

Council Meeting Minutes

Date:	March 18, 2015
Time:	12:00pm – 2:00pm
Location:	150 Frederick St. Room 110
Present:	Peter Donahue (Chair), Linda Terry (Vice Chair), Pari Karem (SSG Chair), Fauzia Mazhar (BSG Chair), John Haddock (Past Chair), Jan Bockmaster, Lucia Harrison, Theron Kramer, Douglas Bartholomew-Saunders, Elif Gunce, Sonja Erstic, Anna Aceto-Guerin, Asnake Dabala
Guests:	Tanya Darisi, Marc Langlois
Regrets:	Ian McLean (WSG Chair), Kelly McManus, Jan Varner, Tammy Hynes, Jennifer Roggeman, Karen Spencer, Nora Whittington
Staff:	Tara Bedard, Pauline Peng, Daniella McIntosh, Janet Howitt

1. Lunch, Welcome, Introductions

Peter welcomed Anna Aceto-Guerin to Council and introduced Tanya Darisi and Marc Langlois from the O’Halloran Group as guests. Council members introduced themselves. Peter asked for additions to the agenda – Linda added an event to discuss, Lucia added a sector update during the Manager Highlights portion of the agenda.

2. Declaration of Conflict of interest

There were no declarations of conflict of interest raised.

3. Approval of Consent Agenda

Peter Donahue introduced the concept and content of the consent agenda, which included the December 17, 2014 Council Meeting Minutes and the Steering Group progress reports on CAP implementation. Council members were given the opportunity to pull any item from the consent agenda for discussion.

- Jan Bockmaster brought forward motion to approve consent agenda in its entirety.
- John Haddock seconded the motion.
- Council voted to approve the consent agenda. No members opposed or abstained from vote.

4. CAP Implementation Highlights

SSG - Pari Karem provided a brief overview of the Settle Steering Group’s progress report to Council on CAP implementation and welcomed any feedback or input from Council.

Pari discussed an issue that the SSG is looking at related to refugees and refugee claimants and access to assistance and their efforts to clarify gaps in services. She noted that there may be a need to talk to Region of Waterloo about eligibility and asked if it would be possible to share information with other local immigration partnerships (LIPs). Pari noted that the SSG is trying to confirm the numbers of refugee claimants in Waterloo Region before deciding further steps on this and requested that Tara follow up.

With respect to the access to health care, Pari noted that SSG is looking for input on how Council can help in making connections and achieving buy-in on the need to focus on immigrant and refugee

concerns specifically at the senior leadership and board levels with the WWLHIN and hospitals, to support work being done at Steering Group level.

Pari also noted that she personally observed the need to work not only on identifying gaps but also the level of information awareness among ourselves (including settlement services agencies), and how we get information out about all the work done. She noted that a lot of work was done on the Settlement Systems Mapping and asked where the follow-up is. There was a suggestion to create space for settlement service organization to make presentations about their work at Council and Steering Group level.

John and Theron noted that members of Council can help to advocate with the WWLHIN if more support is needed and asked for more clarity about what support is being requested. Pari responded support making sound connections at board level.

Lucia noted the need to strategize and reach out to the hospitals. Few interpreters are used at hospitals while other public services use many. We should encourage hospital to use trained interpreters (who are familiar with terminology) as opposed to family members. We need to reach out to higher levels in hospital to consider this issue from the perspectives of risk management and client care.

Tara asked if anyone from Council is involved and able to raise Immigration Partnership perspectives in the ongoing WWLHIN strategic planning process.

Douglas noted the importance of linking Immigration Partnership asks to the WWLHIN's strategic priorities – put our issues into their framework. He also noted that he and Linda Terry are connected to Cambridge Health Links and may be able to support with connections there.

BSG - Fauzia updated Council on progress in making municipal services better known and more accessible, and the link being developed with ESL and LINC classes to bring information sessions to where newcomers are already gathering. BSG plans to have students test comprehensibility of the materials developed at the sessions coming up in April/May.

She noted BSG recently held its first meeting on the organizational change piece in the CAP (CAP 10) with equity and inclusion staff from the Waterloo Region District School Board. BSG will be debriefing and looking to engage in similar conversations with other major organizations in the region. Fauzia asked if Council can support this and how? Could Council members make presentations on behalf of their organizations or facilitate connections to the right people to do so.

Fauzia also updated Council on progress with the public education campaign which is intended to celebrate diversity in Waterloo Region and noted that BSG is working on a funding proposal to support campaign development. She also highlighted BSGs involvement in supporting the planning of World Refugee Day 2015 actions around Waterloo Region, and noted that Iman Arab recently took over as Vice Chair at BSG.

WSG - Tara noted on behalf of WSG that a major topic of discussion is around increasing employer engagement to get more immigrants into meaningful work. How can Council help to engage more employers?

Peter and Jan B noted that they can facilitate or participate in discussions at Laurier University and Conestoga College.

Anna noted that the Grand Valley HRP is involved in a provincial network and has 1,200 members in Kitchener Waterloo, so is able to engage that wide network of HP professionals. She noted that WRIEN was previously more involved with HPRA and she would like to see more information coming from Immigration Partnership to HPRA which accesses so many HR professionals.

Theron asked if WSG has gotten involved with CIDI and noted that they offer good webinars that can help employers who want to diversify their workforce.

Douglas noted that Bev Aikenhead from the Region of Waterloo is connected to CIDI and may be able to help with connections. Douglas also spoke to the power of LinkedIn groups and the Harmony Movement.

Action items:

- Tara to follow up on demographic data request
- Tara and Daniella to share the recommendations developed for the WWHLIN with Council

5. Manager Highlights

Council Composition and Connectivity

Tara shared the results from the Council Composition survey done last fall.

- Common strength areas: management, planning, facilitation
- Areas for improvement: immigration experience, legal issues, business development, HR-type issues
- Council expressed a somewhat low confidence in knowledge of immigration matters overall and in particular with respect to refugee and refugee claimant concerns.
- Most members indicated they can commit from 3-7 hours/quarter to supporting Immigration Partnership, and that they most prefer to be involved in networking and public relations.

Tara noted some alignment with what we are seeing coming from early results of the evaluation and also alignment in the strengths and preferences of Council with the types of requests for support coming from the Steering Groups, which is positive. She suggested that we be more specific in sharing relevant information about immigration as part of a strategy to develop knowledge among partners.

Tara then asked Council to complete a connectivity exercise to map their affiliations with advisory groups, boards, community groups, etc. and noted that a similar exercise is being done at Steering Group level. This will guide efforts to leverage the collective influence of Immigration Partnership.

John noted that everyone involved is responsible for their own learning, and recommended the monthly newsreel started by staff would be a good place to share information on law, policy and other developments relevant to immigration.

Linda reminded everyone that a Federal election is coming up, which may have an impact on immigration. Pari suggested if something comes up that Council members need to know about the person who finds it should share it with information who will then circulate it more widely. Fauzia noted the importance of looking at all levels of government.

Funder Update

Tara updated Council that CIC assigned a new settlement officer to the Immigration Partnership file. Conal Vaughan will join us as of April 1. Our current contribution agreement is valid until March 2016 but CIC needs to approve the 2015 2016 budget (for the period April 1, 2015 -March 31, 2016), which

we are about to provide. We will request funding at the same level indicated in the contribution agreement, which only supports staff and overhead costs. Almost all programming costs are funded by other sources. CIC was asking us to look for efficiencies as their budget is expected to decrease for 2015 2016, and there are uncertainties with the process.

Lucia added that other CIC funded organizations are going through the same process. The estimate is that CIC is looking for between 4-10% budget reductions for 2015 2016, beginning from April 1. This affects service providers in the settlement sector. A lower budget may lead to staff lay offs. Organizations would face trouble over this because with the budget coming into effect in less than two weeks, they would not be in compliance with legal requirements for notice to staff and severance costs are not covered in the budget. Lucia noted that significant portions of the budget for 2015 2016 are affected and organizations have to draw on reserve funding to bridge the gaps (where they have one).

Jan suggested that with so many organizations involved, this topic may get media coverage.

Pari suggested that Immigration Partnership take a role in facilitating sectoral discussions on this topic, and asked if Tara could follow up.

Douglas noted that where there is not a conflict of interest, as the host of Immigration Partnership, the Region may be able to bring a report to Regional Council outlining these difficulties and Regional Council may pass a resolution to follow-up.

Action items:

- Tara to follow up with settlement organizations on the funding piece.

6. Items for Discussion and Approval

Linda recalled that at the last Council meeting Tara was asked to revise the Governance Document to allow flexibility in the number of people on Council and provide for a role for the Past Chair. This has been done and circulated to everyone in advance of today's meeting.

- Jan Bockmaster brought forward a motion that the Immigration Partnership Council approve the revised Governance document.
- Theron Kramer seconded the motion.
- Council voted to approve the motion. No members opposed or abstained from vote.

