



CAP 2014 - 2016 Settle Steering Group Quarterly Progress Report June, 2014


Priority Action Area	Activity	Timeline	Responsible	Progress / Successes
1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region	Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare	2014 –2015	Community Supports Action Group	<ul style="list-style-type: none"> ● Action group members from organizations with a mandate to serve refugees or with programs specifically for refugees are sharing information on their needs and resources available to serve refugees ● Discussion around developing a plan for refugee awareness/education for the community
1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues	Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing	2014 –2015	Health Supports Action Group	<ul style="list-style-type: none"> ● Reviewing Social Planning Council Cambridge North Dumfries Mental Health Inventory and Immigration Partnership Mental Health Services chart to determine which organizations provide services specifically for immigrants and refugees ● Gathering information on 'Here 24/7' ● Reviewing summary report from Mental Health Navigators Program
2.1 Develop an education strategy for health service providers to improve service delivery to immigrants and refugees	Implement Cultural Competency training and/or support existing initiatives	2014-2015	Health Supports Action Group	<ul style="list-style-type: none"> ● Requested evaluation from Guelph Community Health Centre cultural competency training ● Discussion around organizing a health service provider networking event and creating a tool (i.e. checklist) to distribute to primary care workers to determine if they are providing service in a culturally sensitive manner
2.2 Work with the Waterloo Wellington Local Health Integration Network (WWLHIN) to prioritize services for immigrants and refugees	Engage WWLHIN in the work of the Immigration Partnership	2014 –2015	Health Supports Action Group	<ul style="list-style-type: none"> ● Engage members from previous action groups (hospital interpretation and primary care) ● Member of action group has reached out to contact at WWLHIN about Health Supports Action Group

● = on target


● = some delays, but cautiously optimistic

● = serious concerns won't be completed

3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language	Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate	2014 –2015	Community Supports Action Group	 <ul style="list-style-type: none"> • Planning an information session/Q&A for the Settle Steering Group members to learn about LINC and ESL programs • Discussion around gathering information from Settlement Service Providers on feedback received from clients enrolled in ESL and LINC programs • Discussion with LINC program about offering a English in the Workplace pilot program based on feedback from SSG members providing direct service to clients who would be participating in English classes
4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees	Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies	2014 –2015	Community Supports Action Group	 <ul style="list-style-type: none"> • Maintaining current connection with the Homelessness and Housing Umbrella Group (HHUG) <ul style="list-style-type: none"> • Discussion about organizing a second housing information session focused on immigrants in partnership with HHUG, Supportive Housing of Waterloo (SHOW) and Canada Mortgage and Housing Corporation (CMHC)
2.3 Building on past work, implement and enhance existing protocols for access to interpretation services within the healthcare system		2015-2016	TBD	
3.1 Strengthen partnerships with school boards to ensure that immigrant and refugee children are welcomed and encouraged		2015-2016	TBD	
4.2 Enhance the existing Emergency Shelter referral protocol to include settlement services		2015-2016	TBD	

 = on target

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1. What are some of the successes achieved in making progress on each activity above?

- Both actions groups held their first meeting and began working to develop their detailed work plan for each activity
- Community Supports Action Group members of SSG who represent organizations with a primary mandate to serve refugees or that have programs specifically for refugees are working together to compile information about their services, needs and resources in order to look at gaps and where there may be resources available to share.
- Health Supports Action Group— members of this group are leveraging individual connections to engage those who should be involved in the group.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

None to report.

3. Is there any additional support that Council can provide to help move any of the activities above forward?






- Group may request assistance engaging the WWLHIN to have a representative on the Health Supports Action Group, however not required at this time.




4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- Guelph Community Health Centre offered Cultural Competency training—the Health Supports Group has requested evaluation information from the training and discussed using the information to inform how the group wants to proceed with implementing cultural competency training.
- Community Engagement Coordinator has been attending Homelessness and Housing Umbrella Group meetings as a guest and will join the group as an official member at their AGM in June in order to maintain the connection with various housing groups while making progress on 4.1.
- Members from the SSG are linked into the Trauma Service Initiative and are participating in relevant workgroups.

