

Working Group Updates

Working Group Name		Settlement Services		
Facilitation	Name: Nicole Watson, Kailey Morin	Organization: CCVT		
Date of Last Meeting: July 24 th 2014	# of members: 45	# attended: 20	# of regrets: 7	
Main Items				
Item 1: Newcomer Welcome Brochure Pilot				
Brief Summary:		Actions:		
<p>The Newcomer Welcome Brochure Pilot, which ran through both the Settlement Services Working Group and the Bloor-Junction Neighbourhood, began in June and ended in late July.</p> <p>Participating agencies were asked to have both their staff and clients fill out a survey after utilizing the brochure. In total, 244 people completed online and hard-copy surveys. 40 service providers and 204 self-identified newcomers gave feedback.</p>		<ul style="list-style-type: none"> • Compile all data collected to determine common themes and recommendations • Review volunteer’s visual redesign of brochure • Determine funding or sponsor for final roll-out printing costs • Plan final launch and distribute 		
Item 2: LIP Member Certificate				
Brief Summary:		Actions:		
<p>The Working Group suggested symbolizing the Resolution of LIP Member Commitment through a LIP Certificate that could be placed in member agencies. Members strongly felt this would serve to affirm member commitment and highlight each agency’s involvement in larger LIP efforts.</p>		<ul style="list-style-type: none"> • Waiting for the Resolution of LIP Member Commitment to be completed and signed by members fall 2014 • Design options for certificate with help of task group struck for this purpose 		
Item 3: Collaborative Marketing + Communications				
Brief Summary:		Actions:		
<p>The Working Group discussed the importance of using social media platforms as a tool for facilitating higher-level collaboration among member agencies. From these conversations, the following projects have begun:</p> <ol style="list-style-type: none"> 1) LinkedIn Online Community of Practice: a space for individual staff from different agencies to grow relationships and collaborate 2) Twitter Focus Shift: starting to leverage the TSLIP account to benefit members through engagement and promotions 3) YouTube Collaboration Project: Highlighting collaborative innovations among member agencies in video format 		<ul style="list-style-type: none"> • Develop a social media guideline to optimize collaborative platforms • Continue to grow and monitor LinkedIn and Twitter • Plan and execute YouTube Collaboration Project with assistance from volunteers and Working Group members and their agencies 		
Feedback or Recommendations request:				
<p>PSCC will be consulted when the final draft of the Newcomer Welcome Brochure has been completed to include recommendations from survey responses. In addition, a draft of the LIP Member Certificate will also be presented to the PSCC for feedback once completed.</p>				