



# TORONTO NORTH Local Immigration Partnership



## TNLIP NewTO and Technology Work Group

Thursday, March 7th, 2024 at 12:00 PM – 1:30 PM

### Meeting Minutes

**Attendees:** Sharvari Jois (JVS), Loubna Zougari (CWICE), Abimbola Oyeyinka (CWICE), Marzi Sarvi (Golden Miles Trades Training), Shirley C (THHC), Alin M (New Circles), Nancy Sanchez (MNCLT), Allison Canning (Lets Get Together), Marco Campana (Tech and Settlement Consultant), Radhika Sharma (Skills for Change), Andy Wong (ACCES)

**Facilitated by TNLIP team:** Astha Priya (WWCC) and Srna Stambuk (JVS)

Agenda Item	Facilitated by	Discussion
Welcome, Territory Acknowledgment & Introductions	Srna and Astha	TNLIP welcomed all attendees. Then, attendees introduced themselves and their purposes/goals for joining this group. The territory acknowledgement was done.
Group Purpose and Format Overview	Srna Stambuk	<p><b>Impetus</b></p> <ul style="list-style-type: none"> <li>- Challenges of app development process</li> <li>- NewTO support post launch</li> <li>- CFP 2024 clearly stated IRCC not funding any new tools or technology development in settlement, and want to see the sector use existing tools</li> </ul> <p><b>Purpose</b></p> <ul style="list-style-type: none"> <li>- Guidance around implementation, launch, promotion, uptake, and further development and improvements of NewTO app</li> <li>- Identifying gaps in tech knowledge and skills in the sector</li> <li>- Increasing comfort levels and getting ahead on how to effectively use technology in the settlement sector</li> <li>- Increasing knowledge on best practices</li> <li>- Learning about existing tech tools and resources that are/can be used to better help newcomer clients in the settlement sector</li> </ul> <p><b>Format</b></p> <ul style="list-style-type: none"> <li>- 4 quarterly meetings</li> <li>- Meetings 1.5 hours long               <ul style="list-style-type: none"> <li>o I - NewTO updates</li> <li>o II - Skills/Resource Share</li> <li>o II - Gaps/Needs Assessment</li> <li>o IV - Planning for next meeting</li> </ul> </li> <li>- Minutes</li> </ul>

Member Motivations, Hopes and wishes	Astha Priya	<p><b>The working group members identified the following motivations:</b></p> <ul style="list-style-type: none"> <li>- Learning more about technology use in the settlement sector (Being more aware about tech in settlement)</li> <li>- Learn with community building mindset – get better at asking for help and knowing who to ask for help</li> <li>- Remove the fear associated with using tech and build greater confidence</li> <li>- Resource sharing</li> <li>- Collaborating and working together for tech related ideas and project in settlement</li> <li>- Staying on top of <b>best practices present in tech x settlement</b></li> <li>- Digital transformation pathways</li> <li>- Enhance capacity of members and their organizations – but we want to clarify in what sense can we do this. Let us specify in what areas we can build capacity?</li> <li>- Sharvari mentioned about how the difference between development of technology and its subsequent uptake should be noted. It is more difficult to get newcomers to use the technology</li> <li>- Effective Technology capacity building occurs within the community development context</li> <li>- It is important to improve our relationship with technology <ul style="list-style-type: none"> <li>o Build empathy and help each other move forward together to get ahead of the technology wave coming our way.</li> </ul> </li> <li>- Technology use in society is only increasing, so it is important to learn how we can use it to our advantage and benefit when it comes to doing the work, we do to help newcomers. We need to get ahead of the curve and discover best practices for using technology to better serve vulnerable and marginalized newcomers in the settlement sector</li> <li>- Access is not enough, NEED TECH EQUITY. Need to prioritize this. Everyone has a chance to have a computer</li> <li>- Other aspects of persons lives, intersectionality’s of experiences, identities, situations in one’s life affect their access and ability to use when it comes to tech</li> <li>- Allison Canning mentioned how important it is to build newcomer comfort with using technology. Work needs to be done in getting newcomers to develop independence and capacity in using tech – LetsGetTogether is doing work teaching newcomers to develop their confidence in using tech, not just in software but hardware too, as they have programs that gives newcomers training with taking apart and putting together computers</li> </ul>
Tech Landscape in Settlement Services	Astha Priya	<p>JamBoard was completed with attendees for 4 different prompts, that were used to take stock of your tech needs and map out the existing tech landscape. <b>The JamBoard and its shared information can be accessed her:</b>  <a href="https://jamboard.google.com/d/1DoVptKMmrfvMTWX_xVvrQzY9WokUulXabHPG3KZYSQc/viewer?f=0">https://jamboard.google.com/d/1DoVptKMmrfvMTWX_xVvrQzY9WokUulXabHPG3KZYSQc/viewer?f=0</a></p>
Did You Know – Resource Share	Srna Stambuk	<p><b>Frontline Tech for Settlement Practitioners</b></p> <p>Free tech tools you can use right now in your work with Newcomers  <a href="https://frontlinetech.km4s.ca/">https://frontlinetech.km4s.ca/</a></p>

		<b>Leveraging technology in the Immigrant &amp; Refugee-serving Sector Networking Group/Linkedin Group</b>  For people involved in research and application of digital transformation, digital literacy, digital inclusion, organizational change related to digital in the Immigrant and Refugee-serving sector including front line, management, newcomers, consultants, etc. <a href="https://www.linkedin.com/groups/14382583/">https://www.linkedin.com/groups/14382583/</a>
Closing Remarks and Next Meeting Planning	All	Astha and Srna thanked all members for attending and contributing to the first tech working group meeting. The next meeting is planned for July 18 <sup>th</sup> , 2024.