Peter Donahue recalled the work for an open position on Council, noting that Tracey Hare Connell of Deloitte is recommended for the open Council position.

- Linda Terry brought forward a motion that the Immigration Partnership Council appoint Tracey Hare Connell to the Immigration Partnership Council.
- Pari Karem seconded the motion.
- Council voted to approve the motion. No members opposed or abstained from vote.

7. Items for Discussion

IP Evaluation Update

Tanya Darisi and Marc Langlois from the O'Halloran Group provided a briefing to Council on the early findings of the evaluation which is intended to look at how Immigration Partnership is working. Important questions were: What does engagement look like? What is the quality of engagement? What do meaningful connections look like?

There are two sets of experiences: 1. Express how highly engaged they are – involved in productive partnership, 2. Not very engaged – express concerns, desire to see more focus and momentum. The results show a desire for greater diversity and a need to be more strategic in communication, while noting that some changes are already in motion. The importance of drawing the link between activities and outcomes/contributions in all communications was underlined.

Marc visually presented some outcomes of the evaluation:

- Outcomes: relationships, connections, networks, insights, learnings
- Impact: organizational changes by partners (innovation)
- Embers (not yet started): desire for more tangible action, more diversity, desire for increased engagement
- Tinder (already started): advocacy, World Refugee Day

Council was reminded that an evaluation sense-making workshop was booked for April 22 for all partnership. The aim is to discuss the strengths and challenge points, how we make sense of those and how to work collaboratively together to improve collective efforts.

IP Community Forum 2015

Tara noted that almost everyone from Council and some Steering Group partners registered to attend the March 26 Community Forum. In collaborate with Jan, Elif and Jennifer, staff developed the Forum was as a way to celebrate the efforts and outcomes of community partners and to raise awareness of what Immigration Partnership is doing with other community members. It is intended to provide space to develop relationships with people who are not directly related to the partnership, celebrate the work of community members, deepening connections, and stimulate discussion as to how Immigration Partnership can help others and how others can to get involved in supporting our Community Action Plan.

Tara noted that Council members have been very supportive in the planning and asked for some more support in doing last minute outreach with some sectors. Tara walked Council through the agenda of the event:

- 4:00 – 5:00 Arrivals.
The first hour is for networking and discussion. The interactive exercise “settlement passport” is meant for people to network, and there are prizes for people who participate. Council members were in favour of “settlement passport”
- 5:00 – 6:00 Discussion (5:00 John Haddock opens, Fauzia will discuss the passport exercise, Regional Chair Ken Seiling will bring greetings, University of Waterloo President Feridun Hamdullahpur will deliver a keynote address, followed by Linda, Peter, and Tara speaking about Immigration Partnership achievements)

The role for Council was discussed as being to develop help connections with other people in the community and our steering groups. There will be media and live twitter feeds which Daniella will run in the background while the forum is on. Everyone should please tweet!

Staff estimate there would be around 150 people at the Forum and Council was encouraged to invite others.

Advocacy Procedures Document

Tara recalled that this document was developed in response to lack of clarity in how to proceed once a decision to engage in advocacy was taken. It gives a clear idea as to what Council can do and what Steering Groups can do. Tara asked for comments on the document.

Theron expressed concern that this document might make things too bureaucratic and suggested another meeting to do a walkthrough and discussion on this document linking it to a real issue. He noted the increased cost of applying for citizenship is becoming prohibitive.

John supported Theron's suggestion and indicated that he would join the discussion. He asked interested people to bring the analysis of the document to the meeting in a small group.

Fauzia also offered to join the discussion.

Frequency of IPC Meetings

Peter noted that Council has discussed several times a desire to meet more frequently and suggested that another meeting be set in early May. A doodle pool will be sent out for a possible meeting date.

Action items:

- Tara to share the Forum invite list with John, Sonja and Anna for possible outreach.
- Tara to convene a meeting with John, Theron and Fauzia to test the advocacy procedures document.
- Tara to talk with Peter and then set up the doodle poll for a May Council meeting.

8. Other Items

Linda invited everyone to the 10th Annual Poverty Symposium at Cambridge City Hall on May 27, 2015.

9. Meeting Adjourned at 2:05pm

Next Meeting: May 19, 2015

11:30pm – 2:00pm

Room 110 (Gaukel Room, on first floor behind reception desk)

150 Frederick St, Kitchener

Council Meeting Minutes

Date:	May 19, 2015
Time:	12:00pm – 2:00pm
Location:	150 Frederick St. Room 110
Present:	Peter Donahue (Chair), Linda Terry (Vice Chair), Ian McLean (WSG Chair), Pari Karem (SSG Chair), Fauzia Mazhar (BSG Chair), Elif Gunce, Theron Kramer, Douglas Bartholomew-Saunders, Conal Vaughan, Tracey Hare Connell, Lucia Harrison, Karen Spencer, Kelly McManus
Regrets:	John Haddock (Past Chair), Sonja Erstic, Asnake Dabala, Anna Aceto-Guerin, Jan Bockmaster, Jan Varner, Jennifer Roggemann
Staff:	Tara Bedard, Pauline Peng, Daniella McIntosh, Nora Whittington

1. Lunch, Welcome, Introductions

Peter Donahue welcomed Tracey Hare Connell and Conal Vaughan to Council. Council members introduced themselves. Peter asked for additions to the agenda – no items were added.

2. Declaration of Conflict of interest

There were no declarations of conflict of interest raised.

3. Approval of Consent Agenda

Peter introduced the content of the consent agenda, which included the March 18 Council Meeting Minutes. Council members were given the opportunity to pull any item from the consent agenda for discussion.

- Linda Terry brought forward motion to approve consent agenda in its entirety.
- Douglas Bartholomew-Saunders seconded the motion.
- Council voted to approve the consent agenda. No members opposed or abstained from vote.

4. Items for Discussion

i. IP and Settlement Policy and Funding Environment and Sustainability

The background document provided to Council was introduced, outlining changes in the settlement sector, and those changes are expected to continue. Lucia Harrison and Pari Karem discussed efforts by their organizations to reduce overlap and duplication in services, and provided an overview of their services, to inform Council of the range of services currently available to newcomers in Waterloo Region as context to the discussion.

Lucia introduced services at KWMC:

- Receives funding from Ontario government to provide settlement services. The services can be as simple as telling someone how to get a driver's license and as complicated as providing constant services and referrals over more than 4 years' time. The provincial funding allows KWMC to work with anyone (students, refugee claimants, citizens, etc.). KWMC has 2.5 FTE staff and YMCA has 0.5 so there is a combination of 3 FTE settlement workers in Waterloo Region supported by the province.
- KWMC is also funded by CIC, which mostly goes to settlement workers working at library branches. They are primarily meant to serve refugees and permanent residents, but libraries require no discrimination so other clients are served. CIC also funds job-search workshops, which assist people who have recently arrived.

- Other services and projects:
 - Interpretation: 65 languages are covered, and interpreters are dispatched on assignment. 16,000 interpretations/translations were done last year.
 - Family outreach worker on site.
 - Working in partnership on other projects, such as increasing awareness about trauma and Improving Prosperity for Immigrant Women.

Pari introduced services at YMCA:

- Two major areas of service: employment services and immigrant services
- Settlement programs are strictly CIC-funded, unlike KWMC. Large settlement worker network in schools.
- Settlement programs include immunization and dental clinics as well as seasonal sessions such as tax clinics.
- Language services: 3 full-time assessors who refer clients to ESL adult services, including LINC, ESL, ELT, and OSLT.
- Also focus on community connections, welcoming communities.



[Immigrant & Employment Services PowerPoint Presentation.pdf](#)

Other organizations providing settlement services in Waterloo Region:

- Reception House, works with government-assisted refugees only.
- Mennonite Coalition for Refugee Support, works with refugee claimants.
- Welcome Home works with refugees and claimants.
- Focus for Ethnic Women, provides employment services.
- Growth of for-profit settlement services noted in the last 2-3 years.

Council's attention was brought back to the backgrounder, which outlined the most recent changes to the immigration settlement policy and funding environment and the impact in Waterloo Region, and raises the idea of taking a holistic view and approach to planning of settlement services in Waterloo Region.

Linda and Theron asked about needs in the community and the real impact on services. Lucia and Pari replied that people already in the Region still need a lot of support and more are expected to come, and that it is taking longer to help people because there are fewer staff resources to work with clients. Lucia noted that many programs are Ontario-specific and that as programs become more standardized across the country we may lose settlement workers in schools and libraries (currently 18 in Waterloo Region). She also noted that the local CIC office was very supportive of local organizations during the latest round of budget reductions.

Douglas noted that MTCU will lead all employment programs provincially and asked if immigrant-specific employment programs will be affected. Tara indicated that these programs are undergoing evaluation and it is possible. Drawing on experience from Halton, Douglas suggested that there be facilitated discussions with Employment Ontario agencies, involving Economic Development and the Chambers of Commerce, to take a holistic look at what employers need in Waterloo Region and plan targeted skills development programs for clients accordingly.

