

**Immigration Partnership
Action Plan
January 2013 – March 2014**

Section One: Partnership Coordination, Communication and Evaluation

Goal	Activity
Participation of multiple stakeholders in the activities of the partnership	Renew membership and review Terms of Reference for the following Groups: <ul style="list-style-type: none"> • Council • Settling Pillar Steering Group • Working Pillar Steering Group • Belonging Pillar Steering Group Implement recommendations and actions (structure and process) based on the governance reviews Review and update work plans for each Group as appropriate Meet with stakeholders individually and/or in groups to further the work Identify strategic partnerships
Develop a sustainability plan for the partnership	Future Opportunities committee to review feasibility to ascertain funds and develop a plan Engage and liaise with government and business partners to develop sustainability options for various activities of the partnership
Provide opportunity for all partners and stakeholders to contribute to strategic planning	Conduct strategic planning forum to review progress and identify needs to inform the work* Develop a strategic plan approved by Council and Pillar Groups* Develop operational action plans for implementation* *should funding beyond Mar 2014 become available
Conduct various evaluations of the partnership structure, governance and activities	Implement the developmental evaluation as conducted in 2012 Participate in ongoing governance review of the partnership Review and implement appropriate methodology needed to collect data to satisfy LIP's Theory of Change Collect and report on contact data required for various funders involved in the Partnership Evaluate networking and training events facilitated by the partnership Host conversation cafés and/or focus groups as required to determine needs and gather information

Goal	Activity
Ongoing communications between and within the partnership as well as extended public, to support planning and implementation of activities	<p>Develop a comprehensive communications plan, including action plan</p> <p>Implement activities of the communications action plan (ie, manager's updates, meeting minute circulation, Chair's role)</p> <p>Hold a Partners appreciation, networking and update event each year</p> <p>Host networking meet and greet events to enhance relationship development within the partnership</p> <p>Continue to offer opportunities for learning and dialogue among partners and stakeholders</p>
Establish the partnership as the "go-to" hub for information, knowledge and planning support	<p>Develop a written Report to the Community each year</p> <p>Re-launch the Immigration portal website</p> <p>Coordinate information for dissemination with a focus on immigration policy issues</p> <p>Develop and disseminate branded promotional materials</p> <p>Publish a quarterly newsletter</p> <p>Pursue opportunities to increase awareness of the partnership and partners activities as appropriate</p> <p>Seek opportunities to engage with business-related stakeholders to increase awareness of the partnership</p> <p>Produce and distribute reports and other relevant publications as appropriate both hard copy and electronically</p>

Section Two: Settling Pillar

Goal	Activity
Increased awareness of and access to settlement services	<p>Publish and disseminate the Settlement Systems Mapping Project report</p> <p>Explore development of a one-stop shop model of service provision for immigrants and refugees</p> <p>Review and develop information materials regarding services that are easy to access in a variety of formats and reflect how to navigate the settlement services system</p>
Improved data collection for enhanced service planning	<p>Review the Data and Evaluation committee roles and action plan</p> <p>Facilitate the Settlement Services Group to enhance opportunity for collaborative system planning and development</p> <p>Disseminate research, best practice information to Partnership</p>