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CAP 2014-2016 Work Steering Group Quarterly Progress Report June, 2014

Priority Action Area	Activity	Timeline	Responsible	Progress
5.1 Develop and deliver employment preparation courses for immigrants	<ul style="list-style-type: none"> Course topics/curriculum to be determined 	2014-2016	IEAG	 <ul style="list-style-type: none"> No activity due to IEAG being canceled this quarter
5.2 Enhance Job Retention supports for immigrants	<ul style="list-style-type: none"> Expand capacity of Internship/Mentorship programs Broaden eligibility to immigrants and refugees for existing retention supports 	2014-2016	WSG	 <ul style="list-style-type: none"> Internship program funding currently being finalised
5.3 Increase knowledge of and referral to community support services among employment service providers	<ul style="list-style-type: none"> Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to community supports for immigrants 	2014-2016	IEAG	 <ul style="list-style-type: none"> No activity due to IEAG being canceled this quarter
6.1 Develop and Deliver training for employers	<ul style="list-style-type: none"> Course topics/curriculum to be determined 	2014-2016	Training Action Group WSG	 <ul style="list-style-type: none"> Next seminar planned for June 24/14 Topic: Addressing Barriers to Hiring Internationally Trained Individuals (Canadian Work Experience)
6.2 Develop strategies and tools to encourage employers to hire immigrants	<ul style="list-style-type: none"> Create a marketing strategy 	2014-2016	WSG	 <ul style="list-style-type: none"> Dissemination of the Employer Toolkit Activity in 6.1 also links with this priority

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<p>6.3 Provide Support to relevant economic/workforce development initiatives to identify existing skills, address gaps, and work with community partners to attract employers and skilled immigrants to the region.</p>	<ul style="list-style-type: none"> Partner with Economic Development Departments and local Workforce Planning Board Support labour market research Support knowledge transfer of gaps to employment service providers, academic institutions and job seekers 	<p>2014-2016</p>	<p>WSG</p>	<p>●</p> <ul style="list-style-type: none"> Links with the Workforce Planning Board 3-year project “Employer One Survey”
<p>7.1 Develop a common access point for employers looking to hire immigrants (ie: virtual, physical)</p>	<ul style="list-style-type: none"> Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers Leverage existing tools such as Linked In and Skills International Test sustainable funding for one pilot program. 	<p>2014-2016</p>	<p>CDEP Action Group</p>	<p>●</p> <ul style="list-style-type: none"> Presented project description to April Council meeting Met to discuss governance and next steps of pilot project implementation

1. What are some of the successes achieved in making progress on each activity above?

- Staff attendance at Job Search Workshop on June 2 and June 4 led to increased understanding and capacity building in this area.
- Next seminar planned for June 24/14. The topic is: Addressing Barriers to Hiring Internationally Trained Individuals (Canadian Work Experience). This seminar was at participant capacity within a week of being advertised. There was a high level of response from ‘newly engaged’ employers.
- CDEP action group continues to meet regularly and is moving forward at a rapid and passionate pace. There have been 2 meetings of this group, which includes employers and service providers.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- IEAG has not yet met because meeting was postponed due to conflicts in several schedules and Chairperson being unable to attend.
- Lil Premsookh (chair of IEAG) will be leaving her position as of July 14th. Could take time to find a new chair.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

- Not at this time.




4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.




- Workforce Planning Board is working on a 3 year project called Employer One Survey. The Work Steering Group will be connected to this project.




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CAP 2014-2016 Belong Steering Group Quarterly Progress Report June, 2014

Priority Action Area	Activities	Timeline	Responsible	Progress
8.1 Develop and implement a public education campaign to increase cultural sensitivity	<ul style="list-style-type: none"> Say Hi-Inspired Campaign 	2014 - 2015	BSG	<ul style="list-style-type: none"> Public campaign 'Did You Know' with regular media /social media with information about the presence, contribution and points of inclusion of immigrants and refugees in our community Align with community, cultural, religious events Include best practices of inclusion in the community Submitted grant application with MCI through ROW for monies to support campaign, hiring marketing consultant to develop campaign Compiling list of all local nomination and award opportunities
9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the school systems	<ul style="list-style-type: none"> Information sessions, tours, meeting councillors Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony) 	2014 - 2015	BSG Municipality Reps	<ul style="list-style-type: none"> Hosted planning meeting June 4th with reps from Municipalities and interested BSG members Discussed different ideas and decided upon: A municipal information session 4 times a year cohosted by the Region of Waterloo and the associated City Focus on services, access, history, roles of governments. BSG support to lead and promote Research developing a "Going Forward to Citizenship" series, more in depth information about living in the region and becoming a citizen. Next steps review current curriculum, develop Action Group to take work forward WPL, BSG member, will be hosting a Citizenship ceremony in Waterloo – inviting BSG to participate Invited by CIC to submit application to host a Citizenship Ceremony