Ian McLean noted that WSG is responding to some of these issues in the work it is doing, through piloting new initiatives like ITEP, which also aims to explore new revenue models for the partnership down the road.

Peter brought discussion back to the background document and asked if the questions posed are the right ones for framing this discussion going forward: they relate to two issues, one being settlement services and the other being Immigration Partnership's sustainability.

Theron expressed the view that the settlement sector and Immigration Partnership be looked at separately, and that employment is an added question.

Ian was supportive of a sector-based focus, noting that where the government is not providing enough support for needed services, business support will need to be cultivated. A strong settlement sector needs to be positioned as good for the region, overviewing the services we want for this community and outlining what dollars we need to support it.

Karen Spencer noted the importance of making the case for support by pointing to how the yearly cuts and changes are bad for the community.

Kelly McManus asked what support settlement organizations are looking for from Council, for example advocacy.

Tara suggested that in light of how this community is expected to develop and change over the next 20 years the services needed may change but there will continue to be a need for a strong settlement sector. She noted that there is an important advocacy role for Council to take on in garnering support for a strong settlement sector in Waterloo Region. In terms of moving forward, it was suggested that all settlement organizations be brought together to work on a plan for how we respond to the changes to settlement in light of demographic trends and policy and that this be a standing item on Council's agenda.

Council was in agreement.

Kelly suggested that a concrete timeline be put to this, for example a report back to Council within 6 months so Council can act in time.

Action items:

- Tara to bring settlement groups together regularly
- Settlement sector updates to be a standing item on Council agenda

ii. Post-Secondary Research and Student Placement Partnerships

Peter briefed Council on the recent Integrated Learning Conference at Wilfrid Laurier University, where several Council members (Ana Luz Martinez on behalf of Lucia Harrison of KWMC, John Haddock of CKW YMCAs) and a senior researcher at WLU (Margaret Walton-Roberts) participated in a panel workshop focused on relations between universities and LIPs, challenges and the supportive role they can play. Discussions centred around bridging the student placement needs of universities and organizations with limited capacity (for a multitude of reasons) for overseeing students, trying to better align student and university research paths with research in support of organizational and other community level objectives, working together to make better use of existing research and available data. Several innovative local research partnerships were discussed, such as the City of Cambridge's partnership with the WLU geography department where the City designed a class project around some of its research needs and then provided financial support to WLU to build a class around the project over the course of one term.

Peter explained that we are looking, through Immigration Partnership, to work with universities to develop research and student placement opportunities that align with what is needed at Council level,

through Steering Groups and through community partners. Next steps include more discussion with Kelly and Jan.

Action items:

- Peter and Tara to follow-up with Kelly and Jan

iii. Awareness Raising and Advocacy Update

Citizenship Fee Increase Impact

Theron recalled that after the March Council meeting several Council members agreed to follow-up on the impact of citizenship fee increases for people in Waterloo Region. He introduced the topic, noting that rising fees (\$100 -> \$300 -> \$530 -> in 3 months, plus an additional \$100 = \$630, or a 600% increase in one year) are prohibiting people from applying for citizenship, which impacts people's sense of belonging and possibly immigrant attraction, which is bad for the region. Several Council members including Theron, Peter and Linda discussed creating a questionnaire to explore the community impact of these changes, to inform further action by Council.

Elif Gunce noted that the increase was very fast and far beyond inflation levels, which is very negatively impacting families who may want to apply together but can't afford the high costs. Theron noted that the increase level is said to be for cost recovery.

Fauzia Mazhar noted that immigration is more and more focused on people who can bring more money and skills to Canada. Canada Citizenship Act gives the government the ability to take away Canadian citizenship, which affects people at a belonging level.

Ian noted the importance of staying focused on Immigration Partnership aims, which are not political in nature. He stated that service/license fees are going up as budgets are squeezed with the aim of cost recovery, and that fees have been increased for every document including health cards, which everyone requires. He expressed the view that we should not view this as a political issue and that we are on more solid ground when addressing things that should be universally available, like health care, or cut across many areas.

Linda stated that many permanent residents want to become a citizen because they will be able to vote, since other privileges are usually the same as citizens. Peter questioned how this will impact the sense of belong on immigrants.

Theron stated his view that that if Council does not see this as an issue to conduct advocacy on, then the survey should not go out because sending it may create expectations.

Tracey Hare Connell asked about the intention of executing the survey and if we can reasonable predict the outcome. If we can predict the likely outcome and believe there is concern, is this an issue for Council to advocate on given the broader impact on belonging and immigrant attraction.

Pari suggested that this survey be given to all settlement agencies and asked Tara to follow-up.

Fauzia stated that this is a good test for our advocacy policy but that Council needs a minimum commitment to go forward. In her view, that would be committing to preparing a Council position paper on this topic.

Ian noted the tension between politics and policy and stated his concern that Immigration Partnership remain focused on policy, not politics by steering clear of motivations behind changes and focusing

on the outcomes. He agreed that the survey should be distributed and that Council should look at the results and make a decision about how to follow up given the results and the larger narrative.

Theron agreed that Immigration Partnership Council is not only the representation of immigrants, but a broader community. It is expected to look at what is happening in the broader community and be able to say what is happening to this specific population and how that in turn impacts the broader community. If we will do that, we should go ahead with the survey.

Elif stated that Immigration Partnership's view is on the broader community and that everyone on Council has different viewpoints but that we are here to advocate for immigrants in Waterloo Region.

Tara summarized her understanding that staff should proceed with implementing the survey and follow-up with Council on next steps after it closes in July. Council was in agreement.

Action items:

- Tara to share the survey with settlement organizations.
- Tara to send out the survey more broadly.
- Tara to follow-up with Council on next steps in July.

Moved to next meeting:

Immigration Fact Sheets
IP Delegations to Regional Council
Federal Election
ROW Strategic Plan Input
CAP Implementation Highlights and Manager Update
Organizational Updates about Relevant Initiatives

5. Meeting Adjourned at 2:05pm

Peter thanked everyone for their input and adjourned the meeting.

Next Meeting: June 17, 2015

Council Leadership Team: 10:30-11:30am, Room 110 (Gaukel Room), 150 Frederick St, Kitchener

Council: 11:30pm – 2:00pm, Room 110 (Gaukel Room), 150 Frederick St, Kitchener

Council Meeting Minutes

Date:	June 17, 2015
Time:	12:00pm – 2:00pm
Location:	150 Frederick St. Room 110
Present:	Peter Donahue (Chair), Linda Terry (Vice Chair), Pari Karem (SSG Chair), Ian McLean (WSG Chair), Fauzia Mazhar (BSG Chair), John Haddock (Past Chair), Jennifer Roggeman, Theron Kramer, Anna Aceto-Guerin, Jan Bockmaster, Kelly McManus, Elif Gunce, Tracey Hare Connell, Lucia Harrison
Regrets:	Asnake Dabala, Karen Spencer, Sonja Erstic, Douglas Bartholomew-Saunders, Conal Vaughan, Jan Varner
Staff:	Tara Bedard, Pauline Peng, Daniella McIntosh, Nora Whittington, Janet Howitt

1. Lunch, Welcome, Introductions

Peter Donahue welcomed everyone and asked for additions to the agenda – no items were added.

2. Declaration of Conflict of Interest

There were no declarations of conflict of interest raised.

3. Approval of Consent Agenda

Peter introduced the content of the consent agenda, which included the May 19 Council Meeting Minutes and CAP Implementation Progress Reports. Council members were given the opportunity to pull any item from the consent agenda for discussion.

- Ian McLean brought forward a motion that the Immigration Partnership Council approve the consent agenda in its entirety.
- John Haddock seconded the motion.
- Council voted to approve the consent agenda. No members opposed or abstained from vote.

4. CAP Implementation Highlights

Settle Steering Group

Pari Karem updated Council on the outcomes of the Immigrant and Refugee Housing Consultation, organized under CAP 4, which was very successful. Community input was gathered on housing challenges, systems, collaboration and regional focus. Good information on problems, gaps, strategies and solutions was provided and it outlined in the attached presentation.



IP_Council_Housing_Consultation_Update.pdf

Pari noted that settlement agencies can advocate on behalf of clients but they can not financially support them, which is a misperception in the community. Outreach is needed to clarify the role of settlement agencies.

Elif Gunce agreed that immigrants face many issues with the housing system in Canada. People are not able to just rent a place on the spot because it takes time to find accommodation – they end of spending a lot of their savings on hotels in the meantime. Landlords also require 2 months rent in advance and sometimes they ask for much more than this, which places people in very difficult

financial situations. This is a big problem for people in a new country who may not have people to trust and help or even co-sign support in Canada.

Pari noted that there is also an issue with people who are unsure which city they want to stay in. Most housing requires a 1-year lease, which is a challenge for newcomers because they might not want to stay in a city for that long. Settlement organizations help newcomers with paperwork, language support and connections, but they can't solve all the problems.

