May 17th for a variety of positions with 8 or so employers</p> <p>ACHEV hiring Management of Employment Services, posting is on website</p> <p>YorkU are holding info sessions online for next month about joining our free Foundations Program in August-Dec. If you want us to do an info session for your team or send you an email template to send to your clients just let me know mbren@yorku.ca More info here https://www.yorku.ca/laps/iep/future-students/foundation-admission-requirements/</p> |
| Agency Updates & Closing Remarks | <p>Thank you to all for your efforts, time and feedback.</p> <p>Srna will follow up with the meeting minutes and with follow-up questions.</p> |