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10.1 Support organizations to enhance, develop and/or implement inclusive practices	<ul style="list-style-type: none"> Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors) 	2014 - 2015	BSG	 <ul style="list-style-type: none"> Strategies have been discussed on ways to highlight organizations who have demonstrated inclusive practices and how the information would be shared
10.2 Share strategies and develop initiatives for parenting in a new society	<ul style="list-style-type: none"> Collaborate with family service providers and families Develop Parenting in a New Society Training for delivery by service providers 	2014 - 2015	Staff	 <ul style="list-style-type: none"> Gathering information on past and current parenting in a new society programs and services Developing survey question set to complete on each service/program as a template/comparison including: eligibility, cost, location, service description, program goal, wait list, funding
10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged	<ul style="list-style-type: none"> Explore existing school board diversity plans/strategies Support the development or enhancement of school board diversity plans/strategies, as necessary 	2014 - 2015	BSG	 <ul style="list-style-type: none"> Strategies have been discussed on ways to highlight organizations, including the school boards and how the information would be shared No decisions made – on June agenda
8.2 Increase understanding and respond to issues of immigrant isolation		2015 - 2016	TBD	
9.2 Strengthen immigrant participation in the Municipal process		2015 - 2016	TBD	
9.3 Create/enhance immigrant leadership development programs		2015 - 2016	TBD	

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1. What are some of the successes achieved in making progress on each activity above?

- As the BSG continues to meet as a large group, members continue to bond and build trust with each other, all in support of furthering our agenda
- BSG is making great progress on the concept of a 'campaign' with clear conversations and discussion on purpose, desired outcomes, opportunities and challenges
- Opportunity for funding dollars through MCI Municipality Fund – application completed with support of BSG Chair and partners (letters of support). Decision to be made late July, 2014.
- Municipal partners are eager and excited to engage with the BSG and offer opportunities in the fall for immigrants and newcomers.
- Waterloo Public Library will be hosting a Citizenship Ceremony and has invited BSG members to assist. In addition CIC has invited the BSG to apply to host a Citizenship Ceremony in 2015.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- BSG is meeting bi-monthly and has not determined to move to action groups at this time. Limited meeting dates and times that suit the majority, can slow momentum. The group is meeting at the end of June, and will not have a meeting in the summer months.
- Implementation and action groups are on the agenda for the June meeting.
- Need to have clear direction to proceed with hearing from organizations with good Diversity Inclusion practices and processes and ways to compile information




3. Is there any additional support that Council can provide to help move any of the activities above forward?


- The work of the BSG is about building and leveraging relationships and we see Council as a champion. As we move forward we would look to Council to promote our activities within their organizations and networks, support the work of the campaign (Do You BSG Page 3 of 4 providing input into content and promoting the campaign through their networks).

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges. Belonging is the theme a lot of work happening in the community as highlighted by The New Story Group and the KWCF Vital Signs report. The BSG is a member of the New Story Group – this group is compiling stories of belonging and looks to the BSG to assist with stories and immigrants and refugees. All of this work assists us to build new relationships and will support the work of the campaign.

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Settle Steering Group Quarterly Progress Report, CAP 2014 – 2016 September 2014

Priority Action Area	Possible Activities	Timeline	Responsible	Progress / Successes
1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region	<ul style="list-style-type: none"> Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare 	2014 – 2015	Community Supports Action Group	 <ul style="list-style-type: none"> Action group members from organizations with a mandate to serve refugees or with programs specifically for refugees are sharing information on their needs and resources available to serve refugees Discussion around developing a plan for refugee awareness/education for the community
1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues	<ul style="list-style-type: none"> Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing Complete a mental health services mapping project that includes recommendations for addressing the needs of immigrants and refugees Ensure that immigrants are aware of all mental health resources available 	2014 – 2015	Health Supports Action Group	 <ul style="list-style-type: none"> Reviewing Social Planning Council Cambridge North Dumfries Mental Health Inventory and Immigration Partnership Mental Health Services chart to determine which organizations provide services specifically for immigrants and refugees Reviewing summary report from Mental Health Navigators Program Connected with Canadian Mental Health Association regarding possible collaboration on this activity
2.1 Develop an education strategy for health service providers to improve service delivery to immigrants and refugees	<ul style="list-style-type: none"> Implement Cultural Competency training and/or support existing initiatives Strengthen engagement with health service providers Identify key health service providers to whom the training could be provided as well as those who could assist with training delivery Work with healthcare providers to deliver training or workshops with Continuing Medical Education credits Conduct a scan and identify promising 	2014-2015	Health Supports Action Group	 <ul style="list-style-type: none"> Requested evaluation from Guelph Community Health Centre cultural competency training Discussed organizing a health service provider networking event and creating a tool (i.e. checklist) to distribute to primary care workers to determine if they are providing service in a culturally sensitive manner