Linda Terry noted that the Social Planning Council of Cambridge and North Dumfries will hold a renter's forum in the fall to talk about quality of housing. By-law officers and legal services will attend and inform people of their rights as renters.

Pari noted that some newcomers are afraid to have interaction with law enforcement so they don't complain - they don't want to negatively affect their ability to stay in the country and eventually apply for Canadian citizenship.

Jennifer Roggeman stated that some landlords require lump sum payments of 8 or 12 months' rent in advance. This is illegal but many newcomers are unaware and don't know how to protect themselves. Building their rights awareness is important.

Peter encouraged Council members to connect with Pari and Daniella to share ideas with SSG for actioning the recommendations coming from the consultation.

Work Steering Group

Ian reported that the ITEP pilot planned under CAP 7 has been incredibly successful. WSG partners just met with the corporate sponsor for the pilot, Scotiabank, which is pleased with the results. Employment service providers have been very engaged and more and more immigrants were engaging with the tool developed. ITEP does not function like a jobs board – it is an engagement tool, using technology developed by WSG partner Qwalify, which applies recruitment theory and uses algorithms to progress towards positive results. At the end of the pilot, 24 immigrants had gotten involved, numerous had been interviewed for positions with Scotiabank, 1 person had been hired as a result and 2 more hires were in progress. Plus participants gained further insights into the bank industry, which they were happy with. Scotiabank is pleased with outcomes on both the corporate side and the community side. They are finding great talent in the community and their brand recognition is growing as the bank of choice for diversity. They were also pleased with the collaboration between employers and employment service providers.

Ian expressed confidence that Scotiabank will sponsor the next level of the pilot, which would be region-wide. The idea would then to be move beyond big business and scale the tool to support SMEs in accessing talent, perhaps on a national scale. Ultimately, it will not solely be a tool to promote immigrant talent and engagement, but for talent in general. It gets at leveraging what we do to the corporate community. Programs like this which use new technologies are a good tool for connecting SMEs.

Jennifer asked if it is a place to find jobs, noting that it could augment what is happening with the Canada Jobs Board. She noted that this is the direction the federal government is looking to go in and it may be valuable to align with that.

Nora Whittington noted that it is an engagement tool but employment is certainly one outcome. She suggested that it would be valuable to demonstrate the program at a Council meeting to develop understanding of the program and excitement about it.

Council was in agreement.

Anna Aceto-Guerin asked who pays for the program; is the idea that SMEs pay to be on the portal? Given that it sounds like online dating, she considered that collaborating with the job bank would make sense.

Ian noted that the program is very unique, with a focus on engaging individuals, and using new technology and methodologies to do so: One that will be underwritten by business, possibly through small monthly fees.

Peter indicated the similarities with information interviews, which are especially helpful for new immigrants or international students who are not familiar with the Canadian jobs environment.

Fauzia Mazhar expressed the importance of staying focused on those immigrants who may not be job-ready and really struggle to get into meaningful work.

Belong Steering Group

Fauzia spoke about the positive impact of Peter participating in Steering Group meetings, which for BSG stimulated new thinking around our focus on international students. She reported that BSG is moving forward on all CAP items but two which are planned for 2016, which is very positive.

She reported that the grant application to the KW Community Foundation for the public education campaign was not approved, so BSG is looking for input on where else they might seek funding.

She noted that the Community Coalition on Refugee and Immigrant Concerns (CCORIC) may host an All Candidates Meeting (ACM) with federal election candidates in the autumn, and has approached BSG about partnering on that.

Linda asked how that would work.

Lucia Harrison noted the importance of getting newcomers into the discussions around the election and not just Canadian-born people who are interested in immigration issues. It is a problem if immigrants don't know how to vote or vote for the wrong person based on misconceptions.

Ian expressed reservations about possible partisanism and Immigration Partnership getting involved in organizing an ACM. He stated a preference for finding out which organizations that will organize such meetings and get in touch to discuss ways to filter into those. He noted that the Greater KW Chamber and many others organize ACMs and we can ask that relevant questions are included in those so people in Waterloo Region have information on immigration issues to consider.

Lucia stated that she did not believe partisanism to be an issue if all candidates are invited and given the opportunity to answer the same questions. She later expressed agreement that Immigration Partnership should not be organising an ACM.

Theron expressed the importance of immigration issues being raised in ACMs but questioned the role of Immigration Partnership in organizing one. He supported Immigration Partnership ensuring that issues around immigration, settlement, citizenship, etc. are raised at existing ACMs by connecting with the Social Planning Councils, the Chamber of Commerce, etc. to talk about a focus on these issues.

Tara noted for the municipal elections in the fall of 2014, IP staff did a survey of all registered candidates on three relevant questions and made all responses public. These were widely circulated

in the community. The suggestion is to take input from all IP groups to develop a short survey and send it to all registered candidates in the federal election and again make all responses public. It is also suggested that IP partners may want to attend ACMs to ensure that relevant questions are asked in public forums so the wider community can consider the responses. And beyond that, there may be further pieces around educating newcomers, for example.

Linda agreed and also reinforced the importance of educating immigrants about the different levels of government and the importance of asking questions and voting. She referenced previous work by the YMCA and the Social Planning Council of Cambridge and north Dumphries to inform immigrants around elections and suggested that there may be a role for BSG in this.

Theron suggested that we find who is doing questionnaires and what they are asking before we send out another one. He suggested that we try to get immigration questions into other surveys.

Fauzia was of the view that it is important to make sure immigration issues are raised at every meeting and that Immigration Partnership should do its own questionnaire.

Ian asked that if we proceed with a survey that it reflects the spectrum of Immigration Partnership and that Council as a whole group have the opportunity to see it in advance.

John Haddock summarised follow up to this discussion as including: 1. Staff consult all partners and coordinate the development of a short list of survey questions to be reviewed by Council in August; 2. Staff develop a short backgrounder setting the context to the questions; 3. Staff to develop a list of all candidate meetings, surveys likely to take place; 4. Staff to engage partners in discussions about possible actions targeting newcomer education on voting.

Jennifer suggested exploring the possibility of preparing or distributing pamphlets to new citizens on voting through the schools, or find out if this will happen. Through the schools is a good way to connect with families.

Tara recalled the actions summarised by John and asked if Council was in agreement with staff proceeding along that line.

Council was in agreement. Ian asked that Council revisit how candidate questions get rolled out once the list is developed. Fauzia, Linda and Elif indicated interest in working with staff to centrally coordinate and bring this work forward.

It was noted the next Council meeting in mid-September will too be late for getting further Council input. Tara was asked to organise an ad hoc teleconference or other meeting in mid to late August once all information has been gathered to inform Council and get input on next steps.

Action items:

- Tara to include a 30-minute ITEP demonstration/discussion on the next Council agenda.
- Tara and staff to work with an IP Council working group on federal election planning, including Elif Gunce, Fauzia Mazhar and Linda Terry.
- Tara and staff to get input from all IP groups on possible questions to candidates, develop short backgrounders and prepare a list of all candidate meetings, other surveys, etc.
- Tara to convene an ad hoc Council meeting in late August to plan next steps.

5. Manager Report

Tara informed Council that the updated Waterloo Region Immigration Fact Sheets, prepared by the Region of Waterloo's Public Health team in collaboration with Immigration Partnership, were launched

on June 16 at the Regional Council's Community Services Committee meeting. She went as a delegation to the Committee to speak to the value of the fact sheets as a community planning tool and the success of the collaboration with Public Health. IP Council was encouraged to see the final fact sheets and to share them in their circles because they contain a lot of valuable information. Council was also asked to share ideas about where staff should be presenting the fact sheets.

Tara also informed Council that the CIC request for proposals for the next contribution period (April 1, 2016 – March 31, 2019) will open on June 22 and applications are due on August 10. Tara will work on the application with staff and intends to submit the application by the end of July. She indicated that there are no guarantees with that funding will be extended but given that LIPs continue to be rolled out across the country it is unlikely Immigration Partnership would not get further funding. She asked Council to consider what we would do in the event funding was not extended or significantly cut. She also for volunteers from Council to possibly review portions of the application. Lucia agreed that CIC sees the LIPs as very valuable and so it is unlikely that funding would be cut. She indicated her availability to consult on the proposal if needed. Many Council members indicated their availability to provide feedback on the application. Tara agreed to connect first with the Council leadership team on the proposal and reach out to others as needed.