	<p>Partner with ROW Public Health to update the Immigration in Waterloo Region Fact Sheets</p> <p>Implement recommendations from Settlement Systems Mapping:</p> <ul style="list-style-type: none"> • Review demographic collection tools across all agencies • Review evaluation tools across all agencies • Study and track secondary migration across all agencies • Explore potential for developing a consistent method of counting and tracking clients across all settlement service agencies
Develop an integrated, comprehensive Hospital / Primary Care Based interpretation system	<p>Review best practice systems and tools to assist health care facilities in developing protocols for interpretation access</p> <p>Support/facilitate planning for professional interpreter services to improve the quality of care for the patient, families and service providers</p> <p>Work with the Local Health Integrated Network to link with their health equity project to standardise interpretation across health care</p>
Increased awareness of and access to Primary Care services	<p>Develop linkages to primary health care facilities and medical professionals who work with immigrants and refugees to engage them in our work</p> <p>Identify gaps in cultural competence and training needs (ie. health equity) among staff and develop plan to address these gaps.</p> <p>Update and disseminate information regarding Interim Federal Health program to medical health professionals as required</p>
Increased awareness of and access to Mental Health Services	<p>Develop a Mental Health Services Systems Map</p> <p>Develop tools from the systems map to enable easier navigation through the system</p> <p>Define the capacity of the services that currently exist within the system</p> <p>Create a model of what services should exist within the system</p> <p>Make recommendations to Settling Pillar Steering Group regarding systems change opportunities</p>
Promote health care services that are culturally sensitive and responsive	<p>Utilize the Settlement Services Systems map as a teaching tool for Health and Primary Care service providers</p> <p>Organize workshop(s) for service providers to share information about the “system” and individuals experiences navigating the system</p> <p>Explore opportunities to share information about services and referral with service providers from other sectors</p>
Increased understanding of issues related to housing for immigrants and newcomers	<p>Facilitate dialogue related to immigrant and newcomer housing needs, trends and gaps</p> <p>Develop Housing Group and action plan if required</p> <p>Review current Housing documents from community housing partners and make changes to reflect current language usage</p>

Section Three: Working Pillar

Goal	Activity
Increased knowledge and awareness of immigrant employment issues and resources among employment service providers	<p>Develop and implement two surveys: 1) Frontline employment preparation staff to assess training needs and ideas 2) Consumers to determine satisfaction with current programming</p> <p>Develop recommendations and produce reports as appropriate based on results from the surveys</p> <p>Share participant satisfaction and ideas for services with employment service providers for business planning and program improvement</p> <p>Develop a schedule of training opportunities for employment service providers based on survey results</p> <p>Facilitate/coordinate training opportunities</p>
Engage Employers to Promote the hiring of job ready immigrants	<p>Input on key message or messages to be used in communicating with employers</p> <p>Develop resources and tools for employers to improve access to and awareness of hiring immigrant talent.</p> <p>Create or participate in networking opportunities for employers to engage with immigrant talent (ie. Global Skills, sector events)</p> <p>Support the Internship Program and Mentorship Programs in promotions to employers</p> <p>Establish strategic partnerships with employment service agencies, HRPAs and other sector groups to increase knowledge and awareness of hiring immigrants and engage them in the work as appropriate</p> <p>Develop and deliver, or partner with, learning opportunities for employers via seminars, webinars, and workshops</p> <p>Partner with an employer or employment sector to offer an employer event to disseminate information and increase awareness of hiring immigrant talent</p> <p>Evaluate outcomes of events and activity and develop a pool of employers success stories to share</p>
Increase understanding of Immigrant pre-employment services available locally	<p>Develop a systems map to identify services, capacity, access, and gaps</p> <p>Utilize mapping to set further priorities for action</p> <p>Engage MTCU in conversations about impacts of loss of services and lack of specialization for immigrant job seekers</p>
Provide promotion and connection support to the Immigrant Internship and Mentorship programs locally	<p>Plan and coordinate employer and employment service provider dialogue and events with the employment programs</p> <p>Act as an advisory group to the Immigrant Internship program</p> <p>Refer employers to register with the Immigrant Internship and Mentorship programs</p>

Section Four: Belonging Pillar

Goal	Activity
<p>Coordinated efforts to organize and advocate for immigrant engagement in civic leadership and participation opportunities in our community</p>	<p>Provide opportunities and facilitate connections with ethno-cultural and faith-based groups to increase awareness of services and opportunities and develop opportunities for partnership and planning</p> <p>Develop an inventory on subsidies, cultural diversity programs in the community and leadership opportunities for youth and adults</p> <p>Disseminate information to all settlement workers and neighbourhood associations to pass to immigrants</p> <p>Develop a comprehensive program that enables adults, youth and children to participate in civic leadership opportunities within Waterloo Region</p> <p>Create a benchmark by counting, measuring and understanding diversity among Waterloo regions community organizations Boards and Government offices</p>
<p>Promote culturally sensitive, acceptance and integration locally</p>	<p>Coordinate participation in various cultural opportunities</p> <p>Communicate the various cultural events and opportunities available to the broader public (through website, attendance at events, information dissemination)</p> <p>Participate in Citizenship Week through development of an engagement event, or media opportunity</p>