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	practices related to education and training for health service providers			
2.2 Work with the Waterloo Wellington Local Health Integration Network (WWLHIN) to prioritize services for immigrants and refugees	<ul style="list-style-type: none"> Engage WWLHIN in the work of the Immigration Partnership Develop a local strategy related to refugee and immigrant health 	2014 – 2015	Health Supports Action Group	<ul style="list-style-type: none"> Connected with WWLHIN staff and they are open to being on the Health Supports Action Group CEC met with WWLHIN staff and will be working to coordinate an information/facilitated discussion session for Settle Pillar and other IP partners in order to address this activity; WWLHIN staff expressed interest in developing a relationship with the IP so we can play an advisory role when discussing immigrants and refugees
3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language	<ul style="list-style-type: none"> Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate Consider the use of technology to accelerate learning 	2014 – 2015	Community Supports Action Group	<ul style="list-style-type: none"> Planning an information session/Q&A for the SSG members to learn about LINC and ESL programs Discussed gathering information from Settlement Service Providers on feedback from clients enrolled in ESL and LINC programs Discussion with LINC program about offering an “English in the Workplace” pilot program based on feedback from SSG members providing direct service to clients who would participate in English classes
4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees	<ul style="list-style-type: none"> Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies Form a group to address housing issues faced by immigrants, as necessary Conduct a literature review and gather local information on immigrant-specific housing issues Strengthen relationships with the appropriate groups identified 	2014 – 2015	Community Supports Action Group	<ul style="list-style-type: none"> Maintained connection as a member of the Homelessness and Housing Umbrella Group (HHUG) Planning a second housing information session focused on immigrants in partnership with HHUG, Supportive Housing of Waterloo (SHOW) and Canada Mortgage and Housing Corporation (CMHC)
2.3 Building on past work, implement and enhance existing protocols for access to	<ul style="list-style-type: none"> Broaden and continue to strengthen engagement with hospitals and medical centres 	2015-2016	TBD	

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interpretation services within the healthcare system				
3.1 Strengthen partnerships with school boards to ensure that immigrant and refugee children are welcomed and encouraged	<ul style="list-style-type: none"> Support the development or enhancement of school board diversity plans/strategies, as necessary Explore existing school board diversity plans/strategies 	2015-2016	TBD	
4.2 Enhance the existing Emergency Shelter referral protocol to include settlement services	<ul style="list-style-type: none"> Strengthen existing partnerships with the housing stability system Collaborate with emergency shelters to include settlement services in the Emergency Shelter referral protocol 	2015-2016	TBD	

1. What are some of the successes achieved in making progress on each activity above?

- New connections have been made with staff at the Canadian Mental Health Association (CMHA) and the Waterloo Wellington Local Health Integration Network (WWLHIN) that will be beneficial in making progress on priority action areas 1.2 and 2.2.
- Settle Pillar CEC is now a member of the Homelessness and Housing Umbrella Group (HHUG) and will continue to represent the Immigration Partnership on the committee (related to priority action area 4.1)
- HHUG, SHOW and CMHC will go ahead with plans to host a second housing information session focused on immigrants. The Settle Steering Group is involved in the planning of this session (related to priority action area 4.1)

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- Settle Pillar action groups have only had one meeting as a result of having to cancel meetings due to conflicts. The groups will need to meet again as soon as possible to finalize a detailed work plan. To overcome this challenge the CEC for the Settle Pillar will be presenting a draft work plan based on initial discussions for the group to review and approve.
- There has been some delay related to priority action area 1.1. Information gathering on needs and resources available to serve refugees is still ongoing and next steps need to be determined. To address this challenge the Community Supports Action Group will meet to complete this step.