Theron asked about the item in the manager report about the WWLHIN, asking where Immigration Partnership is in reaching out to the WWLHIN and developing that relationship. He expressed the view that we need to be taking a longer term view to get the WWLHIN to take immigrant health issues on board as part of their work with vulnerable communities. Daniella updated Council that the WWLHIN consulted with IP partners and the Guelph Wellington LIP within their strategic planning process for 2016 - 2019, which she viewed as positive progress. Lucia was of the view that not much has changed in terms of how the WWLHIN views Immigration Partnership and immigrant health concerns, and there is a lot of work to do. John noted that like other sectors, the health sector is one of declining budgets, etc. and the WWLHIN is looking to make the more of the money it has through efficiencies and adapted program delivery. Tara informed Council that she met with the WWLHIN CEO and Chief Strategy Officer, based on which she agreed with John's assessment and indicated the importance of getting Immigration Partnerships relationship with the hospitals and other big primary care providers back on track as a means to progress in improving local health programs and strengthening relations with the WWLHIN. Council members were asked to provide suggestions for connecting with the hospitals again to bring them back to our table.

Action items:

- Tara to prepare Immigration Partnership's application for renewal funding by the end of July with input from staff and Council as relevant.
- Staff to work with partners to engage the leadership of hospitals and major primary care providers.

6. Items for Discussion

i. Awareness Raising and Advocacy Update

Federal Election

See Item 4 above for the discussion under the Belong Steering Group update.

ii. IP Evaluation

Theron provided Council with an overview of the main data coming from the Immigration Partnership evaluation. There was around a 75% response rate to the partner survey and further input was gathered during focus groups with all Steering Groups, staff and community stakeholders previously involved in Immigration Partnership. The data tables from the evaluation are embedded here:



IP_Council_Meeting_17_June_2015_evaluation_tables.pdf

He informed Council that overall the evaluation results are very positive and a good reflection of where we are now as a partnership. Partners see a clear value and benefit of the Immigration Partnership. It shows that Immigration Partnership is most effective in building connections between stakeholders, building greater understanding of each other's work and the system, as well as in encouraging change in individual and organizational practice. Partners are less sure of the community impact of Immigration Partnership. To move further towards long-term outcomes, among the areas to focus on are to strengthen engagement, support positive experiences, foster further opportunities for contribution, and more clearly define the short, medium and long term indicators of success.

He then talked Council through some of the recommendations coming from the evaluation, which were colour coded to indicate initial impressions those that are top priority, those that are secondary priorities, those where adjustment would be beneficial, those that are already in progress and those which require some clarification. He informed Council that the Evaluation Consultative Group (ECG) will request that several of the recommendations be adjusted so that they more accurately reflect the reality of Immigration Partnership and its operating structure.

Tara then sought Council input on proposed next steps: 1. Going back to the evaluation team to seek some adjustments; 2. Preparing a Council response to the report, with the ECG and other interested Council members (outlining what has already started, what we will do, what we will not do right now and why); 3. Circulate the final evaluation report and Council response to all partners; and 4. Work with staff and partners to develop implementation plans for overarching and group-based changes.

Fauzia cautioned that we be careful to avoid being defensive in the response or seek changes to the evaluation report that will alter the findings. She also highlighted the importance of the internal capacity building and immigrant involvement in bringing the evaluation results forward.

John expressed agreement with the steps outlined and agreed to the development of a short response to the evaluation. Council was in agreement.

Action items:

- Tara to work with the Evaluation Consultative Group: 1. Seek adjustments to the evaluation report; 2. Prepare a Council response to the evaluation findings; 3. Circulate the evaluation report and response; 4. Develop an implementation plan with staff and partners.

Moved from the agenda:

IP and Settlement Sector Planning
IP Delegation to Regional Council
Autumn All-Partner Symposium

7. Meeting Adjourned at 2:07pm

Peter thanked everyone for their input and adjourned the meeting.

Next Meeting: September 16, 2015

Council Leadership Team: 10:30-11:30am, location TBD.

Council: 11:30pm – 2:00pm, Room 110, location TBD.

Council Meeting Minutes

Date:	September 16, 2015
Time:	12:00pm – 2:00pm
Location:	Kitchener Public Library, Meeting Room B
Present:	Peter Donahue (Chair), Pari Karem (SSG Chair), Ian McLean (WSG Chair), Theron Kramer, Jan Bockmaster, Kelly McManus, Jan Varner, Jennifer Roggemann, Katia Diab (in place of Anna Aceto-Guerin), Asnake Dabala
Regrets:	Linda Terry (Vice Chair), John Haddock (Past Chair), Fauzia Mazhar (BSG Chair), Lucia Harrison, Elif Gunce, Karen Spencer, Tracey Hare Connell, Douglas Bartholomew-Saunders, Sonja Erstic, Conal Vaughan
Guest:	Cindy Tarasow (WSG Vice Chair, Pomegranate Canada)
Staff:	Tara Bedard, Pauline Peng, Daniella McIntosh, Nora Whittington, Janet Howitt, Brianne Hollingsworth

1. Lunch, Welcome, Introductions

Peter Donahue welcomed everyone and called for additions to the agenda – no items were added. Tara Bedard introduced several guests to the meeting:

- Cindy Tarasow, WSG Vice Chair, gave a demonstration of the WSG's Immigrant Talent Engagement Program (ITEP);
- Katia Diab, a designate of Anna Aceto-Guerin;
- Brianne Hollingsworth, MSW placement student at Immigration Partnership.

2. Declaration of Conflict of Interest

There were no declarations of conflict of interest raised.

3. Approval of Consent Agenda

Peter introduced the content of the consent agenda, which included the June 17 Council Meeting Minutes and CAP Implementation Progress Reports. Council members were given the opportunity to pull items from the consent agenda for discussion.

- Jan Varner brought forward a motion that the Immigration Partnership Council approve the consent agenda in its entirety.
- Pari Karem seconded the motion.
- Council voted to approve the consent agenda. No members opposed or abstained from vote.

4. CAP Implementation Highlights

WSG's ITEP Demonstration

Ian McLean introduced Cindy Tarasow and the demonstration. He noted that the first corporate sponsor, Scotiabank, is very supportive of the project and is pleased with its initial success. It is ultimately intended to be a resource to small and medium-sized businesses, which may not have HR departments, in their recruitment. He noted that WSG is currently in talks with Scotiabank about the next phase of the pilot (Waterloo Region or Southern Ontario) but that the program has the potential to go national or global.

Cindy Tarasow presented the ITEP demonstration and showed Council the online Talent Dojo.

Cindy closed the presentation by noting that the pre-pilot revealed to the WSG the program's power beyond promoting job access, and specifically links to settling and belonging.

Council asked about the significance of the name "Dojo". Cindy explained that a dojo is a place for people to practice. In this context, the Dojo helps newcomers get comfortable engaging with prospective employers.

Jan Bockmaster asked about the Dojo's work style quiz – it is relevant to newcomers given cultural and language nuances, as well as how much of the information provided is shared with employers. Cindy explained that it is an optional 64-question quiz, designed to get information about the individual's work style. She stated that employers are provided with only a 5 word description of the individual's work style (i.e. Determined, Outgoing, etc.).

Theron Kramer expressed concern about possible psychological profiling and noted the importance of including information for participants in the Dojo about the use of the data.

Pari Karem and Theron expressed concern that participants may worry about their image if they don't complete the quiz, and reiterated concerns expressed about cultural and language nuances.

Cindy reflected on her vast career services experience, stating that in general, employers hire for skill but fire for personality. ITEP and the work style quiz is not about putting people in boxes, but about putting attributes into context, which will be extremely helpful to employers in understanding more about who they are hiring and their fit. She will share Council's thoughts on the work style quiz with partner Qwalify.

Ian added that the system does not pigeon-hole participants; rather it is only the first step for employers to get to know a participant – a lot of things will come from interaction in the Dojo, including significant positive feedback for participants and development support. The Dojo also provides employers with a realistic assessment of training and development needs - some employers are willing to hire people who have potential but need training.

Jennifer Roggemann asked about the transfer of participant information between the Dojo and LinkedIn profiles. Cindy replied that it is a one-way transfer: Participants are able to transfer information from their LinkedIn account to complete their Dojo profile but employers can't click on the candidate's LinkedIn profile to get into their Dojo profile.

Ian noted ITEPs uniqueness and transferability - no one is doing this in job boards yet. He noted that Scotiabank sees massive potential and the bigger picture, and they may support its roll-out.

Peter asked who owns the Dojo. Ian replied that the Greater KW Chamber of Commerce is the project signatory and financially responsible to the sponsor.

Asnake Dabala asked if ITEP will be open to other Scotiabank branches in Canada and if participants from one region may be recruited for positions anywhere. Ian replied eventually yes.

Cindy closed by noting that this program will make resumes, job ads and traditional recruitment models obsolete.

BSG Highlights

Janet Howitt gave the update to Council as Fauzia Mazhar (BSG Chair) and Iman Arab (BSG Vice Chair) were unable to attend the meeting.

