

Settlement Services Working Group
 “Summer Research Symposium”
 Meeting Minutes
 WoodGreen Community Services
 815 Danforth Ave
 July 24th 9:30 am – 12:30 pm

Agenda

1. Welcome and Introductions	20 min
2. Updates from TSLIP	15 min
• LIP website transition	
• Private Career Colleges – Toolkit	
3. Building a Community of Practice	30 min
4. Break & Networking Activity	15 min
5. Current Research Projects	75 min
• Access to Healthcare for the Uninsured	
• Cultural Competency Training for Healthcare	
• Census and Postal Code Mapping	
• Employment Services Mapping	
• Pathways to Employment	
6. Break	10 min
7. Future Projects	15 min
• Shadow Economies Report	
• Ryerson Family Trajectories Project	
• Newcomer Welcome Brochure	

Attendance

Present:

Alla Minasova	YMCA Newcomer Information Centre
Angelica Correa	Salvation Army
Bob McLellan	Neighbourhood Link Support Services
Dewey Douce	Toronto Employment and Social Services
Dmitry Elyashevich	St. Stephen’s Community House
Flordeliz Dandal	KCC Multicultural Services
Jenny Shen	University Settlement
Jessica Anderson	Sojourn House
Kamal Maharaj	Toronto North LIP – JVS
Katie Brennan	Parkdale Community Information Centre
Lata Patel	Aids Committee of Toronto
Mani Mahadeva	Toronto East LIP –Agincourt Community Services
Michelle Fung	Neighbourhood Link Support Services
Michelle Gordon	CARE Centre for Internationally Trained Nurses
Mitra Neshat	YMCA Language Assessment & Referral Centre
Nisha Nagaratnam	Toronto Newcomer Office
Peter Cheung	The Cross-Cultural Community Services Association
Sevgul Topkara-Sarsu	Woodgreen Community Services
Stephen Morrissey	Fred Victor
Zahra Mohammadi Bolouk	Aids Committee of Toronto

Regrets:

Ansuya Chetty
Daniel Bondi
Eileen Paulsen
Hongmei Cai
Lindsey Hepburn
Safia Hirsi
Shaida Addetia

Working Skills Centre
The Yonge Street Mission
TCDSB, Adult Education Program
Dixon Hall
The Yonge Street Mission
Central Neighbourhood House
West Neighbourhood House

Staff: Nicole Watson, Kailey Morin, Sandra Guerra, Haweiya Egeh

Student Placements: Alison Stanley, Galen Ostermann, Ricky Sanchez, Mohammad Alam

1. Welcome and Introductions:

Each member was welcomed by LIP staff, and provided with a copy of the Meeting Agenda and a summary page of the summer research projects.

Members were given an opportunity to introduce themselves/their agency and were invited to speak briefly about their involvement with the LIP.

2. Updates from TSLIP:

LIP website transition: LIP staff reviewed the new website and its capabilities and encouraged members to log on with their organization's username and password to update information and add events.

Private Career Colleges – Toolkit Distribution: LIP staff gave background on the "Hard Lessons: Newcomers and Ontario Private Colleges" report and distributed the toolkit to members. The toolkit was reviewed.

3. Building a Community of Practice:

LIP staff provided background on the decision to pursue an online Community of Practice project including both member feedback and recent surveying of front-line settlement service staff completed by CIC. The Community of Practice structure and purpose was discussed, along with ideas for generating conversation.

LIP staff completed an overview of the Toronto South LIP Community of Practice's platform on LinkedIn. The capabilities and settings of the group were discussed. An instruction sheet was also distributed. Members were asked to join the group and to contribute to the original post by introducing themselves, their specialties, and their areas of interest for collaboration.

4. Break and Networking Activity

Members were encouraged to complete a networking activity that involved learning of the other members in the room, their position, program, and organization to act as an ice-breaker for the online Community of Practice.

5. Current Research Projects

The Toronto South LIP reviewed a series of research projects that are being completed this summer with assistance from lead interns, students and volunteers.

Access to Healthcare for the Uninsured – Alison Stanley, Immigration & Settlement Studies, Ryerson University

This research project will explore the current landscape of health services for uninsured newcomers within the City of Toronto. Utilizing current research and frontline staff accounts, this report will seek to identify ways to improve service delivery to this population. If you are interested in participating in this study or would like to provide information on relevant projects or current events, please contact **Alison Stanley** at alison.stanley@ryerson.ca

Cultural Competency Training for Health Care Service Providers – Galen Ostermann; International Relations, McGill University & Jacob Verhagen; Political Theory, Acadia University

This research project looks to identify gaps in available cultural competency training, practical anti-oppression/anti-racism and health equity training for health service providers. The project will culminate in a report outlining themes, gaps and recommendations to improve and develop future trainings. A directory of trainings will also be compiled to serve as a quick and easy resource guide for health care professionals. For questions or concerns about this project, please contact **Galen Ostermann** at galen.ostermann@mail.mcgill.ca

Census and Service Postal Code Mapping – Ricky Sanchez, Geographic Analysis, Ryerson University

The **census mapping research project** will map variables from the 2011 Census and National Household Survey (NHS). The information illustrated through the maps will help to make some conclusions about current newcomer settlement patterns across the City. The **postal code mapping research project** will map out the postal codes of newcomers utilizing programming (settlement programming to start) at a number of Toronto South agencies in order to begin to determine how many newcomers are accessing services in the region and where they are accessing these services. Both projects will be helpful to the LIP and to agencies in program planning and evaluation. For questions about this project, please contact **Ricky Sanchez** at rsanchez@woodgreen.org.

Employment Service Mapping – Mohammad Alam, MA Urban Planning, Ryerson University

The purpose of this research project is to produce a comprehensive database of all employment service providers in Toronto region and create a series of maps of available employment services for newcomers. These maps will assist frontline staff and newcomers to identify occupation specific service locations and help them decide their action plans. For questions about this project, please contact **Mohammad Alam** at malam@woodgreen.org

Pathways to Employment for Newcomers – Mohammad Alam, MA Urban Planning, Ryerson University

The purpose of this research project is to provide information on systematic flow of this process for newcomers to help frontline staff and newcomers to make effective action plans and identify a roadmap of relevant services and options towards successful employment. For questions about this project, please contact **Mohammad Alam** at malam@woodgreen.org.

6. --- BREAK---

7. Future Projects

Toronto South LIP staff spoke briefly about emerging projects, including the *Shadow Economies Report* (available on the TSLIP website), the *Ryerson Family Trajectories Project* and the *Newcomer Welcome Brochure*. Project updates will be provided to members as progress is made.

6. Action Items

Next Steps		Who
LIP Website Transition	Members are asked if they have not already to update their organization's information on the website. For assistance doing so please contact Sandra SGuerra@woodgreen.org	All Members
Online Community of Practice	Members are asked to join the Toronto South LIP LinkedIn group and introduce themselves. Members are encouraged to start using the platform for questions, conversations and topics of interest.	All Members + TSLIP Staff
Final Research Projects	A release of the completed and final research projects will be distributed to Toronto South LIP membership via e-mail. Project presentations from the symposium will be posted on the TSLIP website under <i>Publications > Resources > Toronto South LIP Research</i>	TSLIP Staff

Next Meeting Date:

To be determined. If your agency would like to host our next meeting, please contact Nicole Watson, Community Engagement Coordinator at nwatson@ccvt.org.