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- Progress on priority action area 3.2 has been delayed as a result of focusing on other activities in the CAP during the summer months.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

- Not at this time.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- Members of the SSG continue to participate in the Trauma Service Initiative with members on each of the three working groups.
- The Waterloo Region Mental Health Work Group is developing a mental health charter for Waterloo Region. The Settle Pillar CEC is currently a member of this group.
- Region of Waterloo Public Health is developing updated Immigrant Fact Sheets and has consulted with the SSG, the other pillar groups and Council to gain input and receive feedback during the process.

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Work Steering Group Quarterly Progress Report, CAP 2014 – 2016 September 2014

Priority Action Area (include all)	Possible Activities	Timeline	Responsible	Progress
5.1 Develop and deliver employment preparation courses for immigrants	<ul style="list-style-type: none"> • Courses may include: soft skills training, Canadian workplace culture, occupational preparedness process training (sector-specific, job specific), survival jobs to successful careers • Promote accessibility of courses to all immigrants and refugees • Invite immigrants to share stories of achieving meaningful employment 	2014-2016	IEAG/Service Providers	<ul style="list-style-type: none"> ● An ad hoc group of IEAG has been formed and are currently planning/preparing an employer survey to collect up to date information about their hiring needs. Their goal is to have survey completed by end of November 2014. • The final results will assist service providers in planning future courses for immigrants.
5.2 Enhance job retention supports for immigrants	<ul style="list-style-type: none"> • Expand capacity of Internship/ Mentorship programs • Broaden eligibility to immigrants and refugees for existing retention supports 	2014-2016	IEAG/Internship and Mentorship Program(s) staff	<ul style="list-style-type: none"> ● Managed by Internship Program staff and Mentorship Program staff with input from a committee called IMI (Internship, Mentorship, Immigration Partnership). • Internship Program funding has been finalized for two years. Meeting of IMI to take place for further planning. • Update of these programs take place at both WSG and IEAG tables
5.3 Increase knowledge of and referral to community support services among employment service providers	<ul style="list-style-type: none"> • Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to community supports for immigrants 	2014-2016	IEAG	<ul style="list-style-type: none"> ● No activity at this time
6.1 Develop and deliver diversity	<ul style="list-style-type: none"> • Explore promising practices locally and in other communities 	2014-2016	WSG/IEAG/Training	<ul style="list-style-type: none"> ● A Training Advisory Group meets three times a year to work with IP staff on topics to deliver via the Diversity

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training for employers	<ul style="list-style-type: none"> • Offer information related to hiring practices of immigrants 		Advisory group	<ul style="list-style-type: none"> ● Intelligence (DI) seminars (three per funding period). <ul style="list-style-type: none"> ● Next seminar to be conducted in late fall. Topic, speaker and other details are still being finalized.
6.2 Develop strategies and tools to encourage employers to hire immigrants	<ul style="list-style-type: none"> • Explore existing strategies and tools • Develop a marketing strategy which may include: <ol style="list-style-type: none"> 1. fact based, clearly articulated reasons to hire immigrants 2. Return on Investment (ROI) case study 3. recognition event with media presence to honour inclusive employers 4. specific outreach to small and medium sized businesses focusing on reducing the complexity of recruiting and hiring immigrants 	2014-2016	WSG	<ul style="list-style-type: none"> ● Communication tools elaborating the business care for hiring international talent are in place to support promotional activities. • IP staff outreach to employers using these materials at ie: employer meetings, events etc. and service provider partners utilize these materials.
6.3 Provide support to relevant economic/workforce development initiatives to identify existing skills, address gaps, and work with community partners to attract employers and skilled immigrants to the region	<ul style="list-style-type: none"> • Partner with Economic Development departments and the local Workforce Planning Board • Support labour market research • Support knowledge transfer gaps to employment service providers, academic institutions and job seekers 	2014-2016	WSG	<ul style="list-style-type: none"> ● In June, IP received the 'Partnership Award' for 2014 from the Workforce Planning Board (WPB) in recognition of our commitment to work together in finding solutions to local workforce development needs. • IP will participate in a WPB labour market consultation event in September 2014. • IP via the WSG group received an overview about the WPB's Employer One Survey (a Region-wide survey that will gather information to support labour market research). As more detail is provided, WSG will have the opportunity to offer further input.
7.1 Develop a common access point for employers looking to hire immigrants	<ul style="list-style-type: none"> • Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers • Leverage existing tools such as 	2014-2016	WSG/CDEP Action Group	<ul style="list-style-type: none"> ● The final presentation of CDEP, now called the Immigrant Talent Recruitment Pilot Project, was designed for meetings with potential sponsors. • Chair of WSG and IP staff met with Scotiabank to pursue their interest in sponsoring a diversity initiative.