- The Municipal Services Action Group is planning an annual event around Local Government Week (each October) in Kitchener, Waterloo and Cambridge. The MSAG has been engaging more with immigrants – they have been going into ESL classes and they plan to host a citizenship ceremony with support from Immigration Partnership. This follows a ceremony hosted by Immigration Partnership and the United Way several years ago. CIC was impressed with the outcome and invited us to host another. It will be on October 20 at 10:00am at Kitchener City Hall. Jennifer Roggemann will speak on behalf of the Immigration Partnership Council.
- The Cambridge International Festival will take place on September 26.
- Elections Canada employs officers to go out to communities to speak with citizens about how to vote and where to vote. There is an opportunity to organize sessions for newcomers if partners are interested in following up. Council members were invited to connect with Janet if interested.

5. Manager Report

i. CIC Application

The Immigration Partnership application for renewal funding was submitted at the end of July. We expect to know in December roughly what level of funding we will get, but the election may impact that. The application laid out more planning and research support to the Partnership, with a request for additional staff resources to support the work. Also, the application introduced a semi-regular newcomer survey, to support partnership planning and meeting organizational information needs of partners. Brianne is starting on background research for the survey. Additionally, the application required setting outcomes and targets, which required an indicator framework (see more discussion of this in Section 6(i) below).

ii. New Funding Possibilities

Tara informed Council of the open provincial call for proposals for Immigration Programs and noted that two projects may be submitted for funding to secure additional funds for some of the actions supported within the Partnership.

- Newcomer Settlement Program: to secure financial support for the settlement sector planning and development process that has started.
- Municipal Immigration Initiatives Online: to secure financial support for the development for Waterloo Region Immigration Portal. There were some discussions with the Greater KW Chamber of Commerce and the Accelerator Centre about ways of connecting with the wider community. The Crime Prevention Council is also interested from a “welcoming communities” perspective.

6. Items for Discussion

i. Draft CAP Indicators Framework

Tara invited Council to look at the draft Community Action Plan measurement framework and provided some context: It was developed in the process of preparing our application for CIC renewal funding, but also stems from feedback from partners about the need to develop a framework for measuring success in achieving the goals set out in the CAP. The draft was developed by taking our CAP and the different frameworks developed by other LIPs into account (which are very diverse), but has, thus far, only been consulted with Peter, Linda and the staff team. While our funding application has been submitted, this framework is not set in stone: It provides a basis for seeking input so we can finalize a framework that is reflective of partner input. Tara invited Council input on the draft and on how this should be brought to the whole Partnership for consultation.

Asnake asked for consistency in our use of terminology and expressed concern that the document only uses the word “immigrants” and does not mention refugees.

Pari noted that most of the time the term “immigrants” includes refugees, but some organizations provide services primarily for immigrants and others primarily for refugees. Within CIC, there is a large list of classes of immigrants and refugees, but overall CIC does not have a different terminology for immigrant and refugee. Pari suggested that this was tailored to the language that CIC uses, which does include refugees.

Peter noted the importance of establishing benchmarks for the indicators in order to be able to measure progress going forward. Tara agreed and noted that for some indicators we will have benchmarks from large data sets and from our partnership evaluation. For others, we will need to gather the benchmark data, which may come in part from newcomer surveys.

Theron stated that we will also need to add targets for outcomes. Peter asked if the staff team is able to provide appropriate suggestions for outcome targets. Tara replied that some of this work has been started but we will work more on this collaboratively.

Peter and Pari suggested that all Steering Groups should be provided and review the draft document, and noted the importance of engaging everyone.

Theron questioned if all partners will understand what outcomes and indicators are and suggested that we may need to build an educational component into this process. Tara agreed and indicated that she would follow-up with Theron to plan for this.

Theron also asked if Council should strike a permanent evaluation committee to work with the manager on these types of things. Tara agreed that would be helpful.

ii. Next IP Council Vice Chair Selection

Peter reminded Council that his term as Chair of Council ends in December and that Linda Terry will transition from Vice Chair to Chair at that time, so we need to recruit for the next Vice Chair. Referring to the Governance Document, he invited anyone interested to connect with Tara, who will then organize online voting in advance of the December Council meeting.

Theron asked Peter how he feels stepping out of the Chair role after only one year. He asked if we should consider extending the term to 2 years.

Peter noted that he would talk with Linda and connect with Tara about how to follow this up.

iii. Awareness Rising and Advocacy Update

Pari introduced the refugee crisis happening around the world and stated that groups of community members have been contacting agencies saying that they would like to help or to privately sponsor refugees. Community groups decided to hold a public gathering at Kitchener City Hall to raise awareness and allow people a place to express their solidarity. She reported that there was a very good turnout for the event and that overall it was a successful collaboration. She noted some significant public contributions to local organizations - \$25,000 from ROW, \$10,000 from City of Kitchener and \$5,000 from City of Cambridge to support the Mennonite Central Committee. She concluded by asking if there is a role for the Immigration Partnership Council to take with regard to this.

Peter noted that he attended the public gathering and understood there that Waterloo Region wants to be a leader in this.

Jan Varner recalled the IP advocacy framework and suggested that we use that as our guide.

Ian recalled the Federal All Candidate Meetings coming up and suggested that the public should be using those as an opportunity to ask questions. Referring to the questions developed by the Partnership, he noted that the Chamber may include 3 of the 6 proposed questions at the debates held at the Chamber and that candidates can be asked questions about refugees.

Asnake questioned how CIC views the refugee crisis.

Tara introduced the Syrian refugee crisis presentation prepared by Elif and noted that in discussion with Peter and Elif, it has been suggested that the Council use this document as a basis for preparing a backgrounder to educate people in the Region about what is happening and ways of supporting, to be made public.

Theron stated it is important that people understand what the government contributions are really for. Is it dollars for aid or for bringing refugees? Tara clarified for Council that the Regional and city dollars will support international relief work.

Pari talked more to the precarious situation of refugees from Syria and other countries, their status problems, the length of their journeys and the abuse they face.

Theron suggested that an appropriate role for Immigration Partnership would be to coordinate responses and to ensure the right information gets to the public. He also suggested creating an inventory of groups involved with supporting refugees.

Jennifer expressed frustration with changes in Canada's approach to refugee protection in recent years and the impact on people she supports through her practice. She noted conflicting information, from various government departments, used in refugee hearings and expressed that no one should be surprised with the shift away from public refugee sponsorship to private sponsorship when our government and the Immigration and Refugee Board are proud to have cut the number of refugee cases back from 100,000 to 19,000.

Tara summarized that going forward Immigration Partnership will:

- Work with community partners to explore the possibility of IP leading or supporting the coordination of community responses to refugees and getting information out to the public
- Work on an inventory of groups interested in or already supporting refugees
- Develop a refugee backgrounder. Asnake, Peter, Pari volunteered to work with staff and Elif.

Tara also provided a quick update on Federal Election work: The questions were sent as a survey to all candidates with an October 2 deadline for responding. At that time, all responses will be made public. She invited Council members to participate in All Candidate Meetings to ask the questions and noted where meeting organizers have agreed to use the questions. She noted that a message would be sent to all partners informing them of what's been done and further engagement opportunities.

iv. 2016 Community Forum

Peter noted that he and Tara have been talking about the 2016 Community Forum and changing it somewhat. He noted a partnership opportunity with the Balsillie School of International Affairs stemming from discussions that they've had with one of the directors. The aim would be to bring people working in different communities to explore services and programs in other communities, which would provide a learning and networking opportunity for our partners.

Tara added that this could neatly merge with the original aim of the forum, which is about connecting with community and allowing people to learn about what our partners are doing and provide input, but

build on that. It also connects with input she is hearing from partners about what would be useful, and could touch on a variety of sectors and service areas.

Jan V. stated that she likes the idea of doing things with new partners in the community and also of bringing people from other communities to create space for new conversations and thinking about services and programs in the Region.

Action Items:

- Tara to connect with Theron to work out the process for sharing and seeking input on the draft CAP measurement framework. Once that is ready, IP staff will share the draft CAP measurement framework with the Steering Groups to get their input and feedback.
- Tara to talk with Peter and Linda about the idea of a permanent Council evaluation committee.
- Peter to connect with Linda and Tara about the possibility of extending Council Chair/Vice Chair terms to two years.
- Tara/staff to connect with partners around a coordinative role in responding to refugee arrivals.
- Tara to work with Elif, Asnake, Peter and Pari on the IP backgrounder on refugee issues.
- Tara to send all partners information and engagement opportunities around the joint Federal Elections work.
- Peter and Tara to connect and move forward with planning the 2016 Community Forum. Council, other partners and staff to be invited to participate in planning.

7. Meeting Adjourned at 2:00pm

Peter thanked everyone for their input and adjourned the meeting.

Next Meeting: December 16, 2015

Council Leadership Team: 10:30-11:30am, 150 Frederick St. Room 110 (if needed).

Council: 11:30pm – 2:00pm, 150 Frederick St. Room 110.