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(ie: virtual, physical)	Linked In and Skills International <ul style="list-style-type: none"> • Test sustainable funding for one pilot program. Could include Corporate sponsorship, fees for service, percentage from HRPAO/Chamber Associations 			<ul style="list-style-type: none"> • WSG will discuss the results of the Scotiabank meeting at its September 24 meeting, put together a budget and plan next steps with Scotiabank.
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1. What are some of the successes achieved in making progress on each activity above?
 - New Chair in place for IEAG. This individual brings extensive experience, passion and skills to this role.
 - New opportunities for employment seminars following a meeting with RBC about their plan to launch employer/small business morning networking events where IP staff provided connections and resources to include 'immigrant hiring' as part of their line-up of topics. This connection occurred through their attendance at an IP Diversity Intelligence (DI) seminar and RBCs desire to provide information about hiring immigrants to other employers. IP will continue to liaise with RBC as they move forward and there is opportunity to partner with them on a DI seminar in the future.
 - DI seminar in June: Addressing Barriers to Hiring Internationally Trained Individuals (Canadian Work Experience Policy) was well attended by employers. Evaluation results showed success as feedback indicated that attendees valued the topic, gained awareness, will share in their organizations for better practice and will attend future events.
 - In relation to Priority 7.1 the CDEP (now Immigrant Talent Recruitment Program) team continued to meet through the summer to finalize a presentation to Scotiabank (as potential corporate sponsor). The group are very passionate and committed to this pilot project. An initial meeting took place with Scotiabank, which indicated strong interest. Next steps are being developed.
2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?
 - The main challenge related to the arrival of summer months and no scheduled group meetings. The WSG and IEAG are moving quickly with their work now that summer is ending to ensure that work stays on target.
3. Is there any additional support that Council can provide to help move any of the activities above forward?
 - Not at this time.
4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.


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- The Workforce Planning Board is working on a three year project called Employer One Survey (as noted above). An initial overview was given to the WSG by Workforce Planning Board staff but still waiting for further clarification about the project and how the WSG can play a role/give input.

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Belong Steering Group Quarterly Progress Report, CAP 2014 – 2016 September 2014

Priority Action Area	Possible Activities	Timeline	Responsible	Progress
8.1 Develop and implement a public education campaign to increase cultural sensitivity	<ul style="list-style-type: none"> Say Hi-Inspired Campaign Speakers Bureau Neighbours knowing Neighbours Immigrant Nomination Action Group 	2014 - 2015	BSG	<p> Say Hi inspired campaign</p> <ul style="list-style-type: none"> Prepared application for MCI funding for marketing expertise, but it was rejected at the end of July Public Education Action Group forming, first meeting held Sept 9th Draft campaign title 'did you know' to recognize, celebrate and educate the public on accomplishments of immigrants and refugees in our community Draft project plan under development <p>Speakers Bureau</p> <ul style="list-style-type: none"> Through campaign, profiling community leaders will start to build speakers bureau <p>Immigrant Nomination Group</p> <ul style="list-style-type: none"> Compiling list of provincial, municipal, community awards including purpose, timelines, nomination process Intend for list to be on website and shared through partnership to encourage nominations; use website and newsletter to recognize nominees and winners
9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the school systems	<ul style="list-style-type: none"> Information sessions, tours, meeting councillors Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony) 	2014 - 2015	BSG Municipality Reps	<p> Municipal Services Action Group formed and planning three initial sessions for fall 2014.</p> <ul style="list-style-type: none"> Targeted at first-time voters, focus on municipal elections, on understanding local democracy, governance, services and access, civic engagement and involvement Co-hosted by the cities and the Region of Waterloo Sessions will be interactive, with shared consistent content, opportunities for Q&A and ways to share what is important to the first time voter and immigrants in our

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				<p>communities</p> <ul style="list-style-type: none"> • Will be developing plans for 2015, rotating between city locations, focussed on information on municipal government, local democracy and civic engagement • BSG member WPL hosting Citizenship Ceremony at Albert McCormick Community Centre, CEC supporting planning and BSG members volunteering at the event
10.1 Support organizations to enhance, develop and/or implement inclusive practices	<ul style="list-style-type: none"> • Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors) 	2014 - 2015	BSG	<p>●</p> <ul style="list-style-type: none"> • Aligns with 10.3 • Bringing back to BSG in September • To review draft project plan, and determine focus and next steps toward action.
10.2 Share strategies and develop initiatives for parenting in a new society	<ul style="list-style-type: none"> • Collaborate with family service providers and families • Develop Parenting in a New Society Training for delivery by service providers 	2014 - 2015	Staff	<p>●</p> <ul style="list-style-type: none"> • Finalizing draft report on programs and strategies for BSG Fall 2014 • Group to determine next steps
10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged	<ul style="list-style-type: none"> • Explore existing school board diversity plans/strategies • Support the development or enhancement of school board diversity plans/strategies, as necessary 	2014 - 2015	BSG	<p>●</p> <ul style="list-style-type: none"> • Aligns with 10.1 • Bringing back to BSG in September • To review draft project plan, and determine focus and next steps toward action
8.2 Increase understanding and respond to issues of immigrant isolation	<ul style="list-style-type: none"> • Conduct a scan and identify promising practices related to immigrant isolation in other communities • Engage in additional local action research around who is isolated and why, as necessary • Share finding broadly throughout the community • Propose programs/services (i.e., a welcome pass for new immigrants and refugees to improve accessibility to arts, culture, leisure opportunities) 	2015 - 2016	TBD	

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<p>9.2 Strengthen immigrant participation in the Municipal process</p>	<ul style="list-style-type: none"> • Support All Candidates Meeting • Promote Immigrant leadership 	<p>2015 - 2016</p>	<p>TBD</p>	<p>●</p> <ul style="list-style-type: none"> • Determined that number of municipal candidates too large for one meeting, timelines too short, needs to reflect whole Region • Decision to promote all candidates meetings hosted by other community groups on IP website • Planned first time voter sessions (fall 2014) and ongoing local democracy sessions include ways to get involved which could speak to candidacy, speakers could reflect immigrants who have become citizens and run for office • BSG Chair Fauzia Mazhar candidate in municipal election
<p>9.3 Create/enhance immigrant leadership development programs</p>	<ul style="list-style-type: none"> • Training/information for immigrants and local leaders • Training/information for boards and groups • Mentorship/connections and linkages i.e. newcomer on board 	<p>2015 - 2016</p>	<p>TBD</p>	<p>●</p> <ul style="list-style-type: none"> • Activities reflect prior work plan of BSG • Joint funding application submitted by BSG members YMCA 'Step up to Leadership' and Volunteer Action Centre 'volunteer training' in 2012 – not successful • Connections being made with current leadership programs – Leadership Waterloo Region program and youth on board, KW Community Foundation leadership program, KW Counselling Bridging Resources leadership training for immigrant leaders, KW Coalition of Muslim Women leadership training just starting • Leadership research report Counting Diversity on IP website

5. What are some of the successes achieved in making progress on each activity above?

- Municipal and Regional staff co-hosting local democracy sessions, strong action group developed
- Successful connection with City of Cambridge
- Fall dates planned in Kitchener, Waterloo and Cambridge with commitment to lead ongoing sessions

6. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- We were not successful in securing funding for the public education campaign, but BSG committed to next steps to form an action group, initial meeting Sept 9 with 6 interested reps

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7. Is there any additional support that Council can provide to help move any of the activities above forward?

- The work of the BSG is about building and leveraging relationships and we see Council as a champion. As we move forward we would look to Council to promote our activities within their organizations and networks, support the work of the campaign (Do You Know?) by providing input into content and promoting the campaign through their networks.
- To assist with recruiting expertise to the tables as needed i.e. marketing and communications

8. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- KW Community Foundation has released their Belonging Report and will be attending the November BSG meeting to present and discuss
- BSG continues to be a partner on the New Story Group, focusing on inclusion, belonging and community belonging conversations
- Cambridge is hosting their first International Festival; BSG through member Diana Palmerin Velasco of YMCA Cambridge is promoting this event and supporting Cambridge diversity survey
- Compass Kitchener, a city advisory committee, is working to encourage a higher percentage of voter turnout at this municipal election – they will be a partner in the City of Kitchener first time voter session Oct 6

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