Council Meeting Minutes

Date:	December 16, 2015
Time:	12:00pm – 2:00pm
Location:	150 Frederick St. Room 110
Present:	Peter Donahue (Chair), Linda Terry (Vice Chair), John Haddock (Past Chair), Pari Karem (SSG Chair), Ian McLean (WSG Chair), Theron Kramer, Kelly McManus, Jan Varner, Elif Gunce, Karen Spencer, Sonja Erstic, Tracey Hare Connell, Douglas Bartholomew-Saunders, Conal Vaughan, Lucia Harrison, Asnake Dabala, Jennifer Roggemann
Regrets:	Fauzia Mazhar (BSG Chair), Anna Aceto-Guerin, Jan Bockmaster
Staff:	Tara Bedard, Pauline Peng, Daniella McIntosh, Nora Whittington, Janet Howitt, Brianne Hollingsworth

1. Welcome and Review of the Meeting Agenda

Peter Donahue welcomed everyone and called for additions to the agenda – no items were added.

2. Declaration of Conflict of Interest

There were no declarations of conflict of interest raised.

3. Approval of Consent Agenda

Peter introduced the content of the consent agenda, which included the 16 September 2015 Council Meeting Minutes and CAP Implementation Progress Reports. Council members were given the opportunity to pull items from the consent agenda for discussion.

- Jan Varner brought forward a motion that the Immigration Partnership Council approves the consent agenda in its entirety.
- Pari Karem seconded the motion.
- Council voted to approve the consent agenda. No members opposed or abstained from vote.

4. CAP Implementation Highlights

SSG

Pari Karem was brief, referencing the fact that a lot of SSG effort has focused on refugee resettlement (later in agenda). She informed Council that there was a combined SSG/BSG meeting in November. The aim was to focus on those issues which are relevant to both groups, and also to facilitate more networking among the various IP groups. As the first attempt at joint SG meetings, it was very successful. Pari also noted that the SSG has formed a Refugee Support Action Group, which has been meeting regularly. Its aim is to bring more focus to our impact on refugee settlement and integration. It has been busy in its involvement with the Waterloo Region refugee response. One of its priorities is the exploration of a service hub initiative for refugees in the longer term.

BSG

Janet Howitt provided an update on BSG in Fauzia's absence. The #IamWaterlooRegion public education campaign has begun moving, with a small injection of dollars for the design of several posters. At the joint SSG/BSG meeting, community partners talked about the campaign and provided feedback on draft posters. The Public Education Action Group is preparing to launch an online nomination form to secure nominations to begin developing content for the campaign and considering options for launching it. She noted that we were recently notified that IP received a grant through the Kitchener and Waterloo Community Foundation to support the campaign.

Janet also informed Council of the upcoming Working Centre Mayor's Dinner, where long-time partners Jassy Narayan and Ari Ariaratnam will receive awards for their contribution to community.

WSG

Nora Whittington provided an update, stating that the last two WSG were extremely successful, ending in standing ovations. An incredible energy among WSG partners has grown over the last year, with new synergies and focus.

A proposal for the regional pilot of the ITEP project has been submitted to ScotiaBank and partners presented the proposal to regional VPs. The proposal for financing the regional pilot is pending. Partners are anxious to begin work on the next phase.

WSG has launched a new style of work-focused partnership events, strategically building on existing events in Waterloo Region. In recent months, partnered with Chamber of Commerce and Manufacturing innovation Network to offer networking training to immigrants prior to the 2015 business expo and job fair (respectively), and then supported immigrants with coaching as they moved into the events to network with businesses and employers. WSG partners are extremely pleased with the results of the first events and are looking to do more like this going forward.

IP Council members began a discussion around the importance of telling the story of the work we're doing and our successes, and connected that with IP involvement in refugee resettlement efforts.

Douglas Bartholomew-Saunders noted that the current response is providing an opportunity for the community to change the way systems are working and sustain that for the benefit of our clients.

Peter Donahue noted that Council's Refugee Primer drew a lot of attention and was very effective in mobilizing Waterloo Region to the current response.

Linda Terry noted that she attended Immigration Partnership's November 20 service preparedness meeting, where the need for awareness raising about the need for affordable housing for refugees and many others currently on wait lists became very clear.

Douglas and Theron Kramer noted the importance of education and awareness raising in the community about how everyone benefits from the current response.

Theron also noted that the work of SSG, BSG and also WSG are focused on telling stories and flagged that there may be ethical issues due to confidentiality and privacy. He offered to consult staff and partners as needed to ensure we adhere to ethical standards.

5. Manager Report

Tara invited questions on the Manager Report but focused discussion on funding aspects of the report. She informed Council that the IRCC (Immigration, Refugees and Citizenship Canada, formerly CIC) Call for Proposal (CfP) for settlement funding has been put on hold. Therefore the renewal funding application for Immigration Partnership is on hold. She is awaiting confirmation but anticipates that the current agreement will be extended for one-year. Conal Vaughn confirmed that the LIP will receive a one-year extension and that the CfP will be revisited next year. In response to questions from Council as to the opportunity at that time to change the proposal given that needs may have changed, Conal indicated that new proposals will likely not be accepted but that there would be opportunity to negotiate on the content of the submitted proposals.

Tara noted that the biggest impact of the decision to postpone decision making on the CfP is on planning and evaluation support. The proposal has included a request for a new position. Planning and evaluation support is available though we will have to do a bit less than originally planned.

Tara and Council noted that the current situation with Syrian refugee is highlighting the importance of community collaborative like Immigration Partnership and expressed their hope that the Federal Government understands the important need for backbone support for what the community is doing together.

Tara also noted that following discussion at previous Council meetings, two project proposals were submitted to MCIIT (MIIO to update the immigration portal and NSP to support settlement sector development). Decisions on both are pending.

Tara also noted the surprise funding from the Kitchener and Waterloo Community Foundation for the work of the BSG for \$2000. She recalled Janet's update that BSG is working on the campaign and noted that we will use those dollars for the production of materials related to the campaign.

Tara highlighted the very positive space that Immigration Partnership is in as a result of the efforts and engagement of partners in past years, which has most recently crystalized in a very strong community response to prepare for incoming refugees from Syria and growing recognition of the importance of Immigration Partnership's work in the community.

6. Items for Discussion/Approval

6.1 IP Governance

Chair/Vice Chair terms

John Haddock referenced discussion at the last Council meeting and voting since then by IP Council members around the extension of Peter and Linda's terms from one to two years. The suggestion is to extend the terms for IP Council Chair/Vice Chair to two years, making that a permanent change in the Governance Document going forward. Council was in agreement.

Tie-breaking

Linda Terry noted that the Governance Document indicates that Immigration Partnership makes decisions by consensus whenever possible and that where voting is utilized the decision is made by majority vote. During a recent leadership vote, there were an equal number of votes for two Vice Chair candidates in a Steering Group. This highlighted the need for guidance in our Governance Document about tie-breaking, suggesting that based on research ties be broken by a coin toss.

Theron and Ian McLean suggested that chairs normally do not vote so they could vote to break a tie.

Douglas noted that in policy processes motions fail if there is a tie or no clear majority.

Lucia Harrison and John noted differences between a policy motion and a leadership vote, where a decision is needed at the time.

Jan Varner stated her preference for no losing the engagement and energy of anyone offering to take on a leadership role, asking if we could find a way to have two Vice Chairs with different roles. Tara indicated that the Steering Group in question went that route.

Theron expressed his preference for not including specific language in the Governance Document on this and maintaining flexibility.

Council agreed to maintaining flexibility in the Governance Document by not changing it and allowing groups to find the best solutions.

Frequency of IP Council meetings and timing with Steering Group meetings

Peter noted that the frequency of IP Council meetings regularly comes up, but that the practice of trying to organize ad hoc in person meetings is generally not very successful due to busy schedules. He proposed planning 6 meetings per year, and looking to plan those in coordination with the meeting schedule of the Steering Groups.

Ian suggested that without making any change to the Governance Document which allows for more than quarterly meetings if needed, 6 meetings per year be scheduled and cancelled if not needed. Council was in agreement.

▪ Host designate references

Tara indicated that the section of the Governance Document that elaborates the role of the Immigration Partnership host, Region of Waterloo, refers to a reporting structure and supervisory contact that no longer exists at the Region of Waterloo. She indicated that the Governance Document should be amended to reflect the change. Council was in agreement.

MOTION:

- John Haddock brought forward a motion that the Manager revise the IP Governance Document in line with Council's direction and circulate to all partners with a note explaining the changes
- Kelly McManus seconded the motion.
- Council voted to approve the motion. No members opposed or abstained from vote.

Lucia noted that other changes may be needed in the Governance Document and that it may be time to look at those since we are making other changes. Ian indicated that if changes are needed they should be made. Jan V. suggested that, given current workloads and community priorities, staff should have flexibility in the timing of their work on further revisions.

Peter requested that all Council members review the Governance Document and send suggested changes to him. He would then work with Tara to bring those forward. John and Lucia offered to help Peter in working through further changes once Council input is collected.

6.2 IP Evaluation Response and Next Steps

Theron recalled that at its June 2015 meeting IP Council requested that staff and Council's ad hoc evaluation committee seek refinement of the IP evaluation recommendations and prepare a draft Council response to the evaluation. He indicated that these things were done and drew Council's to the revised recommendations and draft response. He expressed satisfaction with the revised recommendations and outlined the contents of the response. Theron asked if Council is satisfied with the draft evaluation response and the establishment of an evaluation committee to work with staff to move the process forward.

Referring to the recommendation concerning the visualization of how immigration Partnership works, Jan suggested that the structure continue to look the same but that the way we work in practice may or is changing. She noted that this comes back to telling the story of Immigration Partnership how the ways we work together are evolving.

Karen Spencer questioned whether or not the governance points in the recommendations overlap with Council's earlier governance discussion. Theron responded that the recommendations are more about how partners understand the governance document than its content.

Referencing the recommendations around quality of engagement and Council's discussion today Kelly agreed with positively framing the evaluation and Council response, pointing out that they are a new tool for the Partnership to use to capture and channel energy to bring about positive change .

John and Pari noted that the Syrian newcomer situation has underlined for the wider community why it is important that Immigration Partnership exist and that as a Partnership we need to consider how we build on the renewed engagement of other actors in the community on immigrant settlement.

Douglas suggested that we capitalize on the current situation to bring about integrated systems and planning, rather than having systems within systems which we have seen in the past. In considering how systems are brought together, look to the social determinants of health.

Ian agreed, noting the importance of keeping the momentum going after headlines move on to the next big thing.

Kelly and Sonja recommended that we draw on the current community refugee response to position Immigration Partnership for the future and funding stability. This is a particular moment in time; let's consider and show where Waterloo Region would be in its refugee response had Immigration Partnership not been in place.

Jennifer Roggeman highlighted that the Syrian refugee situation in Canada started with one explosive picture and stressed that we need a clear visualization of the need for Immigration Partnership as a support for the Waterloo Region community going forward.

Theron noted that evaluation is an ongoing process and brought Council to motion.

Jan Varner questioned whether the motion should be for an ongoing committee. Douglas suggested that it be an ad-hoc committee for now and if we need to change that later we can.

MOTION

- Elif brought forward a motion that the Immigration Partnership Council approve the evaluation response and work with staff to proceed in implementing next steps, including by structuring an ad hoc committee to move forward with all levels of evaluation.
- Pari seconded the motion.
- Council voted to approve motion. No members opposed or abstained from vote.

Pari and Peter expressed interest in joining the evaluation committee.

Action Items:

- IP staff to schedule 6 IP Council meetings in 2016.
- Per motion of IP Council, IP staff should revise the Governance Document in line with Council's direction.
- IP Council members should review the Governance Document and send suggested changes to Peter. Peter to work with Lucia and John once input is received.
- IP staff to work with Council and Steering Groups to implement the IP evaluation.

7. Items for Information/Discussion

7.1 Awareness Raising and Advocacy Update

MP Engagement

Linda noted that she, Peter and Tara began talking in the early Autumn about the need to better engage our MPs, regardless of election results. She requested Council's input on how IP should be going about this. Linda indicated that she met with the two Cambridge MPs who are in the area until the end of January. IP should try to meet the new MPs before they leave at the end of January.

Ian agreed. He noted the challenge of getting on their calendar, referencing the need to be flexible and offer ongoing support. He suggested that Peter and Tara seek meetings and see who else is available once the meeting is scheduled.

John advised that getting one-on-one meetings is preferable to trying to make it a group meeting. He urged that we position ourselves as a trusted advisor.

Douglas noted that a good way to get a Minister's time is to get to know their principle advisor and build a relationship.

Lucia suggested we coordinate messages with other groups provincially and federally, such as the Ontario Council of Agencies Serving Immigrants.

Karen noted that Council can help develop key messages and vet through email.

Ian suggested that we our messages high level initially and offer more detail when needed. Focus on building a relationship so that they contact us when they need advice.

Tracey suggested focusing on our call to action and what we want to represent.

Ian suggested raising budget issues now, such as those related to capacity, because there will be no consultation progress this year. Consultation will be through caucus.

Lucia noted that refugees who came 1 month earlier do not have healthcare or transportation while the new Syrian refugees do – it is creating problems in our community and we should raise this, but viewed it as a policy issue.

Refugee Response Developments

Service Planning Session and Municipal Coordination Structure

Within a three month period, Waterloo Region will receive around 850 government assisted Syrian refugees, plus at least 300 privately sponsored Syrian refugees, refugees from other countries and refugee claimants. Lucia updated Council on all of the work led by Immigration Partnership in past months to ensure that Waterloo Region is well prepared to receive a significant number of Syrian refugees in a very short period of time. It started with a smaller meeting in October bringing together settlement service providers and refugee sponsorship groups, to enable them to get to know what each was doing.

We then issued the IP Refugee Primer, which was sent around Waterloo Region and presented to Regional Council. It was very effective in galvanizing the community's attention to the need to prepare.

We then hosted a service planning and preparedness session in late November bringing together over 100 representatives from settlement, documents, health and mental health, housing, education, basic needs, employment, etc. to begin service planning. From that meeting experts in different fields were identified to lead efforts in their areas, and they are chairing working groups, e.g. Salvation Army – clothing. Vincent de Paul – furniture.

Coming from that meeting, a community coordination structure has been put into place (in handout). This structure is co-chaired by a senior regional official (Region of Waterloo Medical Officer of Health) and a community agency (Reception House Interim Director). The structure is intended to enable coordinate responses across the community and share information so we are not duplicating efforts. It is off to a good start.

We have also worked with municipal communications people to create a community refugee portal with information for the public. This tool has been very well received and utilized.

Lucia expressed her wish that Waterloo Region still had a host program to match incoming refugees with local families. Privately sponsored refugees have support from their sponsors, whereas government assisted refugees go through Reception House and at some point in time they are on their own so this type of program is needed. Another concern is around interpretation, and people who may not be aware of the need or able to pay for professional interpretation when needed.

Immigration Partnership Fund for Syrian Newcomers

John reminded Council of the establishment of the Immigration Partnership Fund for Syrian Newcomers through the Kitchener and Waterloo Community Foundation (KWCF). He noted that the money donated through KWCF will be moved to the Region of Waterloo as the host of Immigration Partnership and that a task force of the IP Council will be established to receive and make decisions on requests for support. The Region of Waterloo will then reallocate donations based on IP Council's instruction.

He noted that based on ad hoc Council discussions in early December, he had begun working with Tara on IP Council's Terms of Reference for this Fund. The aim is to keep administration and reporting to a minimum so that IP Council can move forward quickly, while having a transparent protocol for what the money can be used for, how it will be given out, and to whom.

He advised that based on discussions until now, the aim of the Fund will be to ensure that unexpected expenses and emerging programming needs can be supported so that Syrian newcomers are fully supported in their resettlement and integration. The idea would be for the Fund to be accessible for private sponsorship groups and agencies involved in the resettlement of Syrian refugees. The recommendation is to require minimum funding limits of \$1,000 for individual applications and \$10,000 for agency applications.

Jan Varner suggested keeping the purpose of the fund and the types of initiatives that can be supported as broad as possible. She noted that with the KWCF as the fund receiver we have that flexibility and should maintain that.

Speaking to the task force, John indicated that it will be comprised of 5 voting members supported by IP staff. He suggested that the KWCF be invited to be represented in an advisory capacity but not as a voting member. It is recommended that the task force be chaired by the IP Council Vice Chair and that all members assume 1-year terms. It is anticipated that the task force will meet monthly. The first meeting is to be in person and format of subsequent meetings can be determined later.

Kelly asked if there will be any restrictions on task force membership. John indicated that all voting members of IP Council would be eligible to be on the task force and that the Conflict of Interest provisions in the IP Governance Document would be used to guide situations where a member may also represent an organizations applying for funding.

Council asked for clarification of final decision making authority. John indicated that final decision making authority is held by Immigration Partnership.

Ian agreed that the task force should have the autonomy to adjudicate, make decision and inform IP Council. Council approval of task force decisions should not be required. Decisions should be reported as part of the Consent Agenda to inform Council and others of decisions making and outcomes.

Asnake asked who is eligible for the funding, ie, non-Syrian refugees. John clarified that the Fund was specifically established to help Syrian newcomers.

Peter asked if Council was broadly in agreement with the direction for the terms of reference and the task force. Everyone agreed.

John noted that he would continue to work with Tara to finalize the TOR, seeking input from various members as needed, and select the initial task force members, with the aim of bringing the TOR to IP Council for approval in January.

Action Items:

- Tara to coordinate with Peter to schedule meetings with regional MPs in January 2016.
- Tara and John to work together to finalize the Immigration Partnership Fund for Syrian Newcomers Task Force composition and Terms of Reference for IP Council approval in January.

8. Meeting Adjourned at 2:02pm

Peter thanked everyone for their input and adjourned the meeting.

**Next Meeting: February 17, 2016 11:30am – 2:00pm (tentative)
Location TBD**